

BOARDING HOUSE MANAGEMENT PLAN

FOR

22 ROOM BOARDING HOUSE

AT

**1129 – 1131 PITTWATER ROAD
COLLARROY**

December 2021

1.0 OBJECT OF THIS PLAN

The primary purpose of this plan is to ensure the proposed boarding house maintains a high level of amenity for neighbouring properties and for all lodgers residing within the premises. To achieve this, the following matters have been considered:

- General site management
- Amenity of occupants
- Amenity of adjoining neighbours
- House rules
- Fire safety of the premises including Emergency Management and Evacuation
- Occupational Health and Safety
- Internal and external cleanliness and appearance, including communal areas and individual units
- Complaints register

A full and current copy of all current development consents for the operation of the premises and the boarding house management plan must be kept on-site and made available to Police or Council Officers upon request.

2.0 SITE MANAGEMENT

The boarding house is to be managed by a Managing Agent appointed by the owner who will be responsible for ensuring that the site is regularly monitored.

The Manager's residence at Level 3 is to be occupied only by the on-site manager and by family members (including partners) of the on-site manager. The on-site manager is to have responsibility for the day to day implementation of the Plan of Management, including the receipt and resolution of complaints.

The owner/ Managing Agent will be responsible for ensuring that the on-site Manager is available by mobile phone 24 hours per day and should the on-site manager not be available

for any reason such phone number is redirected to the owner or Managing Agent who must, for that duration, also be available 24 hours/day.

The on-site Manager is to ensure the House Rules are being adhered to.

If any lodgers do not respect the House Rules this will be cause for termination of use/ Occupancy Agreement.

Business and after hours contact details will be provided to all lodgers and will be displayed on signage in an accessible location on the premises for public and resident information.

The Managing Agent will require a photo ID (e.g. typically either passport or driver's license) of all prospective lodgers. Where the person is an Australian and does not hold a driver's license then alternative ID which must include a photo can be accepted.

At no time is any room to be advertised as or made available for short stay accommodation such as that associated with back packer hostels, motels, hotels, or the like.

Each lodger of the premises is required to sign an Occupancy Agreement and House Rules Agreement upon occupation of the boarding house. The Occupancy Agreement is to be for a minimum term of 3 months.

Upon arrival lodgers will be issued with an information sheet. This document will provide general information about the premises including the contact details of the on-site manager and Managing Agent, after hours contact details, emergency contact numbers for essential services such as fire, ambulance, police and utilities such as gas, electricity, plumbing, house rules as well as a note that there are residential neighbours and accordingly lodgers need to take the neighbours interests/ amenity into account when leaving and entering.

All lodgers are to be provided with a pamphlet outlining the fire evacuation procedures for the boarding house. The pamphlet is to contain details of the fire exits, fire hydrants and fire warning devices installed in the boarding house.

All lodgers will be registered in an electronic accommodation register. This register will provide details of the length of stay and the maximum number of all lodgers in each room. The register will be made available immediately upon demand at the request of Council and/or the Police.

The on-site manager will be responsible for the logging of any complaints in a “Complaints and Incident Register” and the resolution of those complaints which is also to be documented. The Complaints and Incidence Register will be made available immediately upon demand at the request of Council and/or the Police.

The premises will be checked annually to ensure that fire safety and essential fire safety measures in the building are maintained and that all required exits and egress paths are clear and free of obstructions. Inspection times are to be logged into an “Inspections Log” and made available on demand at the request of Council officers and/or the Police.

3.0 CONTRACT CLEANING AND MAINTENANCE STAFF

Cleaning contractors will be responsible for the ongoing cleaning internal and external common and communal areas including waste room, parking area, corridors, stairs and lift.

Tenants will be responsible for cleaning their boarding room and transporting waste from their room to the waste storage area.

Common areas shall be appropriately constructed, maintained and controlled against vermin. These areas shall be regularly inspected by an authorised pest control company once every 12 months.

Building maintenance/repairs is to occur when required.

The owner/ manager of the building must ensure that the surroundings of the building including public footpath and gutters are kept clean and free of litter at all times.

The owner/ manager of the site must be responsible for the removal of all graffiti from the building within 48 hours of its application.

4.0 BOARDING ROOM OCCUPANCY

Not more than two (2) person shall occupy any boarding room.

The 3rd Floor manager’s residence is to be permanently occupied by an appointed on-site Boarding House Manager including any immediate dependents/partner.

Rooms 6 and 17 are to be made available for persons with a disability.

The total number of persons residing in the boarding house at any one time shall not exceed 44 exclusive of the Boarding House Manager.

5.0 VISITORS

Any lodger inviting guests to the premises must take full responsibility for them and their behaviour.

Visitors must obey the rules of the boarding house and must leave the premises by 10:30pm daily.

6.0 USE OF OUTDOOR COMMUNAL AREA

The use of open-air common areas is not permitted between 10:30pm and 7:00am, seven days per week.

No amplified music is permitted at ANY time within the outdoor communal areas.

7.0 SAFETY AND SECURITY

Access to Premises

Arrangements for initial access to the premises will be through the Managing Agent.

Swipe Card Access to Entrance

New lodgers will only be permitted to have initial access to the boarding house between 9:00am and 6:00pm, Monday to Saturday through the Managing Agent. Access to all rooms will be controlled by a swipe card provided to each lodger.

All accessible doors will have swipe card access. The swipe cards provide access to the rooms for the period the boarder has lodgings. Once the tenancy has expired the card is rendered useless.

The system used will allow management to read all locks to see which card has been used recently on the lock, further increasing security. The relevant readers will be located at the correct height for disabled guests.

These cards, for security reasons, shall not be transferred to any other persons other than the authorized boarders.

Perimeter Lighting

Perimeter lighting shall be provided to ensure that there are no areas of concealment when entering or leaving the property.

8.0 ROOM FURNISHINGS

Combustible furnishings and fittings, such as lounges, desks and display boards are not permitted in public corridors and egress routes from sleeping rooms as they may restrict the safe means of egress from the building and reduce the level of fire safety in the building.

Mattresses, curtains and furniture will be of materials that resist the spread of fire and limit the generation of smoke and heat.

The premises will be checked regularly to ensure that fire safety and essential fire safety measures in the building are maintained and that all required exits and egress paths are clear and free of obstructions.

Each room shall be provided with the following room furnishings:

- Bed (including base, a mattress with a minimum dimension of 800mm x 1900mm and a mattress protector)
- Wardrobe
- Mirror
- Table & chair
- A night light or other approved illumination device for each bed
- Waste container
- An approved latching device on the door
- Curtains, blinds or similar privacy device
- A kitchenette to include sink and food preparation bench, storage and microwave

9.0 HOUSE RULES

House rules will be displayed at entrance of the property, behind each entry door of each room and in all indoor and outdoor common areas. House Rules as well as the Occupancy Agreement will be signed by each lodger on initial entry to the property. No signature, no entry policy applies.

Lodgers are to respect other lodgers and neighbouring residents and to keep noise at a reasonable level.

Access Key

The access key to the boarding house shall not be given to anybody other than the occupant(s).

Alcohol

Alcohol is not permitted to be consumed in the indoor or outdoor communal areas.

Smoking

Smoking will not be permitted indoors and lodgers are not to smoke on the footpath outside of the premises.

Drugs

The boarding house policy is that the use, sale or possession of illegal drugs or any suspicion of such acts being performed in or about the premises or any person found using drugs shall be immediately reported to the Police.

Misconduct

Any boarder failing to observe the rules and any cases of serious misconduct will be dealt with by the Managing Agent who may require the lodger to vacate the premises.

Examples of serious misconduct include but are not limited to: drug or alcohol abuse, sexual, racial or religious harassment, theft, or violence. Boarders are instructed to call the police if the boarder is performing illegal acts on the property.

Visitor Policy

Lodgers staying at the premises may entertain friends in their room. Visitors must obey the rules and leave the premises by 10:30pm.

Any lodgers inviting visitors to the premises must accept full responsibility for them and their behaviour. In the event of any serious misconduct by the visitor of a lodger, the lodger may also be asked to vacate the premises and be asked to pay for damages, where required.

Noise

Live music will not be permissible on the premises at ANY time.

No amplified music is permitted at ANY time within the outdoor communal areas.

Recorded and/or amplified music is permissible indoors during daylight hours between 8:00am and 8:00pm Monday to Thursday and between 8:00am and 10:00pm Friday to Sunday.

Disposing of Waste

Lodgers are to ensure all rubbish and recycling is to be deposited within the respective bins provided in the garbage room.

Pets

No pets are allowed within the boarding house at ANY time.

Nuisance

The carrying out of activities likely to cause a nuisance to other lodgers, the management or neighbours will not be tolerated. This may include, but not limited to theft, use of illegal drugs, violence or noise generating activities outside permissible times.

Any lodger failing to observe the rules and/or involved in serious misconduct will be dealt with by the boarding house manager and may result in the termination of the occupancy agreement.

No storage is permitted on any balcony. In addition, no clothes drying is permitted on the balconies facing Pittwater Road.

10.0 WASTE POLICY

Behind each room door there will be a sign encouraging guest to recycle. The bins in the waste bin area will be separated for:

- Paper, cardboard;
- General waste; and
- Aluminum cans, glass and plastic bottles.

11.0 FIRE SAFETY

Evacuation Plan

Building layout indicating, position of lodger rooms relative to the rest of the development, location of fire exits and firefighting equipment and emergency evacuation procedures shall be displayed in all rooms and common areas.

Maintenance

Emergency systems are maintained as part of a maintenance contract by a qualified company. All equipment will be tested and checked in accordance with the relevant Australian Standards. Any faults are documented and rectified immediately. These checks take place, weekly, monthly, bi-annually or annually depending on the required frequency.

Annual Certification

Annual certification of Fire Safety Equipment and preparation of the Form 15a is carried out by a fire consultant. Annual certification required of any of the equipment is overseen by the owners.

12.0 OCCUPATIONAL HEALTH AND SAFETY REQUIREMENTS

The Managing Agent and staff must be aware of their responsibilities under such legislation as the OHS Act 2000, OHS Regulation 2001, and the Innkeepers Act.

The WorkCover website lists the OHS Act and Regulations and other helpful information – visit www.workcover.nsw.gov.au for boarding houses NSW.

The following safety guidelines will be observed in the premises and employees must abide by them:-

- All hazards (e.g. broken chairs, loose carpets, missing lights) should be removed, repaired or replaced in consultation with the Managing Agent;
- No item of plant or machinery may be operated unless the safeguards provided are correctly in place, secured and operating effectively and the staff member and/or contract services personnel have been trained;
- Dangerous chemicals are to be handled properly, labeled (MSDS), and locked in a secure storage area when not in use;
- Work areas are to be kept clean and tidy;
- Passageways and aisles are to be kept clear at all times;
- Materials or products are not to be stacked higher than what is considered to be safe;
- Rubbish bins must be used to dispose of all rubbish;
- Excessive alcohol consumption or drugs not prescribed by a doctor are forbidden on the premises; and
- All no smoking rules are to be observed.

13.0 STORAGE OF CHEMICALS

All chemicals and other substances stored for use in workplaces will meet the requirements of certain Acts and Regulations. Chemicals or substances that are labeled Hazardous Goods will have a Materials Safety Data Sheet on site.

All hazardous chemicals/substances are to be securely stored when not in use.

14.0 PUBLIC LIABILITY

The owners will maintain appropriate public liability cover.

15.0 COMPLAINTS AND INCIDENT REGISTER

The on-site manager (or the Managing Agent in his/her absence) will be available 24 hours/7 days) to deal with any complaints or incidents that occur on the premises including the maintenance of the complaints register. The register will contain:-

- Complaint/Incident date and time
- Name of person/police/council making the complaint or notifying of the incident
- Contact details
- Nature of the complaint/incident
- Action taken (by whom and when)
- Outcome and/or further action required

All complaints shall be dealt with by management with 24 hours of notification.

The complaints register is to be made available to Council, Police or a Special Investigator upon request.