

# **PLAN OF MANAGEMENT**

## **BOARDING HOUSE**

**532 Pittwater Road**

**NORTH MANLY**

**Feb 2021**

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## INTRODUCTION

This document is a Plan of Management (“POM”) which seeks to minimise environmental impacts associated with the ongoing use of the boarding house accommodation located on the subject property in particular potential impacts on the surrounding residential environment.

The boarding house accommodation contains 10 rooms including one accessible room, a common room, a garbage storage area, bicycle and motor cycle parking and car parking.

The POM demonstrates a commitment by the owner and Operator to recognise and address the necessary aspects of the accommodations management including complaints reporting and management procedures and an ongoing review mechanism.

The premises will be operated in strict accordance with the conditions of development consent.

### **The Objectives of the Operational Plan of Management**

- a) *To ensure the efficient and effective management of the premises.*
- b) *To ensure the safety of all residents of the boarding house.*
- c) *To provide a comfortable and harmonious residential environment for residents.*
- d) *To ensure that the premises is properly maintained and operates in a manner which maintains a high level of amenity.*
- e) *To ensure that there are no adverse impacts arising from the premises on any adjoining property or the neighbourhood.*

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 property including Emergency Management and Evacuation
- Occupational Health and Safety
- Internal and external cleanliness and appearance, including communal areas and individual units
- Complaints register
- Cleanliness of the property and surrounding precinct

## **1.0 ADMINISTRATION**

### **1.1 General Parameters for the Boarding House:**

- The premises is to operate as a registrable boarding house for the purposes of the NSW *Boarding Houses Act 2012* and the operation of the boarding house is to be in compliance with the Act at all times.
- The premises is not to offer any alternative type of accommodation or be used for any purpose other than as a registrable boarding house.
- The boarding house will be governed by the criteria specified in Schedule 2 (Standards for Places of Shared Accommodation) of the Local Government (General) Regulation, 2005 under the Local

### **1.2 Hours of operation/period of stay**

The boarding house will be accessible by lodgers 24 hours a day 7 days per week.

Lodgers will be allocated a room and given a registered security key which will provide access to the boarding house development.

Lodgers will be required to stay for a period longer than 6 months.

### **1.3 Management**

The boarding house will be operated by the “Operator” (owner or their delegate).

The Operator will maintain the tenant register.

### **1.4 Building Manager**

An on-site Building Manager will be responsible for the Boarding House in coordination with the Operator. Full contact details of the Manager will be displayed by way of appropriate signage in the building.

The contact information will be made available to the public. In this respect, a sign will be posted on the front door with a 24 hour contact number and details.

The on-site Manager shall keep in contact with neighbours who are prepared to be contacted to ensure that if there have been any problems associated with the operation that appropriate action has been taken.

Neighbours are to be provided the on-site Manager’s 24 hr contact phone number. When a complaint is received, the Manager is to follow the procedures under section 9 of this Plan of Management.

## **2.0 LODGER FACILITIES**

### **2.1 Self-contained rooms 1-10**

Rooms are provided a maximum of (2) adult lodgers allocated to each room.

A security lock is to be provided to each room door.

No towels or clothing is to be hung on any external balcony areas.

### **2.2 Notice board**

A notice board is to be provided inside the common room to provide information for lodgers. For example fire safety inspections and pest control maintenance

### **2.3 House Rules**

All lodgers are required to be provided with and adhere to the attached house rules. House Rules must be acknowledged and signed before a Lodger moves in.

### **2.4 Communal open space areas**

To minimise acoustic and privacy issues, hours of use of the common room will be restricted to between 8.00am and 9.00pm daily.

Lodgers will be informed of such operating hours upon arrival.

Signs will be erected and maintained advising lodgers to consider the neighbours, further reducing the possible impacts associated with the use of the terrace areas.

### **3.0 CAR AND BICYCLE PARKING**

#### **3.1 Car Parking**

Due to the nature of the use, proximity of the premises to public transport facilities and the low car dependency and transient nature of users limited parking has been provided for lodgers.

5 on site car spaces are provided.

All car and scooter spaces will be designated to a specific lodger.

#### **3.2 Bicycle/motor bike storage**

8 bike and 4 motor bike spaces are provided.

### **4.0 MAINTENANCE AND CLEANING**

#### **4.1 Cleaning of internal areas**

Cleaning of boarding rooms will be the responsibility of individual lodgers. Common areas and circulation spaces are to be kept clean and free from obstruction.

#### **4.2 Waste containers**

Waste containers will be located in every room with waste and recycling receptacles located within the communal garbage area.

#### **4.3 Maintenance of fire safety equipment**

Annual maintenance checks of fire safety measures will be undertaken.

#### **4.4 Collection of Waste**

Boarding house resident shall be responsible for transporting waste to the bin storage areas.

A private contractor will take the waste bins out and in in accordance with Council's publicised collection dates.

### **5.0 WASTE MANAGEMENT**

#### **5.1 Garbage store and removal**

A external garbage storage area is located at ground level. For convenience the bin area is located close to the front pedestrian entrance.

The garbage area and bins will be deodorised quarterly by a private contractor and will be washed down on a monthly basis in order to maintain cleanliness.

### **6.0 SAFETY AND SECURITY**

#### **6.1 Security key**

Each guest is to be issued with a security key upon registration. This will provide 24 hour access to their room and common room.

## **6.2 Fire safety measures**

Each boarding room will have a diagram and explanation of fire escape and flood evacuation procedures. Each boarding room and communal room is fitted with hard wired smoke detectors. Signs will be placed as required to direct guests to the nearest fire exists in strict accordance with the BCA.

## **7.0 HEALTH POLICY**

### **7.1 Bedroom occupancy requirements**

A maximum of two (2) lodgers are able to occupy a boarding room.

### **7.2 Light and ventilation**

Adequate natural light and ventilation will be provided to all boarding rooms and communal areas. All bathrooms will be mechanically ventilated.

### **7.3 Kitchen facilities**

An approved fire blanket is located within 2 metres of the cooking area.

## **8.0 MISCELLANEOUS**

### **8.1 Smoking on the premises**

Smoking is not permitted in the interior of the premises including boarding rooms, communal living room or circulation areas.

### **8.2 Noise**

Measures will be taken to ensure that noise levels are at an acceptable level and not adversely impacting upon neighbouring residents.

No amplified music shall be played on the premises.

### **8.3 Contact number**

A 24 hour telephone number is to be available to neighbours who wish to register a complaint or comment about the premises.

## **9.0 COMPLAINTS REPORTING AND MANAGMENT**

The boarding house is to encourage active participation from the community in the ongoing operation of the premises. The boarding house has a Complaints Management System specifically designed to help in its relations with the community.

**The contact person in respect of all enquiries or public complaints in relation to this plan or the operation of the Premises is:**

**Name:\*\*\*\*\***

**Position:\*\*\*\*\***

**Phone number:\*\*\*\*\***

**After hours contact No. \*\*\*\*\***

1. An “Incident” includes:
  - a. any breach of this Plan; or
  - b. any complaint by any person about the operation of the Premises; or
  - c. any event that may cause alarm or concern to residents or persons passing or in the vicinity of the Premises as a result of the conduct or act of any person identifiable as a client of the Premises at that time.
2. Management must maintain a “Complaints Log” recording details of any incident that occurs including the time of the incident, a detailed description of the incident and any actions taken by the management of the Premises in response to the incident.
3. When an incident is reported the person recording details of the incident will be advised that an incident may be reported on a confidential or non-confidential basis and that confidential records will be made available to Warringah Council and the NSW Police and any other person required by law and that non confidential complaints will be made available to Northern Beaches Council, the NSW Police, any other person required by law as well as residents who live within 100 metres of the premises who wish to inspect the Complaints Book.
4. The Complaints Log must be updated within 24 hours of any incident.
5. Management must request contact phone numbers to record in the Complaints Book so concerns can be followed up if necessary.
6. Management shall be available at all times to deal with any incident as to the operation and management of the premises. Any such incident shall be dealt with as soon as possible.
7. If an incident relates to noise, the Operator must:
  - a. rectify the situation immediately.
  - b. contact the individual who reported the incident to verify that the problem has been addressed.
  - c. take all reasonable steps to stop or reduce the source of the noise to prevent future occurrences.
8. Management must review the Complaints Book regularly and where appropriate amend operating procedures so as to eliminate the possibility of the Incident recurring or to minimise the impacts of the incident should it recur.

## **10.0 POM REVIEW**

This POM will be reviewed on an annual basis. The Operator will be responsible for overseeing each annual review and making changes to the POM as necessary.

The review process, if necessary, include liaison with Council and incorporate any operational changes which have been adopted throughout the preceding year. At the time of preparation of the review consideration will also be given to the environmental controls in place to ensure that each is still relevant to the activities being conducted on the premises.



## House Rules – 532 PITTWATER RD MANLY

The House rules are a supplement to the Occupancy Agreement and the Plan of Management. The House Rules provide guidance and information about the standards and procedures all Lodgers are expected to meet and comply with during their residence at 532 PITTWATER RD, NORTH MANLY.

Note the House Rules are intended to benefit all lodgers. Compliance is mandatory.

- Lodgers must maintain an acceptable standard of hygiene and general cleanliness in your room and the common indoor and outdoor areas.
- Lodgers must remove general waste from their room and place in the communal bins provided.
- Lodgers are encouraged to recycle – recycling bins are provided.
- Lodgers are encouraged to use public transport and the bicycle lane provided in the local area.
- No naked flames or candles are permitted in any part of the property.
- No smoking inside your room, common stairs or common room is permitted.
- Lodgers must keep all front & rear doors and gates closed and locked at all times.
- Respect the privacy of other Lodgers and do not disturb or interfere with other Lodgers.
- Keep the common areas and corridors free of your personal belongs to ensure fire safety and assist cleaning & maintenance.
- Do not interfere with fire safety measures or equipment.
- Lodgers are to familiarise themselves with the fire evacuation plan displayed within their room.
- Report damage to your rooms and common areas.
- Report maintenance requirements in your room or the building.
- No drug use is permitted & No excessive alcohol usage will be tolerated.
- No furniture is to be removed or altered. No items are to be screwed or nailed to the walls.
- No pets are permitted.
- The Operator will strictly adhere, implement and enforce a “no parties in rooms” rule. i.e. No parties are or will be allowed in the room at any time of the day and night.
- Between 10pm and 7am, no loud noises, with particular attention being on Lodgers and guests socialising close to a window or on a balcony near the street or adjoining properties.
- Lodgers must use the bike storage allocated to them. Bikes should be secured at all times.

- Lodgers are encouraged to vacuum their rooms. A vacuum is available from the upon request.
- Lodgers are encouraged to clear their letterbox at least once per week.
- Take responsibility for your guest(s).
- Lodgers must supply an active and frequency checked email address for correspondence with the Operator.
- The common area is to vacated by 9:00pm.
- Lodgers are to use the kitchen exhaust fans when preparing a meal.
- Lodgers are not to trespass in any area of 532 Pittwater Rd, North Manly that is locked or identified as not to be entered.

I hereby acknowledge that I have read and understand the House Rules:

Name: \_\_\_\_\_

Date: \_\_\_\_\_

## Pre-requisite of entering into Occupancy Agreement

1. Any person who is to occupy a room in the boarding house is to sign an Occupancy Agreement. The Occupancy Agreement that will be used on site is based on the Standard Occupancy Agreement for General Boarding Houses under the NSW *Boarding Houses Act 2012*. The Operator of the boarding house is also required to sign the Agreement.
2. Prior to entering into an Occupancy Agreement, the Operator is to provide the prospective boarder/s with a copy of the Occupancy Principles within Schedule 1 of the *Boarding Houses Act 2012*.
3. The Operator is to provide a copy of the House Rules to all new residents at the time that they sign an Occupancy Agreement. The Operator is to advise the new resident/s that they must read and understand and abide by the resident obligations that are set out in the House Rules. The new resident/s must sign a statement to the effect that they understand and will abide by those resident obligations.
4. Prior to entering into an Occupancy Agreement, prospective residents are to be advised that they may potentially be evicted if they breach the resident obligations.
5. Prior to entering into an Occupancy Agreement, all prospective residents are to provide photographic identification ("ID") (typically a driver's license or a passport) to confirm their identity. The Operator is to enter the particulars of the ID (for example, the driver's license number or Passport number) in the Boarding House Accommodation Register.
6. Prior to entering into an Occupancy Agreement, all prospective residents are to provide the Boarding House Manager with next of kin details for emergency purposes. Next of kin details are to be kept by the Boarding House Manager for the entire duration of the lodgers stay.
7. Prior to entering into an Occupancy Agreement, the Boarding House Manager is to confirm with a prospective resident that they are obligated to reside within the boarding room for a period of no less than three (3) months.
8. Prior to entering into an Occupancy Agreement, the Boarding House Manager is to advise prospective residents of the fees. The room charge will be determined by the owner from time to time and will be a fully inclusive amount including electricity, water and other services and parking (if applicable)
9. Upon entering into an Occupancy Agreement, the Boarding House Manager is to accept a security deposit amounting to two (2) weeks of the occupancy fees and is to provide a receipt for that amount to the new resident/s.
10. Upon execution of an Occupancy Agreement, the Boarding House Manager is to enter the details of the new resident/s into the Boarding House Register, is to provide the resident/s with a copy of the signed Occupancy Agreement and is also to keep a copy of the signed Occupancy Agreement in a secure location.
11. Upon a resident ceasing to occupy a boarding room, the security deposit, less any deductions authorised by the *Boarding Houses Act 2012*, is to be paid to the resident within fourteen (14) days of the date upon which the resident ceases to occupy the boarding room.