

# OPERATIONAL PLAN OF MANAGEMENT

## Affordable Rental Housing - Boarding House 691 Pittwater Rd Dee Why NSW 2090

Legally described as, Lot 1 in Deposited Plan 166322

The contact persons in respect of all enquiries or public complaints in relation to this plan or the operation of the premises are:

Name: XXXXX

Position: On Site Manager

Phone Number: XXXXX

Email: xxxx@xxxxx

### 1 Premises to Which this Plan Applies

It is legally described as Lot 1 in Deposited Plan 166322. This plan applies to the Boarding House at 691 Pittwater Rd Dee Why NSW 2099

#### 1.1 Objectives

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

- ·Site management
- ·Amenity of occupants
- ·Amenity of adjoining neighbours
- ·House rules

- Internal and external cleanliness and appearance, including communal areas and individual units
- Maintenance of a Complaints register A full and current copy of all current development consents for the operation of the premises and the boarding house management plan will be kept on-site and made available to Police or Council Officers upon request.

The Applicant will accept compliance with this Operational Plan of Management as a condition of Development Consent.

## 1.2 Uses to Which this Plan Applies

This plan applies to the Boarding House uses on the site.

## 1.3 Applicable Development Consents

This Plan applies to DA 2020/0272 and any other statutory approvals

## 2 Rooms and Occupation

The facility will provide with fully-furnished rooms and a choice of single or double rooms. The facility will provide a lease per furnished room for a minimum 3 month period.

The maximum number of boarders and lodgers

The building is to contain a maximum of 124 (one hundred and twenty four) persons, (not including children under the age of 5 years), being not more than 2 persons per room excluding the managers room.

## 3 Management on-site

An on-site manager will reside on the premises and oversee the day-to-day operations of the Boarding House including matters such as general maintenance and cleanliness of common areas, observance by residents of house rules, and services.

The on-site manager will be assisted by additional non-resident staff as required, with responsibilities including cleaning and maintenance.

The operation of the Boarding House will be further overseen by an off-site Managing Agent experienced in the operation of multiple occupancy residential development (the “Managing Agent”).

### 3.1 Responsibilities of Onsite Manager

Provide a point of contact for residents, neighbours, and emergency services in respect to the operation of the Boarding House.

This plan has been prepared as a component of the following Development Consent:

Development Consent 2020/0272 – Mixed Use and Boarding House

Northern Beaches Council are to be advised of any change to the manager or its delegate and of the contact details of the manager or its delegate within 1 (one) week of any change. The sign on site giving the name and contact details of the manager must also be updated within 1 (one) week of any change.

Electric Bicycles: 10 (ten) electric bicycles will be provided and maintained within a development specific sharing system under site management. These 10 electric bicycles are for the exclusive use of occupants at 691 Pittwater Rd Dee Why. These bicycles will be available 24 hours a day.

Car share/Motor Cycle at 5 Mooramba Rd Dee Why: 1 (one) Electric vehicle will be provided and maintained at lot 135 and 2 (two) motor cycles spaces will be provided at lot 136 / 5 Mooramba Rd Dee Why. A development specific car sharing system (online booking system) under site management is to be provided for the exclusive use of occupants at 691 Pittwater Rd Dee Why. The vehicle and motor cycle spaces will be available 24 hours a day.

Keep a list of maintenance requirements identified by residents and pass any maintenance requirements to the Managing Agent promptly for engagement of relevant tradespersons if required.

Maintain a record of resident complaints and incidents (noise etc) and notify the Managing Agent of these.

Oversee the maintenance of grounds, common areas and facilities in a clean and tidy manner, with assistance from non-resident staff as required.

## 4 Resident Information Brochure

The Resident Information Brochure (“the Brochure”) will contain the house rules that residents must abide by and will be provided with by the Managing Agent in conjunction with the lease.

Each occupant is to be provided with a copy of the Brochure upon commencement of his or her occupation.

### 4.1 The Brochure will cover at least the following:

Maximum number of two (2) residents per double room and one (1) resident per single room;

Registration of all visitors with no overnight stay permitted; Respect for other residents and neighbours by keeping noise to a minimum; Responsibility to maintain the room in a clean and tidy manner; Use of communal facilities; Dress code in communal areas; General cleanliness in common rooms and on grounds; and Contact details for the on-site manager, Managing Agent and emergency services.

A copy of the Brochure will be attached to the wall of each entry foyer, common rooms and within each of the rooms.

## 5 Common Area

### 5.1 Communal room / space

These areas will be available at all times (excluding out of hours times

noted) for the use by residents and their registered visitors. Access will be available via their security key/swipe.

Noise is to be kept to a minimum at all times. The on-site manager is authorised to ask residents and their registered visitors to vacate the communal rooms at any time if the level of noise or behaviour is deemed unacceptable, or house rules as outlined in the Brochure are breached.

## 5.2 Communal Terrace

The communal terrace will not be used after 10.00pm. Access will be available via resident's security key/swipe.

The on-site manager is authorised to ask residents and registered visitors to vacate the communal space at any time if the level of noise or behaviour is deemed unacceptable, or house rules as outlined in the Brochure are breached.

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

## 6 Noise Minimisation

Noise from the boarding house is best controlled using a combination of physical mitigation measures as well as noise management measures which can be implemented and enforced by the onsite Manager. The following key aspects are noted:

A maximum of 30 persons on the roof top communal area at anytime

A maximum of 20 persons on the rear Ground Floor communal space at any time

- External areas must not be used after 10.00pm seven days per week
- No external speakers for music are to be installed in the rear garden / communal terrace area.
- Signage shall be erected in the corridors/communal outdoor area

clearly displaying the time restrictions and to encourage quiet behaviour of occupants and visitors.

- Window and door openings to the common room at roof level of the premises will be closed after 10.00pm each night.
- Any cleaning of the premises, internal or external and including garden maintenance, shall take place between 8am and 6pm Monday to Friday and 10am to 5pm on weekends and public holidays.

## 7 Waste Management and Cleaning

Waste Management: The On site manager is responsible for the cleanliness of the general waste and recycling bins located on the ground floor

Waste will be separated into separate bins for recycling including plastics, metal, glass, paper and green waste.

Waste will be collected by Council or a private contractor on a weekly basis, or as required.

Empty bins will be washed regularly to maintain appropriate levels of hygiene.

## 8 Complaints Register

The Managing Agent or delegate will be available between the hours 9:00am to 6:00pm, Monday to Saturday, to deal with any complaints or incidents that occur on the premises. 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 an other authorised person upon formal request.

## 9 Security and Safety

### 9.1 General provisions

Each accommodation room entry door will feature a lock (with key or swipe card),

Common entrances to the Boarding House will only be accessible via key/swipe, unless the on-site manager is in attendance at the front office.

### 9.2 Evacuation Plan

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

### 9.3 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 to be documented and rectified immediately. These checks take place, weekly, monthly, bi-annually or annually depending on the required frequency.

### 9.4 Annual Certification

Annual certification of Fire Safety Equipment to be carried out by a qualified fire consultant.