

PLAN OF MANAGEMENT

BOARDING HOUSE

74 WILLANDRA ROAD NARRAWEENA

October 2018

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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 29 rooms including 2 adaptable rooms and a Managers residence, 2 communal living rooms, 1 communal kitchen and dining area, 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.

1.0 ADMINISTRATION

1.1 Hours of operation/period of stay

The boarding house component of the development will be accessible 24 hours a day 7 days per week by registration at reception, by appointment with the on-site Manager or through the use of a key or security card.

Lodgers will be allocated a room and given a key or security card which will provide access to the boarding house development and their individual room.

The minimum length of stay for any lodger is to be 3 months. Management may choose to implement periods of stay or restrictions in terms of periods that lodgers are allowed to stay. Records must be kept by the Manager detailing the commencement and end of the accommodation period for each lodger.

1.2 Reservations

Lodgers will be encouraged to reserve a room prior to arriving at the boarding house. This is a regular procedure for boarding houses located in major cities. Booking enquiries can be made by telephone, fax or email.

1.3 Management

A responsible Manager, over the age of 18 years, will be either on the premises or available on mobile telephone 24 hours a day.

1.4 Compliance with Consent Conditions

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

2.0 LODGER FACILITIES

2.1 Self-contained rooms

No boarding room can be occupied for more than 2 people. The nominated Manager's residence shall only be occupied by the Manager of the premises.

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 in a convenient area as to provide information for lodgers.

2.3 Acceptable Behaviour

It is expected that all boarding house lodgers will conduct themselves in an acceptable manner when interacting with and influencing others. All boarding house lodgers should be aware of their own behaviour and how it impacts on the other lodgers and neighbours.

2.4 House Rules

All lodgers are required to be provided with and adhere to the following house rules

House Rules –

The House rules are a supplement to the Borders and Lodgers 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 74 Willandra Road

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

- Lodgers must conduct themselves in an acceptable manner when interacting with and influencing other.
- 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 on site manager 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 upon request.
- Take responsibility for your guest(s).
- Lodgers must supply an active and frequency checked email address for correspondence with the on site manager.

- Lodgers are encouraged to remove their washing and belongings from the laundry after the washing or drying cycle has completed.
- The outdoor and communal open space should not be used after 10pm at night on weekdays and not after midnight on Friday or Saturday.
- Outdoor lighting is not permitted after 10pm at night on weekdays and not after midnight on Friday or Saturday.
- Lodgers are to use the kitchen exhaust fans when preparing a meal.
- Lodgers are to use on site parking spaces that allocated by the building manager.

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

Name: _____

Date: _____

A copy of the House Rules is issued to each guest at the time of check in which is to be signed by the guest that they acknowledge and agree to reside in accordance with those rules.

2.5 Outdoor and Communal open space areas

The on-site Manager is to regularly monitor the common area to ensure minimal impact in terms of noise and lighting. 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.

No amplified music shall be played on the premises.

The outdoor and communal open space should not be used after 10pm at night on weekdays and not after midnight on Friday or Saturday.

Outdoor lighting is not permitted after 10pm at night on weekdays and not after midnight on Friday or Saturday.

3.0 CAR AND BICYCLE PARKING

3.1 Car Parking

A total 15 basement parking spaces are provided.

The parking spaces are free of charge. All cars must be parked on site. Street parking is only allowed when the on site parking is full.

The building manager will allocate the parking spaces. Due to the provision of limited basement parking spaces, people with disabilities, elderly people, people who sign a long term lease (more than 6 months) and people who have been living in the boarding house for more than 6 months will have priority to use basement parking.

3.2 Bicycle/motor bike storage

Bicycle and motor bike storage is available as per the development application plan.

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. The on-site Manager is responsible for wheeling the bins to and from the kerb for collection.

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. Management will clean and deodorise all waste containers.

5.0 WASTE MANAGEMENT

5.1 Garbage store and removal

A garbage storage area is located near Willandra Road front entrance. The garbage area will be maintained by management and will be washed down on a weekly basis in order to maintain cleanliness.

6.0 SAFETY AND SECURITY

6.1 Security key

Each guest is to be issued with a key or a security pass upon registration. This will provide 24 hour access to the areas of the building that are associated with the boarding house.

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 smoke detectors. Signs will be placed as required to direct guests to the nearest fire exists in strict accordance with the BCA.

6.3 Emergency contact numbers

Emergency contact numbers for essential services such as fire, ambulance and police are to be prominently displayed in the reception area of the Premises. A landline telephone is to be available to residents to call emergency services in the event of an emergency.

6.4 Residents register

A register containing details of all residents shall be maintained at all times. This register shall contain at a minimum, full name, address (previous or home if travelling), mobile number, date of birth, license or passport details, next of kin, emergency contact, weekly rental, room number and bond paid.

7.0 HEALTH POLICY

7.1 Bedroom occupancy requirements

No boarding room can be occupied for more than 2 people at any one time.

7.2 Light and ventilation

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

7.3 Kitchen facilities

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

8.0 MISCELLANEOUS

8.1 No alcohol will be permitted to be consumed on the unlicensed premises.

Management will monitor communal areas of the premises for compliance. Signs will be erected notifying patrons that the premises has a no-alcohol policy.

8.2 Smoking on the premises

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

8.3 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.

8.4 Contact number

A 24 hour telephone number is to be available to neighbours who wish to register a complaint or comment about the premises. Suitable procedures will be implemented to ensure that complaints and issues of conflict from surrounding developments and residents are efficiently dealt with.

Management will erect and maintain a sign at the front entrance to the property, clearly visible from the adjacent footpath, detailing an after-hours telephone number in the situation that an issue may arise.

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 Book" 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 Warringah 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 Book 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 Manager 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.

11.0 POM REVIEW

This POM will be reviewed on an annual basis. Management will be responsible for overseeing each annual review and making changes to the POM as necessary. The review will be commenced one month prior to the end of each financial year and will be completed by June 30 of each year.

The review process will 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.

Where necessary any draft changes to the POM will be forwarded to Warringah Council for comment. Any comments/recommendations will be incorporated prior to formal adoption. Reasons for alterations to the POM will also be documented.