

OPERATIONAL PLAN OF MANAGEMENT

Affordable Rental Housing - Boarding House

60 Binalong Avenue, Allambie Heights

Has two land parcels, Lot 2211 in Deposited Plan 752038 and Lot 2223 in Deposited Plan 752038.

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

Name: *****

Position: *****

Phone Number: *****

1 Premises to Which this Plan Applies

It is legally described as Lot 2211 in Deposited Plan 752038 and Lot 2223 in Deposited Plan 752038. This plan applies to the Boarding House at 60 Binalong Avenue, Allambie Heights.

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 has been prepared as a component of the following Development Consents:

Development Consent **** - Boarding House

2 Rooms and Occupation

The facility will provide 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.

Each room will be fitted with a meter for the separate measurement of electricity, gas and water used to align with the period of the resident's occupation.

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.

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 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 10.30pm. 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 10:30pm 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:

- External areas should not be used after 10.30pm at night on weekdays and not after midnight on Friday or Saturday.
- No external speakers for music should be installed in the rear garden / communal terrace area.
- Signage shall be erected in the communal outdoor area clearly displaying the time restrictions and to encourage quiet behaviour of boarders.
- Window and door openings to the common room at ground floor level of the premises will be closed after 10.30pm 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 will be separated into separate bins for recycling including plastics, metal, glass, paper and green waste.

Waste will be moved to/from the bin storage area and 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 Allocation of Car Parking

One (1) car parking space will be made available for the on-site manager (if required / they have a vehicle), with the remaining spaces offered to residents who require them as part of their lease, on a first come first serve basis.

The accessible car parking space will be offered to residents who require it as part of their lease, on a first come first serve basis.

All access to the car parking spaces shall be by way of an electronic system (or handheld remote controller) which shall be installed at the entry to the car park.

9 Complaints Register

The Managing Agent 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 a other authorised person upon formal request.

10 Security and Safety

10.1 General provisions

Each accommodation room entry door will feature a lock (with key or swipe card), and a viewing peep hole.

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.

10.2 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.

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

10.4 Annual Certification

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