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**Plan of Management**  
Incorporating the Boarding House Rules  
For  
26 Room (Including on Site Manager Room) Boarding House  
at  
67 Pacific Parade Dee Why

**MAY 2021**

## **Plan of Management**

### **1. Objectives**

The primary objective of this Plan of Management is to ensure the amenity of neighbours and residents is maintained. The Plan of Management incorporates and is to be accompanied by the "Rules of the Boarding House". Matters taken into account include:

Provision of active and accountable management of the property with a ready contact and a procedure to receive and resolve complaints.

The need to minimize disturbance to neighbours.

The need to discourage and minimise arrival after 10pm and departure before 6am.

The need to maintain external and internal appearance of the property.

Enforceability of the Plan of Management and provision to modify it in order to facilitate timely operational changes as needed.

The Plan of Management and Rules of the Boarding House are to be consistent and compatible with each other and with the conditions of consent.

### **2. Primary Person Responsible**

The owner of the property is responsible for ensuring that this Plan of Management is properly implemented at all times. This is to be done by the appointed on-site Manager (The Manager).

The Manager is to reside on the property.

The Manager is to ensure all residents are given a copy of the 'Boarding House Rules' at the time of signing the rental agreement. The rules are to include guidelines for the conduct of residents to minimize inappropriate behaviour that might reduce the amenity of other residents and neighbours.

All residents are to sign a rental agreement for not less than 90 days on the explicit understanding that accommodation is not to be provided on a temporary basis to persons for recreational pursuits.

All residents, at the time of signing the rental agreement are also to sign an agreement to abide by the "Rules of the Boarding House".

The Manager is to ensure that the 'Rules of the Boarding House' are displayed in the entrance and the common room of the Boarding House.

### **3. Manager**

The Owner will appoint a boarding house manager to manage the property. (The Manager)

The "Rules of the Boarding House" are to be enforced by the Manager. The Manager is to also ensure compliance with the conditions of the development consent. The Manager is to give any person who fails to comply with any of the "Rules of the Boarding House" one

warning. After which, if they continue to breach any of the rules of the Boarding House, they will be reported to the Real Estate Managing Agent with instructions to remove the person. If that person fails or refuses to leave the boarding house the Manager is to contact the police immediately. The Owner (if requested to do so) is to assist the Real Estate Managing Agent to the extent necessary to give effect to this provision. The Real Estate Managing Agent will undertake all evictions.

The Manager is to keep a register of persons evicted from the Boarding House and ensure that those people are prevented from entering the Boarding House in the future.

The Manager is to maintain a sign in the entrance of the Boarding House asking residents and visitors to be mindful of the amenity of neighbours and other residents when entering and or leaving the premises, particularly after 10pm at night and before 7am in the morning.

The Manager shall take all reasonable steps to ensure that residents of the Boarding House do not adversely affect the amenity of other residents and/ or neighbours of the Boarding House. The Real Estate Managing Agent is to evict residents who un-reasonably and adversely affect the amenity of other residents and or neighbours of the Boarding House.

The Manager shall inspect the premises, on a daily basis, to ensure compliance with all provisions of this Plan of Management and any applicable conditions of the development consent.

The Manager shall be responsible for having the Boarding House professionally cleaned and that the grounds are satisfactorily maintained, and in particular ensure that planting and landscaping is maintained in accordance with the landscape plan approved in the development consent.

#### **4. Register of Residents**

The Manager shall keep a 'Register of Residents', which is to include the resident's name, contact phone numbers, previous address and license/ photo ID details if any and the room occupied.

There is to be a maximum of 52 residents at any one time including the occupants of the Manager's unit. There are 26 double rooms provided (including the on-site mangers room).

Inspections may be undertaken by Council from time to time to ensure this is the case.

The Manager shall maintain a computer record of all residents with details of their name, date commenced and duration of occupancy.

#### **5. Safety**

The Manager and where necessary the Owner are to ensure all safety requirements of the Boarding House are met at all times, including:

Emergency access routes are kept clear.

Smoke detectors/alarms are kept in good working order.

Any item deemed to be a fire hazard is removed from the premises without delay.

Generally maintain the whole property in a fire safe manner.

### **Vehicular Safety Provisions**

The Manager will provide to residents as part of the orientation to the property operating instructions for the remote keyless entry for vehicle access to the garage. A traffic signal system utilising red / green traffic lanterns within the parking area will indicate clearance for vehicles exiting the garage in the event a vehicle is entering the garage simultaneously to ensure safe passage and clear entry onto the property off of the street. The Manager shall be responsible for ensuring the proper functioning of the equipment and for regularly scheduled maintenance to occur per manufacturers recommendations for the traffic signal system. Signage to be placed in the vicinity of the traffic signal system alerting residents to contact the Manager in the event of malfunction. Records of maintenance to the traffic signal system will be maintained by the Manager.

#### **Garage level car stacker**

Safe use of the mechanical stacker parking system (MSPS) is to be reviewed with all residents as part of the orientation to the property provided by The Manager. The MSPS controls will be mounted on the inside wall of the garage in an accessible location. Signage to be placed in the vicinity of the traffic signal system alerting residents to contact the Manager (with phone number) in the event of malfunction. The Manager shall be responsible for ensuring the proper functioning of the MSPS and for regular scheduled maintenance to occur per the manufacturer's recommendations. The Manager will have an Emergency 24/7/365 maintenance contract in place to ensure the system is attended to immediately in the event system is not functioning to specification. Records of maintenance to the MSPS will be maintained by the Manager.

### **6. Cleaning**

The Manager is to arrange for the premises to be cleaned professionally on a regular basis.

The Manager is to ensure that the grounds and landscaping is maintained.

Residents are to ensure the grounds are kept in a reasonably clean and tidy manner at all times.

Garbage and recycling bins are to be contained within the dedicated storage rooms situated within the north-eastern corner of the lower ground level. The Manager is responsible for the emptying of all receptacles located throughout the boarding house to the Council garbage and recycling bins in advance of the scheduled Council rubbish collection. The Manager is responsible for ensuring that the Council collection area is clear of any rubbish(outside of the bins) and is accessible at all times.

### **7. Pets**

No Pets are allowed.

### **8. Public Complaints Resolution Procedure**

The Manager to maintain a register of public complaints.

This register is to contain a form for each registered complaint. This form is to be filled in by the Manager and/ or the complainant and must record the name, phone number and address of each person making a complaint, the time and date the complaint is lodged and details of the complaint including nature of the complaint, time and duration. Only complaints where all the above information is given are to be lodged in the register.

The Manager and or the Owner is to respond to a complaint, written or oral (provided a phone number has been given) within 24 hours.

The Manager is to use his best endeavours to arrange a meeting with complainants and the Owner every 3 months. The Manager is to take minutes. These are to be kept in a 'Public Complaints Resolution Procedure Register'. This register is to be made available to Council for inspection on 7 days notice.

If a matter of complaint cannot be resolved the complainant may refer the matter to the Community Justice Centre for resolution.

### **9. Variations to The Plan of Management and/or the House Rules**

The approved Plan of Management (incorporating the 'Boarding House Rules') may be altered by the Council on the application of the Owner without the need to alter the Development Consent.

The objective of this clause is to facilitate timely and responsive alterations to the Plan of Management where all parties feel that this will be beneficial in protecting and /or enhancing the amenity for residents and or the neighbours.

### **10. Boarding House Rules**

Residents are to sign a rental agreement for a period of not less than 3 months (90 days)

Residents are to have a key to the premises, which is not to be given to any other person.

Residents' conduct is to be quiet, orderly and lawful at all times. Special care is to be taken not to make noise in the internal common areas, including the entrance, after 10pm and before 6am

Level 3 Communal Outdoor Space (COS) can accommodate \_\_\_\_(To be inserted upon receipt of an Acoustic report currently being completed) residents between 6 pm and 10pm if the door to the Internal Communal Space (ICS) are shut. If the doors are open then \_\_\_\_(To be inserted upon receipt of an Acoustic report currently being completed) residents are allowed in the COS and \_\_\_\_(To be inserted upon receipt of an Acoustic report currently being completed) residents are allowed in the ICS. This will be detailed with signage in the level 3 COS and ICS.

Outdoor communal areas are not to be used for noise generating activities after 10pm or before 7am. This will be detailed with signage.

Management has the right to cease any gathering in the outdoor communal area at any time where it deems that the group is of a size that could cause a possible nuisance.

When traversing through outdoor communal areas with bicycles, the clearly identified access path must be utilised.

Residents to comply with all reasonable requests from the Manager and or the Owner in relation to the Plan of Management and or the House Rules or they are liable to be evicted.

Residents to keep their room and bathroom clean at all times and make their room available for inspection by the Manager once a month.

Residents are to keep the kitchen and common areas clean and tidy at all times, including washing up and putting away any thing they use immediately after finishing with them.

Residents are to put all rubbish, used containers, bottles etc directly into the correct waste bins provided.

Alcohol may only be consumed in the Communal Outdoor Space (COS) of the premises after 10am and before 10pm.

The holding of parties without the permission of management is prohibited.

Smoking is only permitted in the Communal Outdoor Space (COS). No smoking, candles, incense burners or other devices that may be considered a fire hazard are permitted inside the premises.

Individual rooms are restricted to plug in appliances such as microwave ovens, toasters kettles and the like.

Residents are to be provided with information regarding fire safety in the building including: fire evacuation procedure, details of all fire exits, extinguishers, fire warning devices installed in the building and a 24 hour number on which they can contact the Manager in case of an emergency.

Residents are to immediately report damage to rooms and common areas.

No excessive alcohol usage will be tolerated.

No drug use is permitted.

No furniture is to be removed or altered.

No items are to be screwed or nailed to the walls.

Management is to strictly enforce a no parties policy for individual boarding rooms.

Lodgers are required to clear their letter box on a regular basis.

## **11. Boarding Room Contents**

Each unit is to contain the following:

Bed (including base, a mattress with a minimum dimension of 1300mm 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

Front door lock and self-closer

Phone/data connection.

Fridge, microwave.

A sign fixed to the inside of the unit's entrance door with:

- The name and contact number of the boarding house manager
- Emergency contact numbers for essential services
- House rules
- Floor plans to indicate the available emergency egress routes from the unit.

## **12. Entry/Exit Report**

All residents will be required to sign a condition report at the commencement of their accommodation attesting to the condition of the room and the furniture and which will identify any existing damage. A further inspection and report will be completed at the end of the accommodation period with any identified damage being the responsibility of the resident.