

## **Boarding House Plan of Management**

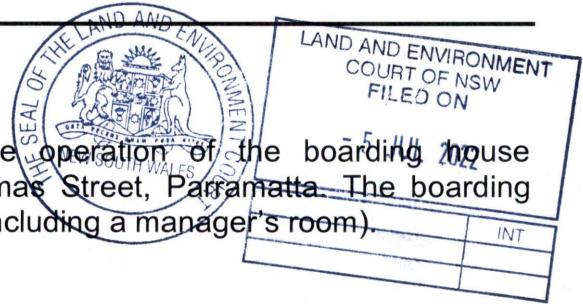
**71-73 Thomas Street, Parramatta**

**13 October 2021**

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### **1. Introduction**

The plan of management is for the operation of the boarding house development proposed at 71-73 Thomas Street, Parramatta. The boarding house contains 72 x boarding rooms (including a manager's room).



### **2. Accommodation**

The boarding house consists of 48 x single rooms (including a manager's room) and 24 x double rooms (including 4 x accessible rooms) accommodating a maximum of 96 x lodgers. The rooms are designed with self-contained kitchen and bathroom facilities, and private open space – balcony or terrace areas.

Communal areas are provided within the development including 3 x communal rooms, and communal open space areas including ground floor outdoor yard and rooftop terrace areas.

### **3. Parking**

The development is provided with 36 x car parking spaces (including 3 x accessible spaces), 15 x motorcycle spaces, and 24 x bicycle spaces. The managing agent will be responsible for the allocation of parking spaces and to ensure that the basement parking area is not used for parking beyond the dedicated parking spaces.

### **4. Management**

A boarding house manager will be appointed and responsible for the operation and administration of the boarding house.

The responsibilities of the manager are:

- i. Selection of tenants, assessment of tenant eligibility and administration of the tenancy agreements.
- ii. A hard copy of this Plan is to be provided to each new boarder upon arrival. Failure to adhere may result in cessation of occupation.
- iii. An accommodation register will be maintained by the managing agent providing details of all occupants, length of stay and payment details.

- iv. Each boarder is to sign an Occupancy Agreement and House Rules Agreement and the minimum term is 3 months.
- v. Upon arrival boarders are to be issued with an information sheet. The information sheet will provide information about the premises as well as a note that there is residential development adjoining the property and that boarders need to take the neighbours' interests into account when leaving and entering.
- vi. Ensure the maximum number of lodgers in each room/boarding house is not exceeded.
- vii. Administration and distribution of the house rules.
- viii. Ensure the house rules are fixed in each room and the communal room.
- ix. Ensure all lodgers are familiar with fire safety procedures including the location of fire extinguishers, evacuation procedures and assembly areas.
- x. Ensure fire safety inspections are undertaken annually and that the fire safety equipment is working.
- xi. Manage the cleaning of the common areas and rooms.
- xii. Manage waste collection including the provision of waste bins in each room and collection of waste from the waste storage area.
- xiii. Provide boarding house manager's contact details to all lodgers and Council. Manage a complaints register and incident report register. The manager is responsible for recording any complaints in a complaints register ("the Complaints Register") which is to be available to surrounding neighbours and Council upon request. The Complaints Register shall detail how and when any complaints are dealt with. The Complaints Register will contain:
  - a. Complaint date and time;
  - b. Name of person/police/council making the complaint;
  - c. Contact details;
  - d. Nature of the complaint;
  - e. Action taken (by whom and when); and
  - f. Outcome and/or further action required.

Action will be taken by the boarding house manager within 24 hours of notification. The Complaints Register is to be made available to Police and Council upon request.

- xiv. The boarding house manager will be contactable via phone during business hours 9.00am to 6.00pm, Monday to Friday to deal with any complaints as to the operation and management of the premises. An after-hours phone number is to be provided, with such phone number being publicly available. For emergencies the manager can be contacted with their room identifiable via signage.

## **5. Boarder Identification**

The boarding house manager requires photo ID (eg: typically either passport or driver's licence) from each boarder.

Where the person is an Australian and does not hold a drivers licence then alternative ID which may not hold a photo can be accepted.

## **6. Use of Boarding Rooms**

The boarding rooms shall be used for residential purposes with a maximum of 2 lodgers per room.

The following management provisions apply to the rooms:

- i. No visitors are permitted on the premises after 10pm or before 7am. No keys are to be provided to visitors without permission of management.
- ii. Lodgers shall not contribute to excessive noise or unruly behavior. Unruly behavior may result in termination of the occupancy agreement.
- iii. Rooms and the common areas shall be kept clean and hygienic at all times. The bins are to be emptied by the lodgers to the garbage bins as required.
- iv. Illegal substances are not permitted on the premises. Any lodger found to be supplying or in the possession of illegal substance will have their occupancy agreement terminated.
- v. No pets are permitted on the premises or boarding rooms without written approval of management.
- vi. Rooms will be made available for inspection upon notice from management.

## **7. Room Furnishing**

Rooms will be furnished with the following items:

- i. The rooms are provided with single/double beds.
- ii. A lockable cupboard for each lodger with a minimum volume of 1 cubic metre per room.
- iii. Sofa & TV desk
- iv. Waste container.

Kitchenette facilities will include:

- i. A sink with running hot and cold water.
- ii. 1 refrigerator & freezer.
- iii. Below bench cupboards.
- iv. Bench top space/stove top
- v. Waste container.

Ensuite Bathrooms will include:

- i. Shower with running hot and cold running water.
- ii. Washbasin with hot and cold running water.
- iii. Mirror.
- iv. Toilet.



Laundry facilities will include:

- i. Washing Machine.
- ii. Dryer.
- iii. Laundry Basin

Common room facilities will include:

- i. Lounges and coffee tables.
- ii. Television sets
- iii. Dining table

## **8. Use of Communal Areas**

The common room and open space are to be kept clean and tidy at all times. The hanging of clothes, towels or any other personal items in the common areas outside of designated clothes drying area will not be permitted.

The use of the common room for social gatherings will require approval from the manager. The use of the communal open space must not extend beyond 10pm.

The lodgers wishing to use the parking spaces must register with the boarding house manager. The manager will be responsible for the allocation of parking spaces.

## **9. Safety and Security**

Lodgers are responsible for ensuring the access from Thomas Street and Pemberton Street is closed at all times.

A key/swipe card will be issued to all boarders with no additional keys/cards to be issued to visitors without approval from the managing agent.

## **10. Waste Management**

Each room shall contain a waste bin. The lodger is responsible to ensure the bin is emptied in the waste storage area within the basement.

The waste storage area will include waste and recycling bins and the lodger is responsible for the separation of the waste and recycling materials.

The waste and recycling materials will be stored in 240 litre bins serviced from the street. The manager shall ensure the building cleaner is responsible for taking the bins to and from the street on collection day.

## **11. Maintenance and Cleaning**

Pest control by a professional contractor shall be carried out at least once a year.

The rooms, common areas, communal rooms and communal courtyard are to be professionally cleaned by a contractor at least once per week.

## **12. Damage**

Any damage to or the breakdown of any facility, fixture or equipment is to be reported to the managing agent.

## **13. Fire Safety/Certification**

A copy of the annual fire safety compliance statement shall be displayed in a prominent location. Essential fire safety measures are to comply with the *Environmental Planning and Assessment Regulation 2000*

Mattresses, curtains and furniture will be of materials that resist the spread of fire, and limit the generation of smoke and heat.

An evacuation plan must be clearly displayed in each boarding room and common room. A floor plan must be permanently fixed to the inside of the door of each boarding room to indicate the available emergency egress routes from the respective boarding room.

The manager's contact phone number must be clearly displayed at the entrance of the premises and in each boarding room. Other emergency contact details (police, fire ambulance) as well as utility information (gas, electricity, and plumbing) are to also be clearly visible in each boarding room.

Annual certification of Fire Safety Equipment and preparation of the Form 15a is carried out by a fire safety consultant. Annual certification required of any of the equipment is to be overseen by the owner.

## **14. Tenancy Agreements**

All tenants must enter into a residential agreement in accordance with the Rental Tenancies Act 2010. The managing agent will be responsible for the administration of the agreements.

The minimum lease period will be 3 months.

## **16. Use of this Plan of Management**

A copy of this plan of management shall be maintained on premises at all times.

This plan of management shall be reviewed twice per year by managing agent. The key operational practices and any inefficiencies shall be reviewed, with the plan of management to be updated accordingly.

Upon plan of management being updated, a new copy shall be issued to lodgers.

If the updated plan of management results in a change to external measures or new practices which will impact the adjoining businesses, a copy of the plan of management must be provided to adjoining businesses.