

Plan of Management

Boarding House

Nos.85-87 Anzac Avenue

West Ryde



PLAN OF MANAGEMENT

BOARDING HOUSE

Nos.85-87 ANZAC AVENUE

WEST RYDE

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Attachment 1: Copy of the approved plans.

Attachment 2: Copy of the Development Consent.

Attachment 3: Copy of the House Rules.

1. Introduction

Nexus Environmental Planning Pty Ltd has been requested to prepare a Plan of Management to accompany a development application to City of Ryde Council (the **Council**) for the establishment of a boarding house at Nos.85-87 Anzac Avenue, West Ryde.

2. The Site

The Site has an area of 1,467m² and is legally defined as:

Lots 27 and 28, DP 10102
Nos.85-87 Anzac Avenue
WEST RYDE

3. The Boarding House Development

The proposed boarding house comprises the following:

- 66 boarding rooms
- 34 car parking spaces including 3 disabled car parking spaces
- 14 bicycle parking spaces
- 14 motorcycle parking spaces
- storage areas
- indoor communal areas
- outdoor communal area.

Table 1: Summary of Boarding Rooms

	Single Rooms	Double Rooms	Total Rooms	Total Occupants
Ground Floor Level	2	10	12	22
Level 1	6	14	20	34
Level 2	6	14	20	34

Level 3	6	8	14	22
TOTAL	20	46	66	112

A copy of the approved plans for the boarding house are contained as **Attachment 1**.

4. Plan of Management

4.1 Purpose of the Plan of Management

The purpose of this Plan of Management (**PoM**) is to outline the operational management controls which will apply to the boarding house at the Site to:

- Ensure an acceptable level of resident amenity, safety and privacy to meet the needs of residents.
- Minimise the adverse impacts to adjoining properties and the locality.
- Maintain the internal and external appearance of the boarding house.
- Identify a procedure for reporting, processing and resolving complaints.
- Make provision for the PoM to be amended, as necessary over time, with the approval of Council, in order to facilitate timely and responsive operational changes to improve and maintain residential amenity both within and external to the Site.

4.2 Registration of Boarding House

The Boarding House will be registered with the relevant State government authority and the Council.

4.3 Access to Plan of Management

A copy of the PoM will be provided to each boarding house occupant and will be made available to all persons involved in the operation and management of the boarding house.

The PoM will be available for viewing within either the communal living area or kitchen area of the boarding house and will be made available on request to the on-site Manager.

4.4 Management and Supervision

The boarding house is to be managed by the on-site Manager who will be contactable 24 hours a day, 7 days a week.

The contact details for the on-site Manager will be placed on each of the community notice boards required to be installed. The on-site Manager's details are as follows:

Name:

Contact phone number:

The name and contact details of the on-site Manager will be provided to Council. Any changes must be notified to Council immediately.

A clearly visible sign with the name and telephone number of the on-site Manager will be displayed externally at the front entrance of the boarding house and internally in the common area.

The on-site Manager will be responsible for the operation, administration, cleanliness and fire safety of the premises, including compliance with the conditions of both the PoM and the Development Consent for the boarding house. A copy of the Development Consent is at **Attachment 2**.

4.5 On-site Manager's Responsibilities

The on-site Manager will monitor and supervise the following aspects of the boarding house:

House Rules

A sample of the House Rules is contained in **Attachment 3**.

The House Rules will be prominently displayed in the common areas and entry point of the boarding house.

The House Rules will be attached to the Tenancy Agreement of each tenant and will require mandatory compliance.

The on-site Manager will ensure that the occupants comply with the House Rules. If the House Rules are broken, the on-site Manager will deal with the non-compliance within 24 hours and issue a notice in writing of the breach of the rules with a requirement that the breach ceases immediately.

The resident may request a meeting with the on-site Manager to discuss the issue.

The on-site Manager will keep a Register containing details of any breach of the House Rules and the measures employed to remedy that breach.

The on-site Manager will keep minutes of meetings and attach these minutes to the Register.

Occupancy Rate

The maximum guest number for each room will be documented in the Tenancy Agreement between the landlord and the tenant. Single rooms will have no more than one occupant and double rooms no more than two occupants. There will be bi-monthly inspection of each room to ensure compliance with the Tenancy Agreement and House Rules.

Impact to adjoining premises

This will be managed through the House Rules as well as any complaints received from neighbouring residents.

A 24 hour contact number will be displayed on the outside of the building to ensure any complaints are promptly addressed.

The on-site Manager will ensure that noise from the boarding house does not unreasonably impact surrounding residents and neighbours. This includes ensuring occupants adhere to the House Rules in relation to noise emanating from the boarding house (including common living areas and outdoor communal areas).

Complaint Register

A complaint register will be maintained by the on-site Manager. All complaints logged will be recorded in this register and be available for Council inspection (refer Part 4.12).

Waste minimisation and recycling

The on-site Manager will ensure that a cleaner attends the boarding house regularly to ensure that the common areas, private open space, car parking and general outside areas of the boarding house are kept clean, tidy and disinfected to a professional standard.

Each room will be provided with a waste disposal container.

The on-site Manager will ensure that occupants place all non-recyclable waste in the garbage bins and that all recyclable waste is placed in the recycling bins provided.

Each boarding room is to be cleaned after a resident vacates that room and before a new tenant occupies that room.

The on-site Manager will ensure that garbage and recycling bins are placed out for collection no sooner than the night before collection day and are returned to the storage area in the basement no later than the day of collection. The bins are to be cleaned regularly.

Safety and security

Internal signage will be prominently displayed to provide the on-site Manager's contact details, as well as emergency contact numbers for essential services such as fire, ambulance, police, and utilities such as gas, electricity, plumbing, locksmith, security and cleaning services. A telephone for emergency purposes will be located in the communal room.

The on-site Manager will provide occupants with a key to their room and the common areas once they have entered into a Tenancy Agreement.

The on-site Manager will check equipment, fittings and furnishings and maintain them in safe working order. If equipment is identified as unusable, these items will be tagged appropriately and a replacement or repair organised within a reasonable period.

The on-site Manager will ensure laundry facilities of each boarding room are maintained in safe working order.

Tenant Selection

The on-site Manager will ensure that all tenants submit a tenancy application, together with appropriate identification and verification checks prior to entering into a Tenancy Agreement.

All tenants will be screened through the National Tenancy Database, criminal record, employment and reference checks.

The on-site Manager will allocate boarding rooms on a first come basis with the accessible rooms to be allocated last.

Priority for the accessible rooms will be given to those in need of accessible facilities. If all rooms are occupied when a boarder needing accessible facilities seeks accommodation at the boarding house, they will be placed at the top of a waiting list. If a person not in need of accessible facilities occupies an accessible room and another non-accessible room becomes available, they will be asked to move to allow those on a waiting list who are in need of accessible facilities to be allocated the accessible room.

Accessible Room(s)

The accessible room(s) will be available for the same charge as any of the single rooms within the boarding house, when occupied by a person with a disability.

Car Parking

Car, motorcycle and bicycle parking is to be allocated on a first come first serve basis.

The disabled spaces will be allocated for the exclusive use of the occupants of the accessible room(s) when that occupant has a car. When the occupants of the accessible room(s) do not have a car, the disabled space(s) are to be available for use by other occupants.

Signage

The on-site Manager will ensure that adequate signage is provided which identifies each of the rooms in the boarding house by number and that there are suitable signs located within the boarding house to allow both residents and visitors to find the appropriate rooms and facilities in the boarding house.

Landscape Maintenance

The on-site Manager will ensure that all landscaping with the Site is maintained in a suitable manner.

4.6 Crime Prevention Through Environmental Design

Crime Prevention Through Environmental Design (**CPTED**) is a crime prevention strategy which focuses on the planning, design and structure of cities and neighbourhoods.

CPTED seeks to influence the design of buildings and places by:

- increasing the perception of risk to criminals by increasing the possibility of detection, challenge and capture.

- increasing the effort required to commit crime by increasing the time, energy or resources which need to be expended.
- reducing the potential rewards of crime by minimising, removing or concealing crime benefits.
- removing conditions which create confusion about required norms of behaviour.

The NSW Police Service program, known as Safer by Design is based on the principles of CPTED.

Four(4) principles are generally used in the assessment of development applications to minimise the opportunity for crime, as follows:

Surveillance

Providing effective surveillance of areas within and surrounding a site can assist in reducing the attractiveness of crime targets. Surveillance of an area can be achieved through both natural and technical means.

Passive surveillance, where people can see what others are doing, creates a sense of safety within an environment and provides opportunities for interaction between individuals to deter offenders from committing crime.

The siting and orientation of the proposed boarding house has achieved maintenance of good levels of passive surveillance and allows safe movement of pedestrians into and around the Site.

CCTV will be installed at all entrance and exits with video storage capacity for a minimum of 30 days. CCTV footage is to be made available to Police upon request.

Access Control

Physical and symbolic barriers can be used to attract, channel or restrict the movement of people. They minimise opportunities for crime and increase the effort required to commit crime.

By clearly defining areas accessible to the public and providing physical and symbolic barriers to attract and channel the movement of people, it will be difficult for offenders to reach victims and opportunity to commit crime will be minimised.

Effective access control can be achieved by creating:

- landscapes and physical locations which channel and group pedestrians into target areas.
- public spaces which attract, rather than discourage people from gathering.
- restricted access to internal areas or high-risk areas (like car parks or other rarely visited areas). This is often achieved through the use of physical barriers.

The access controls to the building will include:

- key and/or swipe card secure access for residents to both the built form and car parking area.
- an intercom system for visitors.
- the pedestrian entry point to the building is clearly identifiable from both Anzac Avenue and from the communal open space area with regard to the rear pavilion.

Territorial Reinforcement

Defining what is public and private territory assists in determining the function of a space and the appropriate behaviour within a space. Territorial reinforcement can be achieved through:

- design which encourages people to gather in public space and to feel some responsibility for its use and condition.
- design with clear transitions and boundaries between public and private space.
- clear design cues on who is to use space and what it is to be used for. Care is needed to ensure that territorial reinforcement is not achieved by making public spaces private spaces, through gates and enclosures.

Demarcation between the public domain and private property is clearly defined in the access control provisions of the proposed boarding house.

Space Management

Popular public space is often attractive, well maintained and well used space. Linked to the principle of territorial reinforcement, space management ensures that space is appropriately utilised and well cared for.

Space management strategies include:

- activity coordination.
- site cleanliness.
- rapid repair of vandalism and graffiti.
- the replacement of burned out pedestrian and car park lighting.
- the removal or refurbishment of decayed physical elements.

The on-site Manager will be responsible for the management and maintenance of the premises.

4.7 Access to Boarding House

The boarding house is to be accessible 24 hours a day, 7 days a week and, where necessary, through the use of a security card to access particular areas of the boarding house. Alternatively, access is to be provided by appointment with the on-site Manager.

The opening hours of the communal areas shall be as follows.

Ground floor communal open area	The ground floor communal open area will be available for use of the occupants, at all times, between 8:00am and 8:00pm seven days a week. The use of this area is to be limited to a maximum of 10 people at any one time.
Rooftop communal open area	The rooftop communal open area will be available for use of the occupants, at all times, between 7:30am and 10:00pm seven days a week. The use of this area is to be limited to a maximum of 10 people at any one time.
Communal room	The communal room will be available for use of occupants at all times between 7:00am and 10:00pm and shall require the northern windows (other than the WC window) to be fixed windows. Windows to the common room are to be closed by 6:00pm (May to September) and otherwise 8:00pm and can be open from 7:00am. The common room is not to be accessible from the outdoor communal area until 8:00am. The use of this area is to be limited to a maximum of 10 people at any one time.

4.8 Occupation of Boarding House

A maximum of one (1) occupant is permitted in each single boarding room and two (2) occupants in each double boarding room. All occupants will be nominated on the Tenancy Agreement.

Occupants will be provided with the following:

- A copy of this Plan of Management.
- A copy of their Tenancy Agreement. Rooms are to be leased for a minimum period of 3 months.
- One (1) key per occupant to access their room.
- Access to all nominated communal areas deemed necessary by the on-site Manager.

- Working door locks to individual rooms.
- The following furniture and fittings are to be provided in each boarding room:
 - single bed with mattress (double bed with mattress in double rooms)
 - wardrobe
 - lounge/lounge chair for each occupant for boarding rooms
 - where rooms are to be let by persons unknown to each other separate lockable storage is to be provided for each tenant
 - table and chair (two chairs in double rooms)
 - bedside table or shelf (two bedside tables or shelves in double rooms)
 - lamp
 - waste and recycling containers
 - window coverings
 - phone connection
 - electrical power points (x2) in addition to power points for kitchen appliances
 - television outlet plus television
 - kitchenette with the following fittings/appliances
 - cupboards
 - sink
 - kettle
 - microwave
 - washing machine/dryer
 - fridge with freezer section
 - cooktop with one (1) hotplate for single rooms and two (2) hotplates for double rooms.
- A copy of the Fire Safety Plan.
- Fittings, equipment and furnishings which are maintained in safe working order.
- A mirror and storage in the bathroom area.
- Soaps, cleaning facilities and cooking implements such as pots and pans in the common kitchen area.
- The communal kitchen is to be fitted out in accordance with the approved plans including a sink and kettle, four hob cooktop and oven as well as crockery, glasses and cooking utensils. A vacuum, mop and bucket, broom and dust pan and brush shall be identified as being available for use by boarders to clean their rooms.
- The common room will be provided with the following:
 - television
 - lounge chairs/lounge for a minimum of 8 people

- dining table and chairs
- the communal kitchen will be provided with cooking utensils such as pots and pans, a kettle, crockery, glasses and cutlery.
- The outdoor open space will be provided with the following:
 - BBQ x 2 located away from the property boundaries
 - outdoor furniture with a minimum of 2 tables and seating for a minimum of 20 persons
 - outdoor kitchen (bench top and sink), and WC within the roof top communal open space
 - clothes line.

4.9 Visitors

Any visitors will be accompanied at all times by an occupant of the boarding house.

Visitors are only permitted on-site between 7:30am and 10:00pm, 7 days a week.

Visitors will conduct themselves in a responsible and courteous manner while on the premises so as not to negatively impact the amenity of other occupants and surrounding residents.

Occupants are responsible for ensuring all visitors comply with the House Rules outlined in **Attachment 3**. Failure to do so may result in visitors, and in certain cases occupants, being evicted from the boarding house.

4.10 Fire Safety

The boarding house will comply with essential fire safety measures outlined in the *Environmental Planning and Assessment Regulation 2000*, including but not limited to the following:

- a. A copy of the annual fire safety statement and current fire safety schedule for the boarding house will be prominently displayed in the boarding house entry area.
- b. A floor plan will be permanently fixed to the inside of the door of each room to indicate the available emergency egress routes.
- c. The on-site Manager and tenants will be trained in relation to the operation of the approved Emergency Management and Evacuation Plan.
- d. The boarding house will obtain annual certification for the essential fire safety measures to comply with the *Environmental Planning and Assessment Regulation 2000*.

- e. A fire evacuation drill shall be performed and led by the on-site Manager every 3 months.

4.11 Notice Board

Appropriate notice boards will be placed around the boarding house to provide information to occupants. The notice boards are to be placed at the following locations to ensure equitable access to all residents:

- a. Within the entrance foyer and/or in the communal room of the boarding house.
- b. On the ground floor opposite the lift.

4.12 Complaint Register

The on-site Manager is to maintain a complaint register of both public (external) and occupant (internal) complaints.

The register will contain forms to be completed by the on-site Manager, occupants and/or complainants. The form is to record the name, address, phone number and date of any person making a complaint and the details of the complaint. Only complaints where all the above information is given are to be recorded in the register.

The on-site Manager will respond to a complaint whether written or oral within 24 hours and provide the reference number of the complaint.

Complaints related to noise are to be addressed by the on-site Manager immediately upon receipt. Complaints of a serious nature (such as those related to drug use, violence, intimidation, sexual assault and the like) are to be addressed by the on-site Manager immediately and NSW Police are to be notified.

The on-site Manager will respond within 7 days to a complaint in writing. Should more than 7 days be required to respond to the complaint, the on-site Manager will advise the complainant of why additional time is required to address the issue and provide an approximate time frame to enable a response.

The complainant may request a meeting with the on-site Manager to discuss the issue. The on-site Manager will keep minutes of any such meeting and attach the minutes to the Complaint Register.

Incident Reports can be lodged by any person relating to an incident, crime, or nuisance associated with the premises. An Incident Report form will be made available by the on-site Manager upon request. Incident Reports will be lodged with the on-site Manager and actioned in accordance with the procedure outlined above.

The Complaints Register is to be made available to the Council or NSW Police upon request.

4.13 Pets

No pets are allowed within the boarding house without the prior approval of the on-site Manager.

4.14 Noise Management

In addition to acoustic mitigation measures relating to the use of the communal room, the following mitigation measures will be applied:

- To prevent noise from the use of the path on the northern side of the boarding house at night time, the gate to that path will be locked at 10:00pm and those people going to or from building B, will walk through the lobby of building A and across the courtyard.
- To mitigate noise from conversation between people using the open access walkways of the boarding house for the short period of time they are present in these walkways, an absorptive treatment with a minimum NRC of 0.8 is to be provided to the soffit of these walkways.

4.15 Review of Plan of Management

The PoM will be reviewed on an annual basis and completed prior to 30 June of each year. Any modifications to the PoM must be approved by the Council.

The on-site Manager is responsible for overseeing each annual review and amending the PoM as necessary.

Modification to the PoM must be consistent with the conditions of consent and any modified PoM will be forwarded to the Council once modified.

The PoM (including House Rules) may be varied without the need for formal modification of the development consent.

Once modified, the on-site Manager will provide an updated copy of the PoM to all occupants.

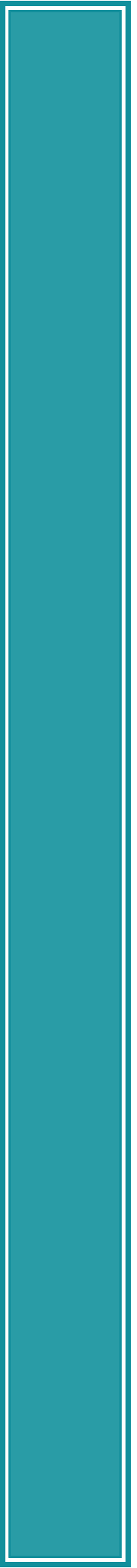
Attachment 1

Approved Plans



Attachment 2

Development Consent



Attachment 3

House Rules



Resident and guest behaviour	Residents and their guests must not interfere with the reasonable peace, comfort and privacy of other residents and neighbouring properties.
Smoking	Smoking is not permitted within any part of the boarding house, in the external areas of the boarding house or in the street in front of the boarding house. Smoking is permitted on the roof top communal open space area only.
Amplified and Live Music	All residents are to ensure that music is to be of a volume which does not unreasonably impact on the amenity of other residents.
Maintenance of rooms	<p>Residents must maintain their rooms:</p> <ul style="list-style-type: none"> - in a clean manner - in a way which does not interfere with the reasonable comfort of other residents - in a way which does not create a fire or health hazard. <p>Residents must not intentionally or recklessly damage or destroy any part of their rooms or a facility of the boarding house.</p>
Guests	Residents must make sure their guests are aware of, and follow, the House Rules. No guests are allowed into the boarding house before 7:30am and after 10:00pm.
Pets	Pets must not be kept on the premises without the permission of the on-site Manager. Assistance animals are permitted subject to notification of the manager and proof of certification
Garbage	Garbage is to be enclosed in a plastic bag (tied at the top) and placed in the bins in the garbage area. No domestic rubbish, food scraps, food wrappers, goods or materials are to be left in the hallways, common areas or outside the boarding house.
Fire Safety	Occupants are to familiarise themselves with the fire safety and evacuation procedures located in the hallway and back of room doors, location of fire blankets and fire extinguishers.
Noise	Noise is to be kept to a minimum at all times. Please enter and leave the premises quietly.
Security	The front door of the premises is to be locked at all times. Please do not let anyone in the premises who has no legitimate reason to be there.
Ground floor communal open area	The ground floor communal open area will be available for use of the occupants, at all times, between 8:00am and 8:00pm seven days a week. The use of this area is to be limited to a maximum of 10 people at any one time.

Rooftop communal open area

The rooftop communal open area will be available for use of the occupants, at all times, between 7:30am and 10:00pm seven days a week. The use of this area is to be limited to a maximum of 10 people at any one time.

Communal room

The communal room will be available for use of occupants at all times between 7:00am and 10:00pm and shall require the northern windows (other than the WC window) to be fixed windows. Windows to the common room are to be closed by 6:00pm (May to September) and otherwise 8:00pm and can be open from 7:00am. The common room is not to be accessible from the outdoor communal area until 8:00am. The use of this area is to be limited to a maximum of 10 people at any one time.

Alcohol / Drugs

Alcohol and drugs are strictly prohibited from being consumed in the boarding house or in the public areas fronting the boarding house.