

Plan of Management

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51 Drummond Street, Belmore

Shop Top Housing Development (26 Residential Units & 1 Commercial Tenancy)

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1. INTRODUCTION

This Plan of Management is for a mixed-use development (shop top housing development) incorporating 26 residential units and 1 commercial tenancy at 51 Drummond Street, Belmore.

The primary purpose of this Plan of Management is to ensure the proposed shop top housing development operates in a manner that maintains a high level of amenity for neighbouring properties and residents of the premises. Its objectives are to:

- a. To ensure that the premises will be operated in strict accordance with the conditions of development consent.
- b. To minimise disturbance to residents and neighbours;
- c. To maintain the internal and external appearance and cleanliness of the premises;
- d. To ensure that the occupants of the premises are safe;
- e. To ensure that the premises operates in a manner which maintains a high level of amenity for both the residents, and visitors and the neighbourhood.

2. GENERAL MANAGEMENT

The management of the building will be carried out by *The Operator* and will comply with this Plan of Management. *The Operator* referred to will be the site owner, appointed site manager, or appointed strata management of the building.

It is the responsibility of *The Operator* to ensure the Plan of Management is updated to include in any relevant lease details; and information and contact details pertaining to the site manager/body corporate; including manager name, phone number and an email address.

2.1 Accessibility

- Separate building entrances off Drummond Street have been provided to the residential foyer and commercial tenancy.
- Internally, residential units are accessible from the residential foyer by lifts and stairs linking the ground floor to Level 4. Car parking is located within a basement level, also accessible from the internal lifts.
- Contact details are to be provided to each resident, or alternatively sign posted in a communal and accessible area (e.g. adjacent to the lift or entry door), for the relevant persons to contact in the case of mechanical breakdown or failure of the wheelchair lift, and internal lift. All mechanical services are to be reasonably maintained and serviced by relevant contractors or installers of the lifts (where warranty may apply).

2.2 Communal Areas: Cleaning and Site Maintenance

- *The Operator* will appoint a gardener and cleaner; or relevant contractor such as a grounds-keeper; to maintain the landscaped areas of the site, including all communal gardens and roof terraces. All common areas are to be cleaned on a weekly basis.
- All common areas are to be kept clean and well-maintained as to not diminish the amenity of residents.
- *The Operator* is to ensure that pest control by a professional contractor shall be carried out at least once a year.
- Any instance of graffiti is to be reported to *The Operator* and rectified within a reasonable timeframe (usually within 48 hours of notice).
- The external presentation of the building is to be maintained to a high standard that does not diminish from the presentation of the building from the public domain.
- Waste areas are to be maintained as to not accumulate debris or odours. Any broken bins are to be reported to *The Operator*, and replaced within a reasonable time-frame.

2.3 Waste Management

This section is to be read concurrently with the **Waste Management Plan** prepared by *Loucas Architects* which may form part of the approval documents associated with the shop top housing development.

- All residents shall be responsible for disposing of their waste to the residential bin room.
- The commercial tenant shall be responsible for disposing of waste generated by the commercial tenancy to the retail bin room.
- *The Operator* will action the movement and transfer of waste from the basement to the ground floor holding area prior to collection. Bins will be taken from the waste area as close as possible to the waste collection time and will be returned to the common waste area.
- *The Operator* shall be responsible for organisation of the following:
 - Ensuring that no bins are placed in the collection points outside the schedule collection time.
 - Transferring of bins to their nominated collection point and withdraw them by 7pm on the day of service which will be in line with collection schedules for that area.
 - Cleaning the waste bins and the waste room.
 - Notifying new tenants and residents regarding the waste management services and collection system for the site.
 - The prompt removal and disposal of any illegal dumping on site
 - Organising pick up and clean-up of bulky waste.

2.4 Safety & Security

- A key card/pad and intercom system is to be installed to manage access into the building. The key cards or codes will be distributed to residents upon their lease (or future sale/purchase) agreement and collected upon completion of their residence. A register is to be kept and maintained by *The Operator*. *The Operator* is responsible for the system to be maintained in full working order.
- *The Operator* should install and maintain a CCTV system in common entry and exit areas.
- An integrated security and fire alarm system is installed at the premises. This is to be monitored by a security company at all times; or as per relevant Australian Standards and Building Codes.
- *The Operator* should ensure all fire and emergency lighting equipment is maintained in working order and regularly checked and serviced as required by relevant Australian Standards, Legislation, and Building Codes.
- The management, residents and relevant contractors should ensure exit doors, stairwells and corridors are maintained, kept clean and clear from obstructions.
- Signs should be located within common areas and indicating the emergency exit strategy.
- Criminal behaviours are to be reported to police.
- All residents are to be provided with a list of relevant contacts for *The Operator* (or designated management), all preferred tradespersons, and all emergency services.

2.5 Fire Safety, Emergencies and Evacuation Plan

- An annual fire safety statement is to be obtained and a copy is to be displayed prominently in the primary communal area (i.e. near the entry).
- Each common corridor/area on each level of the building is to be fitted with an evacuation plan detailing the emergency egress routes.
- All residents are to be aware and acknowledge placement and operation of the evacuation plan.
- Smoke detectors are to be hard wired, installed in the locations required by the relevant legislations and policies, and regularly inspected.
- An approved fire blanket or extinguisher is to be provided.
- In the event of a fire, the fire alarm will sound. It is the duty of the residents to leave via the designated fire exits per the evacuation plan. An assembly point will be designated on the evacuation plan.

2.6 Complaint Management

The complaint handling process will be as follows:

- When receiving any complaints, via telephone call, in-person visit or interacting by email, *The Operator* is to remain polite, and the visitor or enquirer is given every reasonable assistance.
- When receiving any complaints, *The Operator* will request the complaint be put in writing. This can be prepared and submitted in person or via email.
- If the comment/complaint is a problem that is actionable immediately, appropriate action is to be taken to alleviate the problem immediately and the details are to be recorded in the Complaints Register of the action taken.
- If the problem is not actionable immediately, the complainant is to be contacted and informed of what action is proposed to resolve the issues and a time frame provided. This action is to be recorded in the Complaints Register.
- Once all actions are completed, final details are to be recorded in the Complaints Register.

3. UPDATING AND REVIEW OF THE PLAN OF MANAGEMENT

This Plan of Management is a living document to be reviewed, updated and modified throughout the life and operation of the building.

The Plan of Management is to be reviewed annually or on an as-needs-basis to reflect any improvements or changes that occurred in the operation of the Shop Top Housing Development or in response to any relevant external authority requirements.

Any amendments to the Plan of Management will be noted in a history of revisions recorded at the start of the document, with physical and electronic documents available for review by the Police and Council representatives at all times, should it be requested.

The scope of any amendments to the Plan of Management must be consistent with any conditions of consent in the development approval.