



Sorrento Lifestyle Community

Residential Land Lease Community Operations Manual

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Reviewed/Approved by Land Lease Manager.
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1 Introduction

Sorrento (the “Estate”) is a manufactured home estate / residential land lease community that provides long term lease to residents over 55s.

This Document (the “Operations Manual”) aims to ensure that the Operator of this Estate achieves its objectives specified in Section [3].

2 Description of Subject Premises

Community: Sorrento, Tuncurry
Address: 40-82 Chapmans Road, Tuncurry NSW
Telephone: ##### Community Manager. @#@#@#@# Land Lease Operations
Manager: (02) 4732 2422 (Allam Property Group)
Operator: Allam MHE #3 Operations Pty Ltd

2.1 Services and Facilities

The services offered are those of a long-term residency manufactured housing estate consisting of 283 manufactured home sites.

Facilities include:

- (i) On-call Community Manager
- (ii) Club House, including gymnasium, multi-function room, lounge, games room, kitchen, indoor/outdoor dining area
- (iii) hairdresser/visiting doctors/nurse consultation room (within Club House)
- (iv) outdoor pickle ball court
- (v) outdoor swimming pool
- (vi) bowling green
- (vii) passive recreation areas and walking trails.
- (viii) community bus

2.2 Hours of Operation

The office hours are:

- 9:30am to 2:30pm Monday to Friday
- Saturday and Sunday by Appointment only

The hours of operation for the facilities are in Appendix A, and subject to change from time to time.

The operation of the dwellings and community facilities are not restricted by hours of operation, but rather by standard noise criteria under the Protection of the Environment Operations Act 1997.

Although the Community Manager does not live onsite, the Community Manager is available for after-hours emergencies, and contactable at all times.

2.3 Record Keeping

The Operator shall maintain and keep secure a record of all residents.

2.4 Staging

The Operator shall ensure that all residents are aware of the staged development of the Estate.

3 General Objectives

3.1 Aims

This manual aims to ensure:

- (i) the Estate is operated in accordance with the requirements of the approved operating permit.
- (ii) the continued health and safety of all residents within the Estate.
- (iii) that the Estate operates with minimal impact upon the surrounding area and adjoining residential dwellings.
- (iv) the continued presentation, maintenance and repairs of the Estate which is undertaken in a timely and safe manner.
- (v) the safety and security of the Estate including those of the Residents, Employees and general public of the Estate.
- (vi) to promote safety and security for residences.
- (vii) management of any anti-social behaviour within the Estate; and
- (viii) the updating and carrying out of emergency procedures.

3.2 Operator's Roles and Responsibilities

The Operator has overall responsibility for ensuring that the Estate achieves the objectives set out in this plan and in accordance with any conditions of development consent that may be imposed by MidCoastCouncil or the NSW Land & Environment Court.

The Operator is responsible for the overall management of the Estate and overseeing the implementation of all:

- (i) management and operating policies and procedures.
- (ii) the recruitment, training and supervision of staff; and
- (iii) roles and responsibilities

The Operator and its staff will be responsible for upholding and implementing all policies and procedures set out in this Manual with reference to monitoring access, unauthorised activities and difficult and/or anti-social behaviour.

This will include:

- (i) monitoring the attendance at the community.
- (ii) communicating with police, ambulance and other emergency services where required.
- (iii) overseeing procedures for evacuation in the case of fire or other emergency.
- (iv) induction and supervision of all personnel and visitors.
- (v) preparation and implementation of the staff roster, if and when required.
- (vi) education and training of all personnel.
- (vii) oversight of health, safety and security procedures.
- (viii) oversight of cleaning and maintenance of communal and community facilities.
- (ix) regular evaluation of the premises for maintenance, repairs, and replacements in accordance with maintenance schedule.
- (x) implementation of NSW Health and WorkCover NSW requirements and regulations.
- (xi) oversight of the estates inventory and ensuring adequate supply of appropriate cleaning products and other essential items required for the community/Club House facilities.
- (xii) oversight of maintenance of incidents and accident/injury registers.

- (xiii) liaise with neighbours as required to ensure the lifestyle estate operates in a manner that does not adversely impact on the rights to quiet enjoyment of other residents in the community. However, the Operator is not responsible for conflict resolution.

3.3 Staff Roles and Responsibilities

A Community Manager is appointed to manage the Estate on a day-to-day basis. Any Community Manager must have the “Working with Children” and Police check prior to being appointed to the position.

The Community Manager will be responsible for the day-to-day management of the Estate including:

- (i) Conducting a review with potential residents
- (ii) direct and regular communication with residents.
- (iii) maintain and action a maintenance schedule.
- (iv) ensuring repairs and maintenance works are carried out in a timely manner.
- (v) enforcement of the community rules.
- (vi) communicating and building a positive relationship with neighbours.

The roles and responsibilities of the other staff of the Estate include:

- (i) assisting in upholding and implementing all relevant policies and procedures.
- (ii) monitoring of the attendance of the Estate and its facilities.
- (iii) spot cleaning of common areas and estate facilities on a needs basis.
- (iv) removal of waste and maintenance of waste collection areas.
- (v) cleaning and disinfecting all wet areas, toilets, and common areas.
- (vi) act under instructions of the Community Manager/the Operator in case of an emergency and/or evacuation of the estate or any of its facilities.

4 Implementation of the Manual Objectives

The above objectives will be achieved via the following in-house management policies and procedures.

4.1 Health and Well-Being

The Operator (through its Staff) will be responsible for:

- (i) the regular inspection of all Estate facilities and common areas.
- (ii) regular pest control.

All new residents will be provided with an information pack (Samsung Tablet and USB data) containing the following:

- (i) Estate Map.
- (ii) public transport options, bus timetables and community bus details.
- (iii) information on local community services, activities, and community groups (council services, doctors, pharmacies)
- (iv) the Estate’s Community Rules.
- (v) business hours contact details and emergency contact details for the Operator and Community Manager and Staff.
- (vi) alternative contact details if the Community Manager is unavailable; and
- (vii) emergency evacuation procedures

Community Rules are prepared and adopted covering the following issues:

- (i) policies regarding unauthorised activities.
- (ii) peace and quiet, abusive language, excessive noise and anti-social behaviour in consideration of internal and adjoining neighbours.
- (iii) behaviour and conduct in communal areas and Estate facilities; and
- (iv) contact details for emergencies.

4.2 Safety

The following procedures will be implemented:

- (i) the preparation of fire and other emergency evacuation plans. All staff are trained in emergency evacuation procedures.
- (ii) emergency services numbers are provided to residents & staff.
- (iii) Fire extinguishers, smoke detectors, exit signs and emergency signs serviced regularly in accordance with applicable Australian Standards. All staff will be adequately trained in the use of equipment.
- (iv) all gas installations and fittings (if applicable) must be checked as required by the applicable Australian Standards.
- (v) all electrical installations and fittings must be checked as required by the applicable Australian Standards.
- (vi) all power outlets and electrical circuits must be connected to circuit breakers that comply with the applicable Australian Standard.
- (vii) training is provided in dealing with difficult or intoxicated persons.
- (viii) obvious and sufficient notifications are put in place where it may pose a danger to staff or residents, e.g. sectioning of area when maintenance work is performed, where Club House floor is wet and slippery.
- (ix) staff are to maintain the Estate incident book and accident/injury register. Any breach of security or related episode is entered into the incident book and reported to the Community Manager. The incident book is to be provided to NSW Police if and when requested; and
- (x) all cash money is to be kept in a safe/strong box in the office.

4.3 Managing Guests of Residents

- (i) Up to 1 adult guest or 2 children (under the age of 12) of a resident may stay for four (4) weeks continuously and no more than two times in any calendar year.
- (ii) all guests of residents, including children, must be accompanied by an adult resident whilst they are within the common areas and facilities of the Estate; and
- (iii) guests of residents, including children, cannot ride bicycles, roller blades, skateboards or the like within the common areas of the Estate without being accompanied by an adult resident.

4.4 Unauthorised Activities on the Premises

Any residents found involved in any unauthorised activity will be subject to the provisions under the applicable Residential Site Agreement (RSA).

4.5 Control of Anti-social Behaviour

Prevention of anti-social behaviour is the first course of action. Visitors are personally asked to restrain their behaviour. In the event of continuing anti-social behaviour, the Police and/or the appropriate regulatory authority will be called immediately.

In the event of an incident occurring within the Estate all staff are instructed to act responsibly, noting their training and not to escalate any situation.

As these matters are private matters, Staff of the Estate are to ensure the continued safety of all Residents, and at all times wait for the Police.

4.6 Emergency Procedures

All staff are trained in emergency procedures as part of regular and annual staff training including familiarity with fire exits and the position of fire extinguishers throughout the Estate facilities. In the event of fire or other emergency requiring evacuation of the communal facilities or the Estate, the Community Manager and/or the Estate's staff will implement fire evacuation procedures. All persons will be removed from the Estate facilities immediately. The Community Manager or the Estate's staff will report the fire immediately to the appropriate service via the pre-coded number in the telephone. Suitable review dates of Procedures will be in place.

A first aid kit and instructions on CPR are to be maintained in readily accessible locations on the premises.

4.7 Garbage Collection

The Operator will arrange for collection of all domestic waste (general waste, recycling, and food and garden organics) from each individual dwelling site and transported away from the Estate by a waste contractor.

4.8 Caravan Storage

The Community Manager is to oversee the caravan storage area to ensure that it is not overcrowded and that easy access to caravans is available when required by residents.

The community bus is to be maintained and serviced on a regular basis by management.

4.9 Drainage Swales and Sewerage

Upon identification of a drainage and/or sewerage issue, the Community Manager is to assess and contact and engage the appropriately qualified service provider to review the problem and advise of the required works to be undertaken to ensure the drainage swales function as designed.

4.10 Internal Roads, Car Parking and Pathways

The internal roads, car parking and pathways network are to be maintained as required, with any damage identified and rectified quickly to ensure access is not restricted by residents and to avoid any potential for injury to persons or damage.

4.11 Maintenance and Repairs

Staff and any contract cleaning and maintenance personnel will report to the Community Manager on any property damage and/or obvious signs of wear and tear. The Community Manager is to undertake a biannual evaluation of the Communal areas of the Estate for maintenance and repairs, which include:

- (i) All painted areas – any paint used will be of a wash and wear product standard
- (ii) Tiling and floor covering – all tiling and floor coverings will be kept clean, maintained, and replaced when worn as required and in a timely manner, subject to availability of contractors and supplies.
- (iii) Furniture and fittings – these items will be repaired and replaced within communal areas and facilities as required.

- (iv) Evidence of anti-social behaviour and vandalism (i.e. graffiti, broken glass) to be removed as soon as possible.
- (v) Broken fixtures and fittings such as lights to be repaired / replaced as soon as possible and subject to availability; and
- (vi) All gardens and landscaped areas are to be maintained on a regular basis.

The maintenance schedule is to be updated when the quarterly evaluation is undertaken.

4.12 Security

Security measures are installed to promote safety and security for residences, including (but not limited to):

- (i) Security gate at the Estate entrance.
- (ii) Fence surrounding the perimeters of the Estate.
- (iii) Security cameras in identified risk areas; and
- (iv) Compulsory registration by all visitors, including maintenance workers and guests of the residents.
- (v) Safety is the responsibility of every individual that is in the Estate, either Residents, visitors, guests and Staff.

4.13 Club House

The Community Manager is responsible for the day-to-day operation of the Club House and other communal facilities such as the swimming pool and pickle ball court, including arrangement of bookings for these facilities.

The residents will be responsible for organizing activities as they see fit and conduct themselves in accordance with the Community Rules noting that these activities take into consideration the quiet enjoyment of other residents within the Estate.

4.14 Community Bus

The Operator is to provide a community vehicle for use by residents with a set timetable. The community vehicle will be available for regular trips or excursions to nominated locations as required by residents of the Estate

Set Timetable.

- Daily to Forster/Tuncurry main streets – bus leaves at 10am and will pick up at 2pm
- Fortnightly to Taree – bus leaves at 10am and will pick up at 2.30pm
- Other excursions – as and when required provided set timetable unaffected.
- Alterations to Schedule in consultation with Residents Committee

The Operator will ensure:

- (i) the community vehicle is to be maintained and serviced on a regular basis
- (ii) the procedures for designated volunteer drivers are adhered to
- (iii) the schedule is reviewed and updated annually in consultation with the Residents Committee.

4.15 Complaints and Dispute Resolution

4.15.1 Complaints and Dispute between Residents and Operator

Where residents have complaints and disputes with the Operator and noting dispute resolution clauses in the Site Agreement and the RLLC Act, the dispute is to be addressed as follows:

- (i) the resident will notify the Operator in writing.
- (ii) the Operator will endeavor to address the complaint within 21 days after receipt of the written notification.
- (iii) where the matter cannot be resolved, the Operator will seek resolution through mediation; and
- (iv) where the matter cannot be resolved through mediation, it will be brought to the NSW Civil and Administrative Tribunal.

4.15.2 Complaints and Dispute between Residents

Where there are complaints and disputes between residents, the matter should be addressed to the attention of the Residents Committee and to be addressed accordingly. Please note that the Operator considers such disputes as private matters.

Should the matter escalate or there is a continued and sustained display of anti-social behaviour, the Operator will respond in accordance with [4.5].

Appendix A: Hours of Operation for Facilities

Effective: TBA.

Other Facilities

Facilities	Hours of Operation October to March	Hours of Operation April to September
Club House	7am to 10pm daily	7am to 10pm daily
Pickle Ball court	8am to 8pm daily	8am to 5pm daily
Swimming pool	7am to 8pm daily	8am to 3pm daily
Bowling green	8am to 8pm daily	8am to 6pm daily
Community bus	Ref 4.14	Ref 4.14

