



**LandDynamics**  
AUSTRALIA

## DRAFT PLAN OF MANAGEMENT

DEVELOPMENT APPLICATION (DA)

Proposed Manufactured Housing Estate (MHE)

Lot 349 DP 753848 & Lot 39 DP 22919

383 Browns Lane & 778 Manilla Road, Oxley Vale

On behalf of

Browns Road Development Pty Ltd

November 2024

**Prepared for:**

Browns Road Development Pty Ltd

**Prepared By:**

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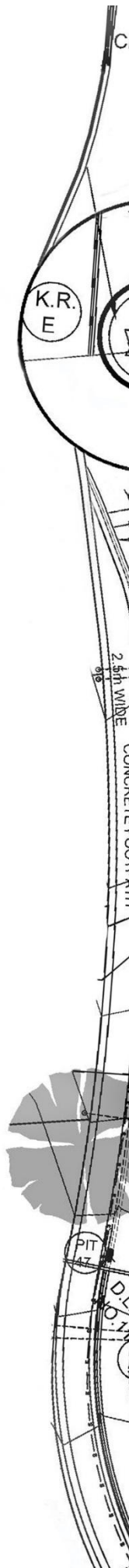
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**Disclaimer**

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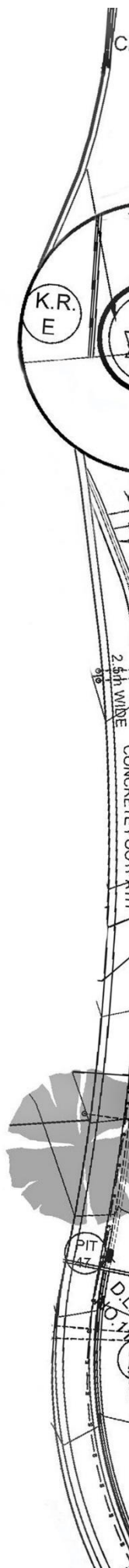
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## Table of Contents

1.	ABOUT PLANS OF MANagements.....	4
1.1	What is a Plan of Management .....	4
1.2	Why Prepare a Plan of Management .....	4
1.3	Purpose of this PoM .....	4
2.	STATUTORY & POLICY FRAMEWORK.....	5
2.1	Local Government Act 1993 & Local Government (Manufactured Home Estates, Caravan Parks, Camping Grounds and Moveable Dwellings) Regulation 2021 & State Environmental Planning Policy (Housing) 2021 .....	5
3.	OVERVIEW OF SUBJECT PREMISES & APPROVALS.....	5
3.1	Address & Consents .....	5
3.2	Services and Facilities .....	6
3.4	Hours of Operation .....	6
3.5	Record Keeping .....	6
3.6	Staging .....	6
4.	GENERAL OBJECTIVES .....	7
4.1	Aims.....	7
4.2	Proprietor's Roles and Responsibilities .....	7
4.3	Staff Roles and Responsibilities .....	8
4.4	Cleaning of the Estate Facilities .....	9
5.	IMPLEMENTATION OF PLAN OBJECTIVES .....	9
5.1	Health and Well-Being .....	9
5.2	Safety .....	10
5.3	Managing Visitors .....	11
5.4	Unauthorised Activities on the Premises .....	11
5.5	Control of Anti-Social Behaviour .....	11
5.6	Site Maintenance and Repairs .....	11
5.7	Emergency Procedures .....	12
5.8	Caravan Storage .....	12
5.9	Waste Management .....	12
5.10	Private Community Bus .....	13
5.11	Workshop .....	13
5.12	Entry Gates.....	13
5.13	Clubhouse .....	14
5.14	Infrastructure (Access, Internal Roads, Car Parking & Pathways) .....	14
5.15	Drainage Stormwater Swales .....	14
5.16	Asset Protection Zones .....	14
6.	EVIDENCE OF CONSULTATION .....	15
6.1	Consultation with Agencies .....	15
7.	ON-GOING OPERATION .....	16
7.1	Record Keeping .....	16
7.2	Plan of Management Review / Audit .....	16
7.3	Document Control.....	16



## 1. ABOUT PLANS OF MANAGERMENTS

### 1.1 What is a Plan of Management

A Plan of Management (PoM) is the document which defines the values, use, management practices and intent for the which the land use is approved being a Manufactured Housing Estate (MHE). The Plan of Management should be consistent with the development consent for the site and the principles of the Estate management.

### 1.2 Why Prepare a Plan of Management

A Plan of Management may fulfil many purposes. This PoM sets out the Estate management procedures for the safe and effective management of the Estate and achieves the general objectives set out below in Section 4 of this PoM.

The PoM has been prepared for the following reasons:

- Outlines operational and day to day use and management.
- Sets out a range of policies and procedures to ensure the Estate is appropriately well-managed, offering high quality of services to residents and guests.
- Promotes the safe and efficient operation of the development.
- Sets out procedures to ensure the operations of the Estate do not adversely affect its neighbours.

This PoM forms part of the MHE development and its provisions are to be satisfied by the operator of the business at Lot 349 DP 753848 & Lot 39 DP 22919, 383 Browns Lane & 778 Manilla Road, Oxley Vale. In the event there is a change in the ownership of the premises, Tamworth Regional Council is to be notified in writing within three (3) weeks of such change of ownership. The letter of notification is to provide Council the details of the new operator including name, address and contact phone number.

### 1.3 Purpose of this PoM

The purpose of the PoM is to compliment the approval of the MHE and to establish objectives, strategies and actions and the means the Estate's Manager will employ to achieve the desired outcomes.

It is the intent of the PoM to provide flexibility in responses to the future management of the park. Section 5 of the PoM outlines management actions and activities that will be undertaken in the management of different areas of the Estate.

It is appropriate that Plans of Management be reviewed on a regular basis to ensure they continue to meet operational and stakeholder needs. Section 7.2 outlines the review timelines.

The PoM should be read in conjunction with the documentation associated with the Development Consent.

## 2. STATUTORY & POLICY FRAMEWORK

### 2.1 Local Government Act 1993 & Local Government (Manufactured Home Estates, Caravan Parks, Camping Grounds and Moveable Dwellings) Regulation 2021 & State Environmental Planning Policy (Housing) 2021

This PoM applies to land within the overall development, which was granted development consent for the MHE in accordance with Local Government Act 1993 & Local Government (Manufactured Home Estates, Caravan Parks, Camping Grounds and Moveable Dwellings) Regulation 2021 and State Environmental Planning Policy (Housing) 2021.

The dwellings will be "installed" on the sites in accordance with an Approval to Operate the MHE under the relevant conditional exemptions contained in the Local Government (Manufactured Home Estates, Caravan Parks, Camping Grounds and Moveable Dwellings) Regulation 2021.

## 3. OVERVIEW OF SUBJECT PREMISES & APPROVALS

### 3.1 Address & Consents

**Address:** Lot 349 DP 753848 & Lot 39 DP 22919, 383 Browns Lane & 778 Manilla Road, Oxley Vale

**Telephone:** To be advised

**Operator:** To be advised

**Consent:** To be advised

The approved layout of the MHE development is identified below in Figure 1.

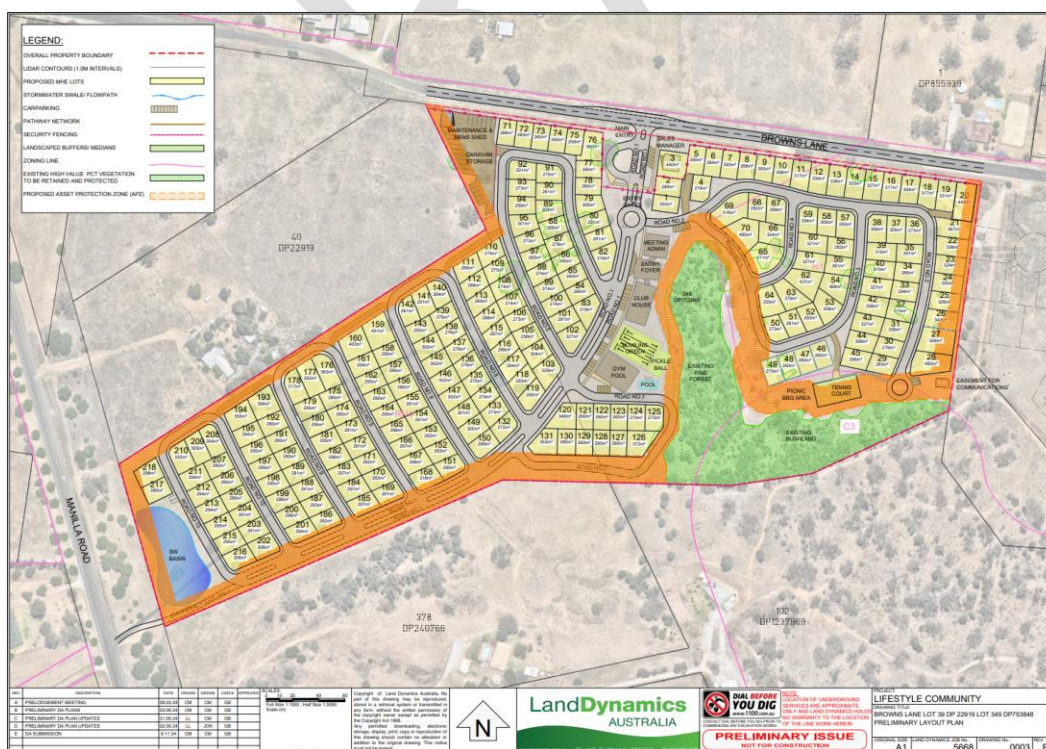


Figure 1 – Stamped Approved Overall Site Plan (To be updated upon approval)





### 3.2 Services and Facilities

The services offered are that of a long term residency MHE incorporating 218 dwelling sites within a private estate containing internal roads and communal facilities.

Facilities include:-

- (i) On-site manager;
- (ii) Club House with drop off area, and includes multi-function room, lounge, library, games room, café and indoor/outdoor dining area; consultation rooms;
- (iii) Swimming pools;
- (iv) Bowling green;
- (v) Passive recreation areas;
- (vi) Community bus;
- (vii) Pickle Ball Court;
- (viii) Tennis court;
- (ix) Stormwater treatment areas;
- (x) Caravan and boat storage;
- (xi) Workshop

### 3.4 Hours of Operation

The estate operates twenty four (24) hours seven (7) days a week. An on-site manager resides within the estate and is available for after-hours emergencies via telephone.

The hours of operation will evolve as the estate develops and may be increased during periods of heavy use of operational facilities. The annual audit and review of the PoM will be amended in this regard.

The office hours available for residents to access management are to be clearly identified and displayed at the office and can be varied by Management with notification of residents and erection of a sign at the office.

### 3.5 Record Keeping

Management shall maintain and keep secure a record of all residents. Records are kept for compliance to legal and privacy requirements.

### 3.6 Staging

The development will be undertaken in stages. Management shall ensure all residents are aware of the staged development of the estate to prevent mis-communication within the community and keep residents informed.



## 4. GENERAL OBJECTIVES

### 4.1 Aims

This Plan of Management aims to ensure:

- (i) the continued health and safety of all residents within the development at all times;
- (ii) that the development operates with minimal impact upon the surrounding area and adjoining residential dwellings;
- (iii) the presentation, maintenance and repairs of the development are to a high standard and undertaken in a timely fashion;
- (iv) the cleanliness of the estate,
- (v) the safety and security of the estate;
- (vi) restricting access to the premises to promote safety and security for residents of the development;
- (vii) accessibility for residents throughout the estate to all communal areas.
- (viii) control of any anti-social behaviour within the development; and
- (ix) the updating and carrying out of emergency procedures.

The Aims will be achieved as outlined in Section 4.1 of this PoM.

### 4.2 Proprietor's Roles and Responsibilities

The proprietor/operator has overall responsibility for ensuring the Estate achieves the objectives set out in this plan and in accordance with conditions of consent and will be addressed as per below.

The proprietor/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.

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

This will include:-

- (i) daily or as required monitoring the entrances to the estate;
- (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;
- (v) preparation and implementation of the staff roster;



- (vi) education and training of all personnel;
- (vii) resolving any issues of conflict;
- (viii) oversight of all health, safety and security procedures;
- (ix) oversight of all cleaning, maintenance and waste management;
- (x) six monthly evaluation of the premises for maintenance, repairs, and replacements;
- (xi) implementation of EEO requirements, NSW Health and WorkCover NSW requirements and regulations;
- (xii) oversight of stocktaking with particular reference to ensuring a well-stocked supply of cleaning products and linen for the community/club house facilities;
- (xiii) oversight of maintenance of incidents and accident/injury registers;
- (xiv) liaise with neighbours as required to ensure the estate operates in a manner that does not adversely impact on the social amenity of surrounding residents; and
- (xv) oversight and maintenance of communal letterboxes.

#### **4.3 Staff Roles and Responsibilities**

A Manager is to be appointed to run the estate on a day-to-day basis. Any Manager must have clear "Working with Children" check prior to being appointed to the position. The Manager is to be appointed at the discretion of the proprietors and/or prior to the occupation of the first dwelling within the estate.

The Manager will be responsible for:-

- (i) day to day running of the estate;
- (ii) conducting interviews with potential residents of the development and direct communication with residents, including resolving any arising problems;
- (iii) ensuring repairs and maintenance works are carried out in a timely manner;
- (iv) maintain hygiene standards within the estate and ensuring minimum weekly cleaning of operational facilities and the estate;
- (v) enforcement of the estate rules;
- (vi) communicating and building a positive relationship with neighbours; and
- (vii) managing the operation of the café or any other facilities by a third party.

The roles and responsibilities of the management staff include:-

- (i) assisting in upholding and implementing all relevant policies and procedures with particular reference to monitoring access, unauthorised activities and difficult and/or anti-social behaviour;
- (ii) contribute to the monitoring of the entrance of the estate and its facilities;
- (iii) spot cleaning of common areas and estate facilities on a needs basis;
- (iv) cleaning and laundering of all linen for the community/club house facilities;
- (v) removal of waste and maintenance of waste collection areas;





- (vi) cleaning and disinfecting all wet areas, toilets and common areas;
- (vii) maintenance of cleaning schedules and spot cleaning checklist;
- (viii) act under instructions of the manager/proprietor in case of an emergency and/or evacuation of the estate or any of its facilities; and
- (ix) ensuring all child resistant barriers to the swimming pool is operational and the water quality of the pool is maintained.

#### **4.4 Cleaning of the Estate Facilities**

All cleaning must ensure that all dirt, dust and substances are collected and removed. All sanitary facilities and surfaces are cleaned first with neutral detergents and any bleach or disinfectants are used strictly in accordance with the manufacturer's instructions.

All equipment used for mopping including mop and bucket are to be cleaned with warm water and detergent after use and the equipment is then stored to dry with buckets placed upside down and mop supported off the ground.

Warning signs are posted in areas where floor surfaces are be damp or slippery during and after the floor cleaning activities.

The frequency of cleaning of facilities will increase as the estate develops and during periods of heavy use of operational facilities. The annual audit and review of the PoM will be amended in this regard.

### **5. IMPLEMENTATION OF PLAN OBJECTIVES**

It will be the responsibility of the Manager of the Estate to implement the PoM pursuant to Condition requirements. The Manager must manage the Estate consistent with any adopted PoM and may not allow any operations or development which is not authorised by the Plan.

The PoM objectives will be achieved via the following in-house management policies and procedures which will be in force at the commencement of the development and evolve as the subsequent stages progress.

#### **5.1 Health and Well-Being**

Management will be responsible for the daily inspection of all estate facilities and common areas.

Management will be responsible for yearly pest control.

All new Estate residents will be provided with a Welcome Information Pack containing the following:-

- (i) locality map and directions;
- (ii) public transport options, bus time tables and community bus details;
- (iii) information on local community services (council services, doctors, pharmacies, etc.);
- (iv) shopping centre location;
- (v) estate rules;
- (vi) business hours contact details and emergency contact details for park management;
- (vii) alternative contact details if manager unavailable; and



(viii) emergency evacuation procedures.

Estate Rules will be prepared at the engagement of the Manager and commencement of the estate. The Rules will cover the following issues:-

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

## 5.2 Safety

The entrance to the estate will be provided with low glare security lighting after dark. The overall site will contain pole lighting. The Manager is to be on site at all times.

In addition, the following procedures will be implemented:-

- (i) the preparation of fire and other emergency evacuation plans. All personnel are trained in emergency evacuation procedures;
- (ii) emergency services number is coded into the telephone for easy access to Police and other emergency services;
- (iii) all fire extinguishers, smoke detectors, exit signs and emergency signs serviced yearly. All personnel are familiar with the use of fire extinguishers;
- (iv) all gas installations and fittings must be checked at least once every two years by a licensed gas fitter;
- (v) all electrical installations and fittings must be checked at least once every five years by a licensed electrician;
- (vi) all power outlets and electrical circuits must be connected to circuit breakers that comply with the applicable Australian Standard;
- (vii) all bathrooms or toilets within the community facilities must be fitted with a privacy latch that can be securely latched from the inside without a key;
- (viii) training is provided in dealing with difficult or intoxicated persons;
- (ix) adequate pole lighting for security purposes is provided in accorded throughout the entire development;
- (x) management 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 Manager. The incident book is to be provided to NSW Police if and when requested;
- (xi) all cash money is to be kept in a safe/strong box in the office on the estate premises. Cash is to be banked on a daily basis; and
- (xii) all child resistant barriers to the swimming pool is operational and the water quality of the pool is



maintained.

(xiii) enclosed security fencing predominately surrounds the site to a height of 1.8m in accordance with the Fencing Plan approved as part of the development consent. The front boundary fence has plantings to the road side to aesthetically soften.

### 5.3 Managing Visitors

The manager is to ensure the following:

- (i) visitors stay for no longer than six (6) weeks unless otherwise agreed by the Manager;
- (ii) all visitors, including children must be accompanied by a resident whilst they are within the common areas and facilities of the estate; and
- (iii) visitors (including children) cannot ride bicycles, roller blades, skateboards or the like within the common areas of the estate.

These protocols will be communicated to residents via a sign board at the Clubhouse, Residents' introductory Welcome Information Package.

### 5.4 Unauthorised Activities on the Premises

The Management Policy on unauthorised activities on the premises is prominently display at the entrance and in the reception area of the estate. Any residents found involved in any unauthorised activity will be subject to the provisions under the applicable Residential Site Agreement.

### 5.5 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 will be called immediately.

In the event of an incident occurring within the estate all personnel are instructed never to escalate the situation, but to wait at all times for the Police.

A back to base duress alarm is to be available in the front office / reception area.

### 5.6 Site Maintenance and Repairs

Staff and any contract cleaning personnel will report to the Manager on any property damage and/or obvious signs of wear and tear. The Manager is to :

- (i) respond promptly to incidences of damage and determine appropriate action for each case.
- (ii) maintain a written record of incidences and action taken.
- (iii) restore and protect damaged vegetation areas to meeting management requirements.
- (iv) implement appropriate lighting at strategic Estate and day use locations and especially in the vicinity of boundary gates and CCTV if installed.

The Manager is to undertake a quarterly evaluation of the estate for maintenance, repairs, and replacement purposes of common facilities which include:-

- (i) All paint finishes – any paint used will be of a wash and wear product standard;





- (ii) Tiling – tiling to be provided in bathrooms, toilets and around hand washbasins, staff tea and coffee making areas. Any chipped or broken tiles will be replaced;
- (iii) Floor coverings – all floor coverings will be kept clean and replaced when worn;
- (iv) Furniture and fittings – these items will be repaired and replaced within communal areas and facilities as required;
- (v) Evidence of anti-social behaviour and vandalism (i.e. graffiti, broken glass) to be removed within 24 hours;
- (vi) Broken fixtures and fittings such as lights to be repaired / replaced within 12 hours; and
- (vii) All gardens and landscaped areas are to be maintained on a weekly basis.

Maintenance and associated costs of the overall estate is the responsibility of Management. Maintenance and associated costs of all individual dwellings and dwelling sites are the responsibility of the residents of the development, with the exception of overall infrastructure including water, sewer and electricity and the like.

The manager is responsible for identifying, investigating and organising repairs of any damage to the common infrastructure such as drainage swales, private roads and pathways throughout the estate, in addition to the common recreational areas and facilities.

## **5.7 Emergency Procedures**

All personnel are trained in emergency procedures as part of ongoing personnel training including familiarity with fire exits and 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 manager and/or the estate staff will implement fire evacuation procedures. All persons will be removed from the estate facilities immediately. The Manager or the estate staff will report the fire immediately to the appropriate service via the pre-coded number in the telephone.

CPR instructions will be located within the pool area. The Manager will be responsible for the first aid kit and its maintenance/replenishment; and located within the Managers Office or a readily accessible location to be determined by management.

An evacuation plan and marshalling point will be identified and displayed in any communal building and a copy provided to residents of the senior's living development within the Welcome Information Pack.

## **5.8 Caravan & Boat Storage**

The Manager is to oversee the caravan and boat storage area to ensure that it is not overcrowded and that easy access to caravans is available when required by residents of the development. A booking register will be maintained by management, who will advise of the location available at the time of booking to ensure access to caravans is available when required and not obstructed.

## **5.9 Waste Management**

Estate management is to collect all domestic waste from each individual dwelling site and transport this waste to the screened waste enclosure area. An approved private waste contractor will then service the bin areas and transport all waste material to Council's local landfill.

Estate management will be responsible for the daily cleaning and maintenance, along with any reported waste issues of the estate and in particular the screened waste enclosure to avoid odour and pest issues. Management



will monitor bin use and modify servicing and bin provision as required and encourage the residents of the development' to provide information on litter collection requirement to assist management.

Estate management will be responsible for the daily cleaning of external areas including removing rubbish and leaves from the car park and bus stop.

The frequency of waste management will increase as the estate develops and during periods of heavy use of operational facilities. The annual audit and review of the PoM will be amended in this regard.

### 5.10 Private Community Bus

Management may provide a community bus for the transportation of residents of the development. The frequency of operation of the bus will increase as the estate develops and in response to demand by residents. The annual audit and review of the PoM will be amended in this regard.

The community bus is to be cleaning after each trip by the driver, maintained and serviced on a as required basis by organised by management pertaining to kilometres driven.

The community bus will be available to transport residents of the development both to and from the development during daylight hours as per management agreement in discussions with residents of the development.

### 5.11 Workshop

The Manager is to oversee the usage of the workshop by staff and residents of the development (by prior agreement).

The workshop is not to be utilised outside of the following hours:

9:00am to 6:00pm 7 days a week

Criteria for permission of uses and allocation of time for different groups together with the types of uses permitted within the workshop will be addressed and outlined at the commencement of the development. This information will be communicated to Estate residents' within the Welcome Information Pack.

### 5.12 Entry Gates

The security entry gates are provided to the entrances to / from the estate and operation and maintenance are the on-going responsibility of management.

Vehicle entrance will be via an electric track mounted sliding gate with access by use of a numbered keypad. The gate frame will be constructed of aluminium vertical bars at 1.8m in height and a flat top.

An outdoor pedestrian gate accompanies the main vehicle gate along with additional pedestrian gates located within the perimeter of the site. Pedestrian access will be via durable security self-closing swing gate with entry via use of a numbered keypad and intercom. The gate frame will be constructed of aluminium vertical bars at 1.8m in height and a flat top with a magnetic door strike and a door closer.

Residents of the development are to be informed if the gates are to be out of action and if this period extends overnight, then alternate measures need to be implemented to ensure access is restricted to the estate, such as a security guard to ensure safety for residents of the development. Notification of malfunctioning gates will be placed on the various community notice boards within the Estate.



Access number code to be provided to estate residents' as part of the Welcome Information Pack along with emergency services when installed and if changed. Residents of the development will be informed of malfunctioning gates via a notice at the Clubhouse, and the implementation of alternative access controls.

### 5.13 Clubhouse

The Manager is responsible for the day to day operation of the Clubhouse and other communal facilities such as the swimming pool and tennis courts, including arrangement of bookings by residents of the development, visiting doctors, hairdressers and the like, social activities and the operation of the café. These communal facilities will be further addressed at the commencement of the development and appointment of the Manager. Information regarding the facilities for the provided to the resident's in the Welcome Information Pack with updates on the notice sign board at the Clubhouse.

The Manager will be responsible for the maintenance and daily inspection of the swimming pool area including signage, gates and cleaning. Management is to ensure that the swimming pool contains child resistant barriers are maintained. The frequency of cleaning of facilities will increase as the estate develops and during periods of heavy use of operational facilities. The annual audit and review of the PoM will be amended in this regard.

### 5.14 Infrastructure (Access, Internal Roads, Car Parking & Pathways)

The internal roads, car parking and pathways network are to be maintained to the approved level of construction which complied with the relevant Australian Standards. Any damage identified is to be documented and rectified quickly to ensure access is not restricted by residents of the development and to avoid any potential for injury to persons or damage.

Visitors spaces & disabled spaces to be clearly signposted as per legislative requirements.

### 5.15 Drainage & Stormwater

The drainage swales and basins, as identified on the plans, are to be inspected regularly and kept free of weeds by management. Inspections are to occur as follows: within the first year every 3 months; during the second year every six months; from the third year onwards, inspections are to be yearly.

A yearly inspection by a qualified Engineer is required to ensure the drainage system is operating correctly. Management is to obtain confirmation on a yearly basis that the drainage inspections are occurring as part of the annual audit and review of the PoM.

Upon identification of a drainage issue, the Manager is to contact a qualified Engineer to review the problem and advise of the required works to be undertaken to ensure the drainage swales function as designed.

### 5.16 Asset Protection Zones

The Asset Protection Zones (APZs) are to be provided in accordance with the approved Bushfire Management Plan. The report forms the basis for providing an assessment of the bushfire protection requirements for the estate, including the provision of Asset Protection Zones (APZ), accessibility, water supply, fencing details for dwellings and evacuation plan and emergency services access. The primary purpose of an APZ is to ensure that a progressive reduction of bushfire fuels occurs between the bushfire hazard and any habitable structures within the development.

Firefighting systems and equipment within the development are to be maintained annually with such maintenance to occur prior to the bushfire season. In addition to the annual maintenance, the operation of the portable



petrol/diesel fire pump and generator are to be checked on a weekly basis during the bushfire season including the availability and adequacy of fuel supply.

Relevant facility personnel are to have a practical working knowledge of emergency management requirements including evacuation procedures and requirements. This will be compulsory for personnel engaged in the operation and management of the facility. Awareness training to be carried out on an annual basis prior to the bushfire season.

The maintenance of existing Asset Protection Zones is to be reviewed as required by the facility owner/operator to ensure that these are adequate within the first year of operation. This review will also take into account the methods and frequencies for fuel reduction programs. Representatives of the Rural Fire Service (RFS) will also be involved in the review of Asset Protection Zones / Defendable Spaces.

Management will be responsible for ensuring that all required maintenance is undertaken in accordance with the relevant guidelines. Works are to include:-

- (i) raking or manual removal of fine fuels – ground fuels such as fallen leaves, twigs (less than 6 mm in diameter) and bark need to be removed on a regular as needed basis. This is fuel that burns quickly and increases the intensity of a fire. Fine fuels are to be removed by hand or with tools such as rakes, hoes and shovels;
- (ii) mowing or grazing of grass – grass is to be kept short;
- (iii) the removal or pruning of trees, shrubs and understorey – the control of existing vegetation involves both selective fuel reduction (removal, thinning and pruning) and the retention of vegetation;
- (iv) the pruning or removal of trees so as not to have a continuous tree canopy leading from the hazard to the asset. Separate tree crowns by two to five metres. A canopy must not overhang within two to five metres of a dwelling; and
- (v) ensuring that native trees and shrubs be retained as clumps or islands and maintain a covering of no more than 20% of the area.

Management is to ensure emergency services including Police and Rural Fire Service are aware at all times of the entry gates access code.

Management is responsible for implementing an Emergency Evacuation Plan incorporating bushfire evacuation for the facility prior to operation of the estate. A copy of the Emergency Evacuation Plan and fencing fact sheet is to be provided to residents of the development within the Welcome Information Pack.

## 6. EVIDENCE OF CONSULTATION

### 6.1 Consultation with Agencies

Tamworth Regional Council and the NSW Police (agencies) were to be consulted during the reparation of this plan. Below is a brief outline of the consultation that occurred.

Organisation	Comment
Tamworth Regional Council	
NSW Police	
Other	

## 7. ON-GOING OPERATION

### 7.1 Record Keeping

Reports containing information relating to monitoring, inspections and observations, correspondence, notification and approvals, records of communication with statutory authorities and other bodies, audit reports and reviews shall be maintained for a period of at least 7 years.

### 7.2 Plan of Management Review / Audit

The proprietor/operator is committed to an annual audit and review of its PoM which will be carried out by Executive Management to ensure the content remains relevant.

A copy of the updated Plan of Management is to be provided to all residents of the estate, Tamworth Regional Council and the NSW Police for their records.

### 7.3 Document Control

This PoM includes an up to date Document Control/Version Control (see below table) noting the date and version number so revisions can be tracked.

Issue	Date of Plan
Initial	
Rev A	
Rev B	