



PLAN OF MANAGEMENT

263-267 CANTERBURY ROAD, CANTERBURY NSW 2193

BOARDING HOUSE

AUGUST 2018

SUBMITTED TO

CANTERBURY BANKSTOWN COUNCIL

PREPARED FOR

MING LI

PREPARED BY



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1. Introduction

This Plan of Management is prepared to accompany a Development Application to Canterbury-Bankstown City Council for the demolition of existing structures and erection of a New Generation Boarding House development at 263-267 Canterbury Road, Canterbury.

The proposed development is illustrated on the architectural plans Issue A, Project No. P18-014, dated 31/08/2018, prepared by Ghazi Al Ali Architect Pty Ltd.

2. Site Description

The site is legally described as Lot 18 DP 703437, known as 263-267 Canterbury Road, Canterbury. The site is of a rectangular shape with a 17.02m frontage to Canterbury Road (to the south), 45.72m frontage to Philips Avenue (to the west) and 17.08m frontage to Clunes Lane (to the north). The eastern boundary is 45.72m. The site area is 779.5m². The highest level occurs at the north-western corner at RL 6.78 with a 1.23m fall towards the south-eastern corner to RL 5.55. The subject site is north-south orientated with a slight tilt to the east-west.

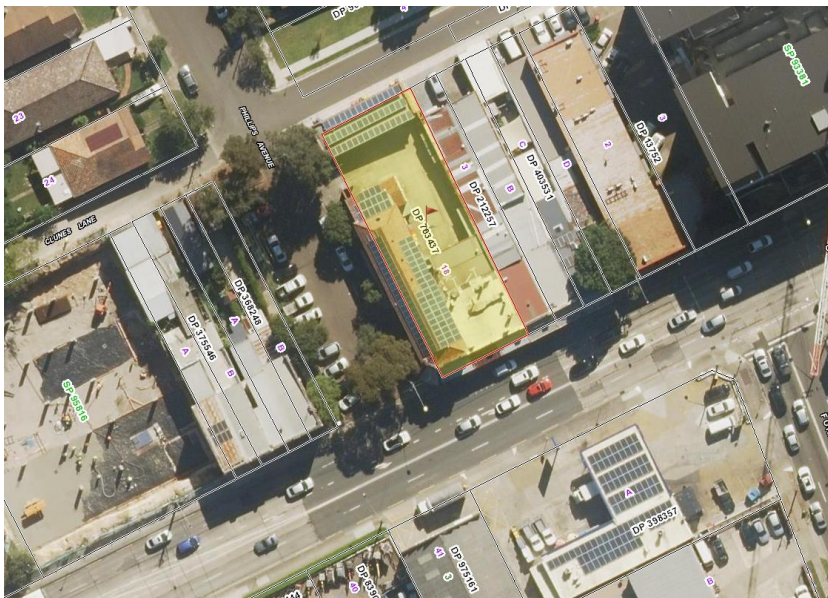


Figure 1. Aerial map of 263-267 Canterbury Road, Canterbury (SIX Maps)

3. The Proposal

The Development Application is proposed to demolish the existing structures on site, and to construct a part five (5) part six (6) storey boarding house development. The proposal contains fifty-one (51) boarding rooms in total, comprising of ten (10) single rooms (including a manager's room), and forty-one (41) double rooms. The proposal includes three (3) basement levels for car parking with a capacity to accommodate twenty-six (26) cars including 2 disabled parking spaces, twelve (12) motorbikes and eight (8) bicycles. Six (6) additional bicycle places are provided at the ground floor. Three (3) boarding rooms have been designed as accessible rooms.

The proposed boarding house will consist of the following:

- 51 boarding rooms including 1 manager's room
- 26 parking spaces, including 2 disabled parking spaces
- 12 Motorbike parking
- 14 Bicycle parking spaces
- 2 Indoor common living rooms



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- 40m² Outdoor communal open space
- Roof Garden
- Storage areas
- Service rooms

Table 1. Proposed Unit Mix by Level

Level	Single	Double	Manager	Total
Ground floor	1	2	1	4
Level 01	2	10		12
Level 02	2	10		12
Level 03	2	9		11
Level 04	2	6		8
Level 05	0	4		4
Total	9	41	1	51

4. The Plan of Management

4.1 Objectives of the Plan of management

The objective of this Plan of Management (PoM) is to outline the operational management controls that will apply to the boarding house on the site.

This plan seeks to minimise the environmental impacts associated with the ongoing use of the boarding house located on the Site, particularly the potential impacts on the surrounding residential properties.

The specific objectives of the plan are to:

1. Demonstrate the responsibilities of the boarding house manager.
2. Ensure that an acceptable level of amenity is maintained to surrounding residential properties.
3. Ensure that appropriate measures are implemented to maximize the safety and security of residents.
4. Detail the process for reporting, recording and management of complaints and incidents associated with the operation and management of the boarding house.

4.2 Registration of Boarding House

The boarding house will be registered with the Council and relevant government authorities.

4.3 Access to Plan of Management

A copy of this Plan of Management is to be provided to each boarding house lodger and will be made available to all persons involved in the operation and management of the premises.

The plan will also be available for viewing in the communal living area of the boarding house.

4.4 Management and Administration

The boarding house is to be managed by an on-site Boarding House Manager (the Manager), who is contactable 24 hours / day, 7 days / week.

The Manager shall be responsible for the operation, administration, cleanliness and fire safety of the premises, including compliance with the conditions of this Plan and any conditions of the Development Consent related to the operation of the boarding house.

Contact details of the Manager will be provided to the Council.



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Contact details for the Manager must be made available to all occupants and displayed on a notice board in the communal living rooms. A sign shall be located at the front of the Site clearly indicating the 24 hour contact telephone number(s) of the Manager.

4.5 Manager's Responsibility

The owner shall engage a Manager whose responsibilities are, but not limited to, the following table.

No.	Responsibility	Description
1	Availability	The Manager is contactable between 24 hours / day, 7 days a week.
2	Accommodation Registration	Maintain an up-to-date "Accommodation Register" providing the following details: - Name of occupant - Photo ID (typically either passport or driver's license) of each lodger - Allocated bedroom of occupant - Length of stay - Payment details - Occupation Provide a copy of the updated Accommodation Register to the Council or the NSW Police upon request.
3	Boarders/ Lodgers/ Tenants Selection	Ensure that all tenants submit a tenancy application, together with appropriate identification and verification checks prior to entering into a Lease Agreement. All tenants will be screened through the National Tenancy Database, criminal record, employment and reference checks. Select and give priority to potential boarders on a very low to moderate income.
4	Incidents Registration	Maintain an <i>Incident Register</i> which includes the following information and is available to neighbouring residents, police, and/ or Council upon request: - Incident date and time - Name, address and contact details of person reporting the incident - Details of the incident - Action undertaken by the manager - Follow up and outcome and/ or further action required
5	Complaints Registration	Maintain a <i>Complaints Register</i> which includes the following information and is available to neighbouring residents, police and/ or Council upon request: - Registration No. of complaint (as provided to the person at the time of lodging the complaint). - Complaint date and time - Name, address and contact details of person making the complaint - Nature of complaint - Action undertaken to resolve the complaint - Follow up and outcome and/ or further action required
6	House Rules	Enforce the <i>House Rules</i> listed in Section 5 of this Plan of Management
7	Provide information for boarders	Provide boarders with appropriate information prior to the commencement of occupation, as required under this PoM. The Manager must ensure boarders are aware of the contents of this PoM. A hard copy of this plan is to be provided to each new boarder upon arrival.
8	Occupancy Duration	Enforce the minimum occupancy period of not less than 3 months and house rules listed in this PoM. At no time is any room to be advertised or



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		made available for short term stay accommodation such as that associated with backpacker hostels, motels, hotels or the like. More details are provided in section 3.5.
9	Waste Minimization and Recycling	Ensure that the common areas, private open space, car parking and general outside areas of the boarding house area kept clean, tidy, and disinfected to a professional standard. Ensure each room will be provided with a waste disposal container. Ensure that occupants place all non-recyclable waste in the garbage bins and that all recyclable waste is placed in the recycling bins provided. Carry out inspections of bedrooms on a regular basis (at a minimum of once every 3 month) to ensure that they are maintained in a clean and tidy condition and that all facilities and fittings are appropriately maintained. The Operational Waste Management Plan prepared by <i>Elephants Foot Recycling Solutions</i> will supplement this section.
10	Occupancy Rate	The maximum guest number of each room will be documented in the Lease Agreement between the landlord and the tenant. There will be bi-monthly inspection of each room to ensure compliance with the Lease Agreement and House Rules.
11	Impact on Adjoining Properties	Ensure minimum impact on adjoining properties by applying the House Rules
12	Safety and Security	Internal signage will be prominently displayed to provide the 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. Provide occupants with a key to their room and the common areas once they have entered into a Lease Agreement. Frequently 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 organized within a reasonable period. Ensure laundry facilities are maintained in safe working order within each room.

4.6 Access

The boarding house shall be accessible to all registered boarders 24 hours/ 7 days a week, boarders shall enter the premises by using a security card /key.

4.7 Occupation of Boarding House

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

Occupants will be provided with the following:

- A copy of this Plan of Management.
- A copy of their Lease Agreement.
- A copy of the Fire Safety Plan.
- One (1) key is to be provided to each occupant to access their individual bedroom, communal living room and communal open areas.
- Access to basement vehicle parking is to be provided when specified as part of the occupant's Lease Agreement.
- Working door locks to individual boarding rooms.
- A container for waste disposal is to be equipped within each boarding room.



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- Laundry facilities area to be equipped within each boarding room.
- Fittings, equipment and furnishings are to be maintained in safe working conditions.

4.8 Visitors

- Visitors should be accompanied by an occupant(s) of the boarding house at all times.
- On-site visiting time will be limited between 7:30am and 10:00pm, 7 days a week.
- Visitors should behave in a responsible and courteous manner while on-site so as not to adversely impact the amenity of other occupants and surrounding residents.
- Occupants have responsibility to ensure that all visitors comply with the House Rules outlined in Section 5. Failure to do so may result in visitors, and in certain circumstance the occupants, being evicted from the boarding house.

4.9 Fire Safety

The boarding house will be operated in accordance with necessary fire safety measures specified in the *Environmental Planning and Assessment (EPA) Regulation 2000*, including but not limited to the following:

- A copy of the annual fire safety management plan and current fire safety schedule for the boarding house will be clearly displayed in the boarding house entry area.
- An emergency evacuation floor plan will be permanently fixed to the inside of the door of each room.
- The on-site Manager will be trained in regards to the operation of the approved Emergency Management and Evacuation Plan.
- The boarding house will obtain annual certification for the essential fire safety measures.
- Regular fire drills will be carried out in accordance with fire brigade requirements.

4.10 Notice Board

To provide relevant information to tenants, notice boards will be established around the boarding house. To maximise access for all occupants, notice boards will be placed in the following locations:

- The entrance foyer
- The communal living rooms
- Opposite to the lift

4.11 Complaint Register

The Manager will maintain a complaint register for both external (general public) and internal (future occupants) uses.

Complaint registration form will be available to record the details of a complaint, including contact details (name, address, and phone number) of the person lodging the complaint and the description of the complaint. Only complaints containing all the compulsory information are to be recorded in the register.

The on-site Manager will respond to a complaint within 24 hours whether written or orally by phone.

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

The complainant may request a meeting with the Manager to discuss the issue. Meeting minutes are to be prepared and attached to the Complaint Register.

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

Should a neighbour wishes not to provide contact details when reporting an incident, the incident will still be recorded and actioned.



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4.12 Pets

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

4.13 Review of Plan of Management

- The Plan of Management will be reviewed on an annual basis and completed prior to 30 June of each year.
- The Manager is to supervise each annual review and amending the Plan of Management as necessary.
- The Plan of Management (including House Rules) may be modified upon requirement by the Council, on the application of the owner/Manager, without the need for formal modification of the development consent.
- Once modified, the Manager will provide an updated copy of the Plan of Management to all occupants.
- Changes to the Plan of Management cannot occur when the change is inconsistent with the conditions of consent.
- Any changes will require a copy of the amended Plan of Management to be forwarded to Council.

5. House Rules

Rule	Description
Resident and guest behaviour	Residents and their guests must not interfere with the reasonable peace, comfort and privacy of other residents and neighbouring properties.
Maintenance of rooms	Residents must maintain their rooms: • in a clean manner • in a way that does not interfere with the reasonable comfort of other residents • in a way that does not create a fire or health hazard. Residents must not intentionally or recklessly damage or destroy any part of their rooms or a facility of the boarding house.
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 Manager, Landlord or Agent.
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 familiarize 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.
Outdoor communal areas	The outdoor communal areas will be available for use of the occupants, at all times, between 7:30 am and 10:00 pm, 7 days a week
Indoor communal areas	The indoor communal areas will be available for use of occupants at all times between 5:00 am and 10:00 pm, 7 days a week.
Communal kitchen	The communal kitchen will be available for use of the occupants, at all times, between the hours of 5:00 am and 10:00 pm, 7 days per week.
Alcohol / Drugs	Alcohol and drugs are strictly prohibited from being consumed in the boarding house