



Plan of Management

Co-Living Housing Development

32-34 Kent Street

Belmore

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1.0 INTRODUCTION

This Plan of Management (PoM) relates to a Co-Living development application (DA) for the provision of a short-term residential accommodation development at 32-34 Kent Street Belmore.

The Co-Living development makes provision for 39 private rooms and features communal spaces designed to encourage social interaction between residents. The development also provides a suitable living and working area for the manager of the Co-Living building.

This PoM outlines the operational framework for the proposed Co-living development, reflecting the design specifications detailed in the plans submitted with the DA. In the event of a change in ownership of the premises, Canterbury Bankstown Council must be notified in writing within four (4) weeks. The notification will include details of the new operator, their name, address, and contact information.

The proposed development provides for self-contained rooms, each equipped with a kitchenette, washing machine, private courtyard or balcony on levels above ground.

The buildings design is intended to attract a diverse range of residents to Belmore, benefiting from its proximity to the public transport, open space and local business centres that are within walking distance of the subject site.

The target demographic for the Co-living development includes, but is not limited to:

- a) Essential service workers and general employees in the immediate and broader areas who seek modern, clean, independent living arrangements with added convenience.
- b) Individuals within the low to moderate income bracket, particularly those who value easy access to public transport and local amenities and
- c) Key workers, such as teachers, healthcare and allied health professionals, students, essential services employees, and other professionals.

The Co-Living model has been designed to achieve sufficient rental returns to support high-amenity design features. These features aim to enhance resident satisfaction and promote long-term retention.

2.0 TENANTS

All tenants will enter into formal occupancy agreements, ensuring greater security and certainty for both lodgers and the building operator/owner.

The Co-Living private rooms will be managed by Kent Property Group Pty Ltd and the lease terms to 3-12 months. Otherwise all ok.

an experienced operator who will engage an experienced on site manager.

3.0 SITE FACILITIES

The key features of the proposed Co-Living development include:

Common Areas:

- Basement car park, providing for 8 car spaces, including 1 accessible space;
- Basement car park, providing for 8 bicycles and 3 motor cycles spaces;
- Basement infrastructure;
- Ground level Communal garden at rear of site;
- Lifts and stairs;
- Ground level Garbage housing room and service room;
- Fully enclosed communal room on ground level, which is afforded amenities such as a sink, bench top and WC;

Individual Rooms:

- Kitchenette
- Private bathroom
- Built-in joinery
- Laundry facilities

- Courtyard or balcony

4 MANAGEMENT PLAN

4.1 PURPOSE AND OBJECTIVES

The purpose and objectives of this PoM is to outline the operational framework for the Co-Living development. These are:

- Ensure the safety and security of residents;
- Foster a comfortable and harmonious living environment for all residents;
- Minimize noise and other disturbances to neighbouring properties;
- Provide clear guidelines for the use of on-site resources.
- Promote equitable access to shared resources.
- Ensure the proper maintenance of the building and all areas of the site.
- Incorporate and uphold principles of ecologically sustainable development.

4.2 GENERAL RULES

- Advertising:** Accommodation at the premises is to be advertised exclusively for permanent occupancy.
- Outdoor Communal Space:** Usage is restricted to 8:00 AM to 8:00 PM daily unless otherwise agreed to by the on-site manager;
- Information Board:** An information board will be provided in the communal area.
- Zero Tolerance:** Strict zero-tolerance policy on drug use and anti-social behaviour.

4.3 MANAGEMENT

• **Property Management:** The property will be managed by Kent Property Group Pty Ltd, a highly experienced property management company. General maintenance, including liaising with cleaners, landscapers, and other contractors, will be handled by contracted personnel.

• **Tenant Application and Agreements:** The on site manager in consultation with the operator shall evaluate and approve all tenant applications. Each tenant is required to sign a tenancy agreement outlining adherence to the House Rules and the agreed rent. Occupancy agreements will be for terms of 3 to 12 months.

• **Maintenance:** Basic repairs, such as replacing consumables in common areas, will be managed by the on-site manager under the supervision of the operator/owners;

• **Resident Information Pack:** All new residents will receive an information pack containing:

- A locality map
- Details on public transport options
- Information about local community services (e.g., council services, doctors, pharmacies)
- House Rules

• **Non-Discrimination Policy:** Property managers/onsite manager will ensure non-discriminatory practices regarding residents, irrespective of race, religion, gender, or sexual orientation.

• **Enforcement of House Rules:** The operator and on site manager is responsible for enforcing House Rules. They are authorized to evict residents who fail to comply with the Co-Living Development rules stated in the tenancy agreement.

• **Eviction Protocol:** Except in cases of severe violations, residents will receive a notice of intent to evict, outlining the behaviour that requires modification. The notice will allow residents an opportunity to rectify their behaviour. Failure to comply with the notice will result in the resident being required to vacate the premises.

Visitors:

• **Resident Responsibility:** Residents are accountable for ensuring their visitors adhere to the rules and standards set out in the PoM while on the premises.

• **Consequences for Non-Compliance:** Non-compliance or inappropriate behaviour by visitors will result in warnings or removal from the property. Residents responsible for the visitor may also face consequences, depending on the severity of the breach.

4.4 COMPLAINTS

All complaints and incidents will be logged and addressed by the operator and on site manager in alignment with the objectives and procedures outlined in the PoM. Residents will have access to a dedicated mobile number and a drop box for submitting complaints and suggestions.

A signboard will be prominently displayed on the property in a location accessible to both residents and external personnel. This sign will include the property manager's name and contact phone number.

4.4.1 Complaints Procedure:

Whenever possible, complaints will be resolved during the initial contact with the on site manager.

The procedure includes the following steps:

• Recording Complaints:

- The complaint and any supporting information will be documented.
- The record must include:
- Contact details of the complainant.
- Details of the issue(s) raised and the desired outcome(s).

• Acknowledgment:

- Complaints will be acknowledged promptly.
- Written complaints will receive a written acknowledgment. For instance, complaints made via email will be responded to by email, while those made by letter will receive a written reply.

• Immediate Risks:

- Complaints involving immediate safety or security risks will be escalated and addressed without delay.

• Response and Resolution:

- After reviewing and investigating the complaint, the on site manager will contact the complainant to communicate:
- The outcome of the complaint and any actions taken.
- The reasons for the manager's decision.
- Any remedies or resolutions implemented.

• Record Keeping:

- The outcome of each complaint will be recorded, including:
- Whether the complaint or any aspects of it were substantiated.
- Recommendations made to address identified issues and any decisions related to those recommendations.

• Complaints Register:

- A complaints register will be maintained, detailing all actions taken to resolve complaints. The register will include all necessary information as outlined above, ensuring proper documentation of the on-site manager's responses and actions.

4.5 CLEANING

The cleaning and maintenance of the property must adhere to the following standards:

• Internal Cleaning:

- All dirt, dust, and substances must be thoroughly collected and removed from internal areas.
- Sanitary facilities and surfaces should first be cleaned with neutral detergents, followed by disinfectants used according to the manufacturer's instructions.

- **Cleaning Equipment:**

- All mopping equipment, including mops and buckets, must be cleaned with warm water and detergent after use.
- Equipment should be stored to dry properly, with buckets placed upside down and mops supported off the ground.

- **Common Areas:**

- The on site manager will be responsible for ensuring the common room remains clean and tidy.
- The common room will be professionally cleaned at least once every fortnight.

- **Waste Management:**

- The operator/owner will be responsible for entering into contracts with and engaging a recognised Waste Management Contractor;
- The on site manager will ensure waste is properly contained within the designated bin area.
- The on site manager is responsible for:
 - Taking bins to the holding area (where relevant) for collection as required.
 - Ensuring any rubbish left around the site is disposed of appropriately.
 - Managing the weekly placement and return of bins.
 - Ensuring equipment maintenance and no waste is left in stairs or the lift.
 - Resident education.
 - On vacating their rooms after the expiration of their lease, residents shall ensure their rooms are in good living conditions to the satisfaction of the on site Manager.
 - Ensure waste is suitably managed by all tenants.

- **Outdoor Areas:**

- Communal outdoor areas must be regularly swept and maintained in a clean condition by the on site manager.

- **Landscaping:**

- The on site manager is responsible for landscaping maintenance, including mowing grassed areas.

- **Room Inspections and Pest Control:**

- The on site manager will conduct regular inspections of rooms and arrange for annual pest control services.

4.6 SAFETY AND SECURITY

The following safety and security measures will be implemented to ensure a secure and comfortable environment:

- **Lighting:**

- Perimeter lighting will be installed as needed to adequately illuminate site entrances, walkways, building entry and exit points, and car park access areas
- The premises entrance will remain fully illuminated after dark.

- **Enhanced Surveillance:**

- Rooms near the communal area will have increased monitoring to support more vulnerable residents;
- Surveillance and security cameras will be installed at building entrances, exits, and in common areas.

- **Room Security:**

- Entry and exit doors for residents' rooms will be equipped with locks that require a key for access from the outside but can be unlocked from inside without a key
- Resident windows must include coverings to ensure privacy, with the ability for residents to open and close them as needed;
- access into the building will be via an intercom in each room.

• **Illegal Activity:**

- Residents found engaging in illegal activity will face immediate eviction.
- Visitors involved in illegal activity will be required to leave the premises immediately, and the incident will be reported to NSW Police by management.

• **Anti-Social Behaviour:**

- Preventative measures will be prioritized to discourage anti-social behaviour
- If such behaviour persists, Police will be contacted without delay.

4.7 EMERGENCY PROCEDURES

4.7.1 Evacuation Plan

- A detailed building layout, showing the location of resident rooms within the development, fire exits, firefighting equipment, and emergency evacuation procedures, will be prominently displayed in all rooms and common areas.

4.7.2 Fire Hydrants

- The premises will be equipped with a fire hydrant system compliant with **AS2419.1-2005**.
- Fire hydrants will be regularly inspected and maintained in accordance with the requirements of the relevant Australian Standards.

4.7.3 Fire Safety Maintenance

- Quarterly inspections will be conducted to ensure fire safety measures and essential equipment are properly maintained. Weekly inspections will be made by the on site Manager to ensure that all exits and egress paths are unobstructed.
- Inspection details will be recorded in an Inspections Log, which will be available for review by Council officers or NSW Police upon request.
- Emergency systems will be maintained under a service contract with a qualified company, ensuring all equipment is tested and checked as per the applicable Australian Standards.
- Any identified faults will be documented and rectified immediately. Inspections will occur at the frequency mandated by relevant regulations.

4.7.4 Annual Certification

- An accredited fire consultant will conduct an annual certification of all fire safety equipment. Oversight of the certification process will be managed by the operator/property owners to ensure compliance with regulations. The annual fire certificates will be lodged with Canterbury Bankstown Council.

4.7.5 Emergency Evacuation Plan

- The Emergency Evacuation Plan, along with all related documentation, will be reviewed and updated every two years in compliance with **Australian Standard 3745-2010** or any subsequent revisions to Australian fire safety standards.

4.8 WASTE MANAGEMENT

- In addition to regular weekly waste management, the onsite manager or the operator will ensure that no "hard" rubbish is left on the street frontage by departing residents. As outlined in the tenancy agreement, residents are responsible for arranging a Council collection for any "hard" rubbish upon their departure. Items left out for collection must have the corresponding booking number visibly attached.

4.9 REVIEW OF THE PLAN OF MANAGEMENT (PoM)

- The PoM will be reviewed annually to ensure it remains effective and up to date. The responsibility for reviewing and updating the PoM, when necessary, is with the onsite manager/operator of the Co-Living development. If significant changes are made to the PoM, an updated version must be provided to Canterbury Bankstown Council for their records.