

**BOARDING HOUSE MANAGEMENT PLAN**

**FOR**

**37 ROOM BOARDING HOUSE**

**AT**

**255 CONDAMINE STREET  
MANLY VALE**

**March 2022**

## **1.0 OBJECT OF THIS PLAN**

The primary purpose of this plan is to ensure the proposed boarding house maintains a high level of amenity for neighbouring properties and for all lodgers residing the premises. To achieve this, the following matters have been considered:

- General site management
- Amenity of occupants
- Discouraging behaviour of occupants which may cause neighbour's amenity to be reduced
- General amenity of adjoining neighbours
- House rules and the enforcement of said rules
- Fire safety of the premises including Emergency Management and Evacuation
- Occupational Health and Safety
- Internal and external cleanliness and appearance, including communal areas and individual units
- Complaints register
- Maintenance and the appearance and condition of the premises

A full and current copy of all current development consents for the operation of the premises and the boarding house management plan must be kept on-site and made available to Police or Council Officers upon request.

## **2.0 SITE MANAGEMENT**

The boarding house is to be managed by a Managing Agent appointed by the owner who will be responsible for ensuring that the site is regularly monitored.

The management plan shall be displayed in a common area of the building at all times

The owner/ Managing Agent will be responsible for ensuring that an on-site Boarding House Manager is available by mobile phone 24 hours per day and should the on-site manager not

be available for any reason such phone number is redirected to the owner or Managing Agent.

The on-site Manager's role is defined as follows:

- Responsible for ensuring the House rules are adhered to outside business hours, in replacement of the Agent
- 24/7 contact for any emergencies at the building in the absence of the Agent, outside of hours
- Act as a contact in absence of Manager, to maintain the general ongoing management premises
- Advise Manager of any issues created by lodgers on the premises
- Ensuring cleaning and maintenance of the premises is maintained to a high standard and provide regular updates to the Manager
- Assist in resolving conflict, where possible, in absence of Manager
- Ensure that lodgers park their car only within designated car spaces onsite or alternatively on a public street. Lodgers are not at any time to park in 247-253 Condamine Street, Manly Vale.

If any lodgers do not respect the House Rules this will be cause for termination of use/ Occupancy Agreement.

Business and after hours contact details will be provided to all lodgers and will be displayed on signage in an accessible location on the premises for public and resident information.

The Managing Agent will require a photo ID (e.g. typically either passport or driver's license). Where the person is an Australian and does not hold a drivers license then alternative ID which may not hold a photo can be accepted.

At no time is any room to be advertised as or made available for short stay accommodation such as that associated with back packer hostels, motels, hotels, or the like.

Each lodger of the premises is required to sign an Occupancy Agreement and House Rules Agreement upon occupation of the boarding house. The Occupancy Agreement is to be for a minimum term of 3 months.

Upon arrival lodgers will be issued with an information sheet. This document will provide general information about the premises including the Managing Agents details, on-site Manager's details, after hours contact details, emergency contact numbers for essential services such as fire, \_\_\_\_\_ ambulance, police and utilities

such as gas, electricity, plumbing and house rules. A note is also to be provided that there are residential neighbours and accordingly lodgers need to take the neighbours interests/ amenity into account when leaving and entering.

All lodgers are to be provided with a pamphlet outlining the fire evacuation procedures for the boarding house. The pamphlet is to contain details of the fire exits, fire hydrants and fire warning devices installed in the boarding house.

All lodgers will be registered in an electronic accommodation register. This register will provide details of the length of stay and the maximum number of all lodgers in each room. The register will be made available immediately upon demand at the request of Council and/or the Police.

The site management will be responsible for the logging of any complaints in a “Complaints and Incident Register” and the resolution of those complaints which is also to be documented. The Complaints and Incidence Register will be made available immediately upon demand at the request of Council and/or the Police.

The premises will be checked annually to ensure that fire safety and essential fire safety measures in the building are maintained and that all required exits and egress paths are clear and free of obstructions. Inspection times are to be logged into an “Inspections Log” and made available on demand at the request of Council officers and/or the Police.

### **3.0 CONTRACT CLEANING AND MAINTENANCE STAFF**

Cleaning contractors will be responsible for the ongoing cleaning internal and external common and communal areas including waste room, parking area, corridors, stairs, lift, laundry and communal bathroom.

Tenants will be responsible for cleaning their boarding room and transporting waste from their room to the waste storage area.

Common areas and the laundry facilities shall be appropriately constructed, maintained and controlled against vermin. These areas shall be regularly inspected by an authorised pest control company once every 12 months.

Building maintenance/repairs is to occur when required.

The owner/ manager of the building must ensure that the surroundings of the building including road reserve and gutters are kept clean and free of litter at all times.

The owner/ manager of the site must be responsible for the removal of all graffiti from the building within 48 hours of its application.

### **4.0 BOARDING ROOM OCCUPANCY**

Not more than two (2) person shall occupy any of the boarding rooms which are to

contain no more than two (2) beds. This limit does not apply to children below the age of eight (8). There may only be 1 child where 2 adults are occupying a single room.

Room 28 is to be permanently occupied by an appointed Boarding House Manager.

Rooms 9, 13, 25 and 26 are to be made available for persons with a disability.

The total number of persons residing in the boarding house at any one time shall not exceed 74 inclusive of the Boarding House Manager.

## **5.0 CAR PARKING AND SHARE CAR**

Car parking will be provided as 4 regular car parking spaces, 1 accessible space and 1 space for a Share Car with arrangements as set out in annexure 'A'.

The Share Car will be available to the lodgers of the boarding house subject to making a booking. The Share Car will be maintained at all times with a full tank of petrol and will be usable at no charge to the lodger on the basis that the car is returned with a full tank of petrol.

The Share Car will at all times be maintained in good working condition. The Share Car will be maintained in accordance with the maintenance schedule of the manufacturer of the car. The vehicle will be cleaned on a fortnightly basis.

All lodgers will be made aware of the existence of the Share Car at the time of occupation and will be made aware of how the booking system for the car operates and that the car is available for use at no cost (other than petrol).

Lodgers are not at any time to park in 247-253 Condamine Street, Manly Vale.

## **6.0 SHARED OFFICE**

Given the change in working arrangements post COVID, the shared office provides a space for lodgers, separate from their boarding rooms, to work. The shared office will provide computer portals and a computer which can be used by the lodgers to book a share care.

## **7.0 VISITORS**

Any lodger inviting guests to the premises must take full responsibility for them and their behaviour.

Visitors must obey the rules of the boarding house and must leave the premises by 10:30pm daily.

Any visitor not obeying the rules whilst on the premises, may be removed from the property.

Any visitor must not cause nuisance when arriving or vacated the premises at any time that may cause disruption to neighbouring boarding rooms, or neighbouring properties.

## **6.0 USE OF OUTDOOR COMMUNAL AREA**

The use of open air common areas is not permitted between 10:30pm and 7:00am, seven days per week.

No amplified music is permitted at ANY time within the outdoor communal areas.

## **7.0 SAFETY AND SECURITY**

### **Access to Premises**

Arrangements for initial access to the premises will be through the Managing Agent.

### **Swipe Card Access to Entrance**

New lodgers will only be permitted to have initial access to the boarding house between 9:00am and 6:00pm, Monday to Saturday through the Managing Agent. Access to all rooms will be controlled by a swipe card provided to each lodger.

All accessible doors will have swipe card access. The swipe cards provide access to the rooms for the period the boarder has lodgings. Once the tenancy has expired the card is rendered useless.

The system used will allow management to read all locks to see which card has been used recently on the lock, further increasing security. The relevant readers will be located at the correct height for disabled guests.

These cards, for security reasons, shall not be transferred to any other persons other than the authorized boarders.

### **Perimeter Lighting**

Perimeter lighting shall be provided to ensure that there are no areas of concealment when entering or leaving the property.

### **General**

Smoke detectors/alarms are checked annually in accordance with the applicable legislation and are maintained in working order at all times.

## **8.0 ROOM FURNISHINGS**

Combustible furnishings and fittings, such as lounges, desks and display boards are not permitted in public corridors and egress routes from sleeping rooms as they may restrict the safe means of egress from the building and reduce the level of fire safety

in the building.

Mattresses, curtains and furniture will be of materials that resist the spread of fire, and limit the generation of smoke and heat.

The premises will be checked regularly to ensure that fire safety and essential fire safety measures in the building are maintained and that all required exits and egress paths are clear and free of obstructions.

Each room shall be provided with the following room furnishings:

- Bed (including base, a mattress with a minimum dimension of 800mm x 1900mm and a mattress protector)
- Wardrobe
- Mirror
- Table & chair
- A night light or other approved illumination device for each bed
- Waste container
- An approved latching device on the door
- Curtains, blinds or similar privacy device
- A kitchenette to include sink and food preparation bench, storage and microwave

## **9.0 LAUNDRY FACILITIES**

The laundry is to be supplied with the following, a minimum of:

- 3 x 5kg capacity automatic washing machine with minimum 3.5 star energy rating; and
- 3x domestic dryer with minimum 3.5 star energy rating.

## **10.0 HOUSE RULES**

House rules will be displayed at entrance of the property, behind each entry door of each room and in all indoor and outdoor common areas. House Rules as well as the Occupancy Agreement will be signed by each lodger on initial entry to the property. No signature, no entry policy applies.

Lodgers are to respect other lodgers and neighbouring residents and to keep noise at a reasonable level.

### **Access Key**

The access key to the boarding house shall not be given to anybody other than the occupant(s).

### **Alcohol**

Alcohol is not permitted to be consumed in the indoor or outdoor communal areas.

### **Smoking**

Smoking will not be permitted indoors.

### **Drugs**

The boarding house policy is that the use, sale or possession of illegal drugs or any suspicion of such acts being performed in or about the premises or any person found using drugs shall be immediately reported to the Police.

### **Misconduct**

Any boarder failing to observe the rules and any cases of serious misconduct will be dealt with by the Managing Agent who may require the lodger to vacate the premises.

Examples of serious misconduct include, but are not limited to: drug or alcohol abuse, sexual, racial or religious harassment, theft, or violence. Boarders are instructed to call the police if the boarder is performing illegal acts on the property.

Any lodger must allow the Owner or Manager to inspect their room at least once a month or at other times as requested, with reasonable notice.

Any lodger must notify the Manager immediately when there is reason to believe that the behaviour or action of the other lodgers may cause harm or endanger lives or may cause damage to their premises/property or surrounding properties

### **Visitor Policy**

Lodgers staying at the premises may entertain friends in their room. Visitors must obey the rules and leave the premises by 10:30pm.

Any lodgers inviting visitors to the premises must accept full responsibility for them and their behaviour. In the event of any serious misconduct by the visitor of a lodger, the lodger may also be asked to vacate the premises and be asked to pay for damages, where required.

### **Noise**

Live music will not be permissible on the premises at ANY time.

No amplified music is permitted at ANY time within the outdoor communal areas.

Recorded and/or amplified music is permissible indoors during daylight hours between 8:00am and 8:00pm Monday to Thursday and between 8:00am and 10:00pm Friday to Sunday.

### **Disposing of Waste**

Lodgers are to ensure all rubbish and recycling is to be deposited within the respective bins provided in the garbage room.

### **Pets**

No pets are allowed within the boarding house at ANY time.

### **Nuisance**

The carrying out of activities likely to cause a nuisance to other lodgers, the management or neighbours will not be tolerated. This may include, but not limited to theft, use of illegal drugs, violence or noise generating activities outside permissible times.

Any lodger failing to observe the rules and/or involved in serious misconduct will be dealt with by the boarding house manager and may result in the termination of the occupancy agreement.

## **11.0 WASTE POLICY**

Behind each room door there will be a sign encouraging guest to recycle. The bins in the waste bin area will be separated for:

- Paper, cardboard;
- General waste; and
- Aluminum cans, glass and plastic bottles.

## **12.0 FIRE SAFETY**

### **Evacuation Plan**

Building layout indicating, position of lodger rooms relative to the rest of the development, location of fire exits and firefighting equipment and emergency evacuation procedures shall be displayed in all rooms and common areas.

## **Maintenance**

Emergency systems are maintained as part of a maintenance contract by a qualified company. All equipment will be tested and checked in accordance with the relevant Australian Standards. Any faults are documented and rectified immediately. These checks take place, weekly, monthly, bi-annually or annually depending on the required frequency.

## **Annual Certification**

Annual certification of Fire Safety Equipment and preparation of the Form 15a is carried out by a fire consultant. Annual certification required of any of the equipment is overseen by the owners.

## **13.0 OCCUPATIONAL HEALTH AND SAFETY REQUIREMENTS**

The Managing Agent and staff must be aware of their responsibilities under such legislation as the OHS Act 2000, OHS Regulation 2001, and the Innkeepers Act.

The WorkCover website lists the OHS Act and Regulations and other helpful information – visit [www.workcover.nsw.gov.au](http://www.workcover.nsw.gov.au) for boarding houses NSW.

The following safety guidelines will be observed in the premises and employees must abide by them:-

- All hazards (e.g. broken chairs, loose carpets, missing lights) should be removed, repaired or replaced in consultation with the Managing Agent;
- No item of plant or machinery may be operated unless the safeguards provided are correctly in place, secured and operating effectively and the staff member and/or contract services personnel have been trained;
- Dangerous chemicals are to be handled properly, labeled (MSDS), and locked in a secure storage area when not in use;
- Work areas are to be kept clean and tidy;
- Passageways and aisles are to be kept clear at all times;
- Materials or products are not to be stacked higher than what is considered to be safe;
- Rubbish bins must be used to dispose of all rubbish;
- Excessive alcohol consumption or drugs not prescribed by a doctor are forbidden on the premises; and
- All no smoking rules are to be observed.

#### **14.0 STORAGE OF CHEMICALS**

All chemicals and other substances stored for use in workplaces will meet the requirements of certain Acts and Regulations. Chemicals or substances that are labeled Hazardous Goods will have a Materials Safety Data Sheet on site.

All hazardous chemicals/substances are to be securely stored when not in use.

#### **15.0 PUBLIC LIABILITY**

The owners will maintain appropriate public liability cover.

#### **16.0 COMPLAINTS AND INCIDENT REGISTER**

The Managing Agent will be available between the hours 9:00am to 6:00pm, Monday to Saturday, to deal with any complaints or incidents that occur on the premises. The register will contain:-

- Complaint/Incident date and time
- Name of person/police/council making the complaint or notifying of the incident
- Contact details
- Nature of the complaint/incident
- Action taken (by whom and when)
- Outcome and/or further action required

All complaints shall be dealt with by management with 24 hours of notification.

The complaints register is to be made available to Council, Police or a Special Investigator upon request.

#### **17.0 VARIATIONS TO THE PLAN OF MANAGEMENT**

This Plan of Management may be varied from time to time by an Authorised officer of the Council, on the application of the owner or the Agent, without the need for modification of the development consent.

**18.0 AUTHORISATION BY COUNCIL**

This plan was endorsed by:

Name of Authorised Council Officer:.....

Position of Officer:.....

Signature of Officer:.....

Date: .....

## **Annexure “A”**

### Share Car

The Applicant has confirmed that it will purchase and operate a Share Car for the shared use of the lodgers only, to minimise car ownership rates and parking demands generally. Car sharing is becoming increasingly popular in Sydney and is encouraged by numerous Councils (including Northern Beaches Council) to reduce private car ownership rates, resulting in a sustainable transport outcome.

#### Induction & Car Booking

- The manager of the development will be required to set-up an online booking system either via phone app or website, where lodgers will be able to schedule Share Car bookings.
- The online booking system will enable transparency amongst lodgers of when a Share Car is available and allow the car to be booked in advanced as required.
- If a website is established for the online booking system, a computer could potentially be set up in the communal room/shared office to enable lodgers to schedule a booking.
- It shall be the responsibility of the Managing Agent or on-site Manager to induct all new lodgers of the development on use of the online booking system and Share Car.
- It shall be the responsibility of the on-site Manager to ensure that the Share Car operates efficiently in terms of bookings and is maintained, cleaned and deemed fit-for-use by lodgers.

#### Costs & Insurances

- Set up / establishment costs associated with the Share Car and online booking system will be paid for by the owner of the development.
- The owner of the development shall maintain comprehensive car insurance covering all lodgers who hold a driver's licence.

#### Vehicle Location & Tracking

- Lodgers are required to return the Share Car back to the on-site car space at the end of their booking with a full tank of fuel.
- A key lockbox will be provided along with the Share Car, ensuring that the keys are in a nearby and known location at all times.
- The Share Car will be fitted with a GPS tracking system to ensure that the location of the vehicle is known in the case of vehicle emergencies, management of bookings etc.