

Plan of Management

77-79 Waldron Road, Chester Hill 2162

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PREPARED BY

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In the event that this document is not signed, this is not representative of a final version of the document, suitable for assessment purposes.

RELIANCE ON CONSULTANT INFORMATION

As part of undertaking this project, Hamptons has relied on the professional advice provided by third party consultants. No responsibility is taken for the accuracy of the information relied upon by these consultants assisting the project. It is assumed that each of the consultants has made their own enquiries in relation to technical matters forming part of their expertise.



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Objectives

This Plan of Management has been prepared by Hamptons Property Services Pty Ltd (Hamptons) on behalf of the owner, Austciti Pty Ltd, to accompany a development application for the amalgamation of 77 and 79 Waldron Road, Chester Hill (the site), demolition of the existing structures, and the construction of a boarding house to facilitate 52 residential units (including one building manager's room) and two ground floor neighbourhood shops fronting Waldron Road.

The proposed boarding rooms will be provided with a kitchenette, living area and bathroom facilities to ensure privacy and sufficient internal amenity.

Outdoor and indoor communal living spaces is also proposed.

The use of the neighbourhood shops will be subject to separate use applications and therefore, the details relating to the on-going use of those be subject to separate plans of management, at the discretion of Canterbury-Bankstown Council. Therefore, details regarding the hours of operation for those uses cannot be outlined at this stage.

The objectives of this Plan are to provide:

- the use of the ground floor tenancies as neighbourhood shops
- details regarding the responsibilities of the boarding house manager
- security and safety for the residents and to ensure appropriate measures are implemented
- adequate amenity for the residents of the nearby residential properties
- details regarding the process for reporting, recording and managing of complaints or incidents associated with the operation and management of the boarding house
- information on cleaning of common areas, to ensure that these are maintained to the satisfaction of Council both internally and externally, on a daily basis.

Active Areas and Patron Capacity

The boarding house will operate within the confines of the site. The residential component of the premises can accommodate a maximum of 102 patrons and one building manager at any one time.

As the tenancies for the neighbourhood shops are yet to be confirmed, the proposed trading hours and the number of people employed cannot be confirmed at this stage.



Staffing and Organisation Review

Boarding House

At this stage, 1 staff member will be employed on-site, which will be the building manager.

The building manager will be responsible for the operation, administration, cleanliness and fire safety of the premises. Compliance with this plan of management and any of the conditions of consent relating to the operation of the boarding house will also be the responsibility of the boarding manager to implement.

It is acknowledged that this plan of management may need to be updated upon receipt of any development consent, as well as any subsequent modification of that consent, over time, to ensure the most efficient operational practices are reflected herein.

Upon entering into a tenancy arrangement, an occupancy/rental agreement will be provided to the lodger which will detail the rent required to be paid, how often and the specific room of the boarding house that a patron will be residing in.

The building manager will be responsible for ensuring the house rules are adhered to. If any lodger fails to abide by the rules, this may result in termination of their agreement/tenancy.

The contact details of the building manager must be made available to all lodgers and displayed on the notice board of the communal area.

Each lodger will be required to sign a tenancy agreement and house rules agreement upon occupation of the boarding house.

A strict identification policy will be implemented which will require all lodgers to present upon request, one of the following forms of identification:

- a valid driver's license
- a valid passport; or
- a NSW photo card;

Where the lodger is an Australian Resident and does not hold a current driver's license, alternative identification which may not provide photo identification may be accepted.

A general information sheet will be given to each lodger upon arrival and will provide details such as:

- the boarding house manager's details
- house rules (e.g times the kitchen may be used and noise levels)
- after hours and emergency contact details.

The information sheets will also emphasize that management considers the amenity of its neighbours and



shall take all reasonable measures to ensure that there is no frequent, undue and adverse impact on the surrounding area.

Management will undertake all measures necessary to ensure that the behaviour of lodgers when entering or leaving the premises does not detrimentally affect the amenity of the neighbourhood, particularly those properties in direct vicinity of the site. Signage will be placed within the premises, asking people to 'Consider their Neighbours' and leave the premises quietly.

The building manager will provide information relating to available transport options within the vicinity of the site. Frequent bus services are located within close proximity of the site on Waldron Road in addition to Chester Hill Train station which is located approximately 500m from the site. Adequate parking has also been provided on the ground floor level for residents who own a car.

A separate information sheet will be provided which details the fire evacuation procedures for the boarding house. This will contain details regarding the location of fire exits, fire hydrants and fire warning devices. In the event of a fire, a fire evacuation meeting point will also be highlighted.

An electronic accommodation register will also be kept for each lodger of the boarding house. This will provide details such as a copy of the identification provided by the lodger and details regarding the length of the stay and the maximum number of lodgers in each room. The register will be made available immediately upon demand at the request of the Council or the Police.

Neighbourhood shops

The staffing regarding the use of the neighbourhood shops have not been confirmed. Once the tenancies have been confirmed these details will be clarified. Notwithstanding this, as previously mentioned, considering the nature of the uses permitted on site and the size of the tenancies proposed, approximately 4 additional staff members may be existing on-site to service the proposed shops.

The neighbourhood shops will be staffed during the entirety of operating hours. The staff will be responsible for the meeting and greeting of customers and other duties associated with the nature of the use of the shops.

Identifications of the Likely Common Pedestrian Routes

The most common used pedestrian route is likely to be Waldron Road.

Incident Reporting

An incident report form will be required to be completed on all incidents that necessitate action by an emergency service, fire brigade, police or maintenance being called in. An incident report will outline the following:

- Incident date and time;



- Name, contact address details of the people involved in the incident;
- Nature of the incident;
- Name of building manager on duty (if during work hours); and
- Action taken to resolve the incident.

The resolution of such incidents shall also be documented. This register will also be made available immediately upon request of Council and/or the police.

Complaint Recording & Handling Process

Management will keep a complaint register in which it will notate any significant incident or complaint made to the Police, Council, or by surrounding residents and will endeavour to fully address any reasonable concerns of such persons. The complaint/incident register will outline the following:

- Complaint date and time;
- Name, contact address details of the person making the complaint;
- Nature of the complaint;
- Name of staff on duty; and
- Action taken to resolve the complaint.
- Outcome.

Management will endeavour to fully address any reasonable concerns of people in the surrounding area or other third parties without the involvement of the Council or the New South Police Service, within a timely manner. Management will review the complaints register regularly and, where appropriate, update procedures so as to eliminate the possible reoccurrence of such issues or to minimise impacts should a similar situation occur.

House Rules

House rules will be displayed at the entrance of the property and in all indoor and outdoor communal areas.

Lodgers are to respect other lodgers and neighbouring residents to ensure noise levels are kept at a reasonable level. The communal outdoor area will be strictly restricted to between the hours of 7am and 10pm daily.

Any lodger which invites guests to the premises will be responsible for them and their actions. Visitors must also obey the rules of the boarding house also. No pets are allowed within the boarding house at any time. Any lodger failing to comply with the rules of the boarding house will be dealt with by the boarding manager which may result in termination of the tenancy agreement and immediate eviction.



Other details regarding acceptable behaviour and conduct will also be addressed in the house rules information sheet.

Waste Management

Management will also take steps to ensure that all lodgers minimise waste in all departments and recycle where possible. The bins located in the waste storage areas will be separated providing a bin for:

- recycling materials such as paper, cardboard, aluminum cans and glass
- General waste
- Garden bin (compost)

Waste removal will occur *via* a private contractor within standard daytime hours and will be subject to the relevant development consent conditions of the Council.

Cleaning of Premises

The premises shall be kept in a clean and tidy condition and regularly maintained to the satisfaction of Council both internally and externally, and on a regular basis.

The building manager will be responsible for the ongoing cleaning of common areas of the premises on a regular basis. However, areas such as the communal kitchen and living areas must be kept clean and tidy and are required to be maintained in a suitable manner by lodgers of the premises.

It is the responsibility of the lodger(s) to maintain a clean boarding room. Separate cleaning services may be coordinated upon request.

Inspections of rooms may be carried out by the Building Manager should it be required, and with adequate notice.

The accompanying waste management plan details the responsibilities of the building manager in relation to the placement of waste bins for collection.

The waste management plan also outlines that lodgers will be responsible for the transportation of waste from their rooms to the allocated area on the ground floor.

The building manager will be responsible for the transportation of the bins at the relevant times for pick up. The waste management plan also outlines that it is the responsibility of the building manager to monitor the number of bins required for development.



Waste separation will be undertaken within the building in the relevant waste storage areas to ensure that noise generated from such practices are contained within the building. Waste removal will occur *via* a private contractor within standard daytime hours.

A separate waste room located on the ground floor has been provided for the neighbourhood shops also. The details regarding this will be provided as part of the tenancy applications.

The bin storage areas located on the ground floor will be maintained on, or on behalf of, the boarding house manager and will be washed down on a weekly basis.

Details regarding shop waste will be detailed in the relevant plan of management for the proposed use. Notwithstanding this, commercial waste will be collected by a private contractor.

The Review Process to Continuously Improve the Plan of Management

As previously outlined, the ongoing management of the site will be reviewed constantly in terms of safety and ensuring that the amenity of the residents will not be compromised as a result.

House rules will be implemented to ensure this occurs and adequate measures in terms of fire safety and evacuation procedures will be made readily available for each lodger. Complaints and incidents will be handled appropriately and recorded to ensure the on-going operation of the premises is managed accordingly.

The premises shall be operated in such a manner so as not to interfere with, or materially affect, the amenity of the neighbourhood by reason of noise, vibration, smell, fumes, vapour, steam, soot, ash, dust, waste water, waste products, grit, oil, or otherwise.

Noise and Vibration Impact Assessment & Management

The use must not exceed ambient noise levels. As outlined in the accompanying acoustic assessment, adequate recommendations and treatments have been provided to ensure the amenity of the residents will be maintained and the maximum levels do not exceed the appropriate levels. The proposed masonry walls and tile roof do not require acoustic treatment as the acoustic performance of the chosen materials will maintain sufficient levels.

Live music is not permitted on the premises at any time.

Amplified music is not permitted at any time within the outdoor communal areas.

Recorded or amplified music is permitted indoors during daylight hours, or as otherwise advised, by appropriate conditions of consent.

Noise will be kept to a minimum when goods are being delivered to the neighbourhood shops. Given the small scale size of the shops, large deliveries which would otherwise generate high levels of noise will not



occur outside, or within, the premises. Notwithstanding this, the use of the shops will be subject to a separate application and therefore, details regarding such issues would be addressed accordingly as part of the future applications.

Security, Safety and Access

On-site Security

Arrangements for initial access to the premises will be through the Boarding Manager. Access to all rooms will be controlled by individual keys for each room provided to each lodger. The access key to the boarding house will be provided to the lodger(s) only.

All outdoor areas and common areas used to provide access to and from the site will be provided with appropriate perimeter lighting to ensure no areas of concealment result. This will provide a safe experience for all parties, including the lodgers, boarding manager and residents of the neighbouring properties immediately adjoining the site.

Electronic surveillance is proposed to be provided in the communal areas as part of this application.

Room furnishings

Furniture such as lounges, desks, chairs and display boards are not permitted in public corridors and egress routes located between the boarding rooms and the exits. This is to ensure that egress paths are maintained so as not to compromise fire safety requirements.

The premises will be checked regularly in terms of fire safety measures to ensure access and egress paths are free of any obstructions.

Fire safety

Upon arrival, each tenant will be provided with information detailing the fire evacuation safety procedures such as the building layout, the position of rooms and the location of fire exits, fire safety equipment and emergency evacuation procedures. Emergency evacuation procedures will be displayed in all rooms and common areas.

Emergency systems will be provided with regular service checks as part of a maintenance contract by a nominated company. The equipment will be tested to ensure that compliance with Australian Standards is achieved. Any faults will be documented, recorded and corrected instantly.

An Annual Fire Safety Certificate will be obtained for the premises. Each fire safety measure will be assessed by a suitably qualified person and an annual Fire Safety Statement will be provided to the relevant council.

Alcohol

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



Smoking

Smoking will not be permitted indoors within rooms or the indoor communal areas.

Drugs

The boarding house applies a strict policy in relation to the consumption, sale or possession of drugs on the premises. Persons found to be undertaking any of the above activities will be immediately reported to the police and their tenancy agreement will be terminated.

Weapons

Weapons of any type, i.e. knives, firearms, etc. will not be permitted at any time, unless in the hands of authorised security personnel or police.

Public Liability

The owner of the property will maintain public liability cover of 10 million.

Managers Agreement

The Building Manager will maintain an understanding of the Plan of Management and its responsibilities and ensure that all aspect as outlined above will be implemented effectively.

Name: _____

Signature: _____

