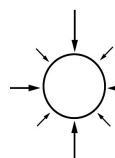


PLAN OF MANAGEMENT

BOARDING HOUSE

Nos.46-50 MEREDITH STREET

BANKSTOWN



NEXUS

Environmental Planning Pty Ltd

PLAN OF MANAGEMENT
BOARDING HOUSE
Nos.46-50 MEREDITH STREET
BANKSTOWN

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1. INTRODUCTION

Nexus Environmental Planning Pty Ltd has been requested to prepare a Plan of Management to accompany a development application to Canterbury Bankstown Council (the **Council**) for the establishment of a boarding house at Nos.46-50 Meredith Street, Bankstown.

2. THE SITE

The site of the proposed boarding house is:

Lot 1, DP 184630, Lot, 215 DP 1061972, Lot C, DP 403208 and Lot 1, DP 974382
Nos.46-50 Meredith Street
BANKSTOWN

3. THE BOARDING HOUSE DEVELOPMENT

The boarding house comprises the following:

- 51 boarding rooms
- 26 car parking spaces including 1 space for the Site Manager and 2 accessible spaces
- 11 bicycle spaces
- 11 motorcycle spaces
- indoor and outdoor communal areas.

Table 1 provides a summary of the boarding rooms.

Table 1: Summary of Boarding Rooms

	Single Rooms	Double Rooms	Total Rooms	Total Occupants
Ground floor	4	-	4	4
Levels 1-6	-	8 (per floor)	8 (per floor)	96
TOTAL	4	48	52	100

A copy of the approved plans for the boarding house are contained as **Attachment 1**.

4. PLAN OF MANAGEMENT

4.1 Purpose of the Plan of Management

The purpose of this Plan of Management (**PoM**) is to outline the operational management controls which will apply to the boarding house at the Site to:

- Ensure an acceptable level of resident amenity, safety and privacy to meet the needs of residents.
- Minimise the adverse impacts to adjoining properties and the locality.
- Maintain the internal and external appearance of the boarding house.
- Identify a procedure for reporting, processing and resolving complaints.
- Make provision for the PoM to be amended, as necessary over time, with the approval of Council, in order to facilitate timely and responsive operational changes to improve and maintain residential amenity both within and external to the Site.

4.2 Registration of Boarding House

The Boarding House will be registered with the relevant State government authority and the Council.

4.3 Access to Plan of Management

A copy of the PoM will be provided to each boarding house occupant and will be made available to all persons involved in the operation and management of the boarding house.

The PoM will be available for viewing within either the communal living area or kitchen area of the boarding house and will be made available on request to the owner.

4.4 Management and Supervision

The boarding house is to be managed by the Site Manager who will be contactable 24 hours a day, 7 days a week.

The contact details for the Site Manager will be placed on each of the community notice boards required to be installed. The details are as follows:

Name:

Contact phone number:

The name and contact details of the Site Manager will be provided to Council. Any changes must be notified to Council immediately.

A clearly visible sign with the name and telephone number of the Site Manager will be displayed externally at the front entrance of the boarding house and internally in the common area.

The Site Manager will be responsible for the operation, administration, cleanliness and fire safety of the premises, including compliance with the conditions of both the PoM and the Development Consent for the boarding house. A copy of the Development Consent is at **Attachment 2**.

4.5 Site Manager's Responsibilities

The Site Manager will monitor and supervise the following aspects of the boarding house:

House Rules

A sample of the House Rules is contained in **Attachment 3**.

The House Rules will be prominently displayed in the common areas and entry point of the boarding house.

The House Rules will be attached to the Lease Agreement of each tenant and will require mandatory compliance.

The Site Manager will ensure that the occupants comply with the House Rules. If the House Rules are broken, the Site Manager will deal with the non-compliance within 24 hours and issue a notice in writing of the breach of the rules with a requirement that the breach ceases immediately.

The resident may request a meeting with the Site Manager to discuss the issue.

The Site Manager will keep a Register containing details of any breach of the House Rules and the measures employed to remedy that breach.

The Site Manager will keep minutes of meetings and attach these minutes to the Register.

Occupancy Rate

The maximum guest number for each room will be documented in the Lease Agreement between the

	<p>landlord and the tenant. There will be bi-monthly inspection of each room to ensure compliance with the Lease Agreement and House Rules.</p>
Impact to adjoining premises	<p>This will be managed through the House Rules as well as any complaints received from neighbouring residents.</p> <p>A 24 hour contact number will be displayed on the outside of the building to ensure any complaints are promptly addressed.</p> <p>The Site Manager will ensure that noise from the boarding house does not unreasonably impact surrounding residents and neighbours. This includes ensuring occupants adhere to the House Rules in relation to noise emanating from the boarding house (including common living areas and outdoor communal areas).</p>
Complaint Register	<p>A complaint register will be maintained by the Site Manager. All complaints logged will be recorded in this register and be available for Council inspection (refer Part 4.11).</p>
Waste minimisation and recycling	<p>The Site Manager will ensure that a cleaner attends the boarding house twice weekly to ensure that the common areas, private open space, car parking and general outside areas of the boarding house are kept clean, tidy and disinfected to a professional standard.</p> <p>Each room will be provided with a waste disposal container.</p> <p>The Site Manager will ensure that occupants place all non-recyclable waste in the garbage bins and that all recyclable waste is placed in the recycling bins provided.</p> <p>Each boarding room is to be cleaned after a resident vacates that room and before a new tenant occupies that room.</p>
Safety and security	<p>Internal signage will be prominently displayed to provide the Site 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. A telephone for emergency purposes will be located in the communal room.</p>

The Site Manager will provide occupants with a key to their room and the common areas once they have entered into a Lease Agreement.

The Site Manager will 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 organised within a reasonable period.

The Site Manager will ensure laundry facilities of each boarding room are maintained in safe working order.

Tenant Selection

The Site Manager will 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.

The Site Manager will allocate boarding rooms on a first come basis with the accessible rooms to be allocated last. Priority for the accessible rooms will be given to those in need of accessible facilities. If all rooms are occupied when a boarder needing accessible facilities seeks accommodation at the boarding house, they will be placed at the top of a waiting list. If a person not in need of accessible facilities occupies an accessible room and another non-accessible room becomes available, they will be asked to move to allow those on a waiting list who are in need of accessible facilities to be allocated the accessible room.

Car parking

Car parking will be provided as per the development consent.

Signage

The Site Manager will ensure that adequate signage is provided which identifies each of the rooms in the boarding house by number and that there are suitable signs located within the boarding house to allow both residents and visitors to find the appropriate rooms and facilities in the boarding house.

Landscape Maintenance

The Site Manager will ensure that all landscaping with the Site is maintained in a suitable manner.

4.6 Access to Boarding House

The boarding house is to be accessible 24 hours a day, 7 days a week and, where necessary, through the use of a security card to access particular areas of the boarding house. Alternatively, access is to be provided by appointment with the Site Manager.

The opening hours of the communal areas shall be as follows, unless separately agreed with the Site Manager.

Outdoor communal areas	The outdoor communal areas will be available for use of the occupants, at all times, between 7:30am and 9:00pm, 7 days a week.
Indoor communal areas	The indoor communal areas will be available for use of occupants at all times between 6:00am and 10:00pm, 7 days a week.
Communal kitchen	The communal kitchen will be available for use of the occupants, at all times, between the hours of 5:00am and 12 midnight, 7 days per week.

4.7 Occupation of Boarding House

A maximum of one (1) occupant is permitted in each single boarding room and two (2) occupants per double 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. Rooms are to be leased for a minimum period of 3 months.
- One (1) key per occupant to access their room and designated communal areas as deemed necessary by the Site Manager.
- Access to all nominated communal areas deemed necessary by the Site Manager.
- Working door locks to individual rooms.
- A waste disposal container.
- Adequate furniture to ensure that the amenity of the residents is maintained, including:
 - bed
 - wardrobe

- table
 - chair
 - lamp
 - waste and recycling containers
 - window coverings
 - phone connection
 - electrical power points (x2)
 - television outlet
 - sink
 - cupboard space
- Access to working laundry facilities in the form of a washing machine and dryer.
- A copy of the Fire Safety Plan.
- Fittings, equipment and furnishings which are maintained in safe working order.
- Soaps, cleaning facilities and cooking implements such as pots and pans in the common kitchen area.
- The communal kitchen is to be fitted out in accordance with the approved plans.
- The communal room will be provided with the following:
 - television
 - lounge chairs
 - cooking facilities such as pots, pans, cutlery, glasses, kettle, coffee cups and the like.
 - outdoor BBQ facilities
 - outdoor furniture

4.8 Visitors

Any visitors will be accompanied at all times by an occupant of the boarding house.

Visitors are only permitted on-site between 7:30am and 10:00pm, 7 days a week.

Visitors will conduct themselves in a responsible and courteous manner while on the premises so as not to negatively impact the amenity of other occupants and surrounding residents.

Occupants are responsible for ensuring all visitors comply with the House Rules outlined in **Attachment 3**. Failure to do so may result in visitors, and in certain cases occupants, being evicted from the boarding house.

4.9 Fire Safety

The boarding house will comply with essential fire safety measures outlined in the *Environmental Planning and Assessment Regulation 2000*, including but not limited to the following:

- a. A copy of the annual fire safety statement and current fire safety schedule for the boarding house will be prominently displayed in the boarding house entry area.
- b. A floor plan will be permanently fixed to the inside of the door of each room to indicate the available emergency egress routes.
- c. The Site Manager and tenants will be trained in relation to the operation of the approved Emergency Management and Evacuation Plan.
- d. The boarding house will obtain annual certification for the essential fire safety measures to comply with the *Environmental Planning and Assessment Regulation 2000*.

4.10 Notice Board

Appropriate notice boards will be placed around the boarding house to provide information to occupants. The notice boards are to be placed at the following locations to ensure equitable access to all residents:

- a. Within the entrance foyer and/or in the communal lounge room of the boarding house.
- b. On the ground floor opposite the lift.

4.11 Complaint Register

The Site Manager is to maintain a complaints register of both public (external) and occupant (internal) complaints.

The register will contain forms to be completed by the Site Manager, occupants and/or complainants. The form is to record the name, address, phone number and date of any person making a complaint and the details of the complaint. Only complaints where all the above information is given are to be recorded in the register.

The Site Manager will respond to a complaint whether written or oral within 24 hours and provide the reference number of the complaint.

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

The complainant may request a meeting with the Site Manager to discuss the issue. The Site Manager will keep minutes of any such meeting and attach the minutes to the Complaint Register.

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

4.12 Pets

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

4.13 Review of Plan of Management

The PoM will be reviewed on an annual basis and completed prior to 30 June of each year.

The Site Manager is responsible for overseeing each annual review and amending the PoM as necessary.

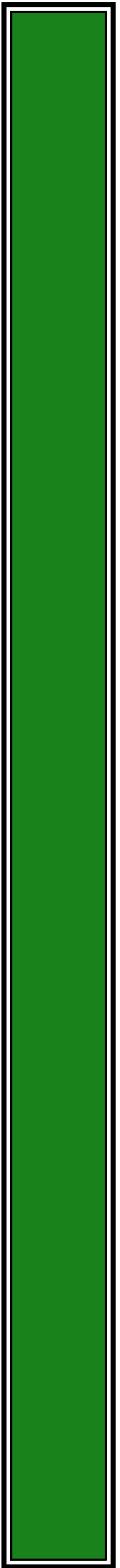
Modification to the PoM must be consistent with the conditions of consent and any modified PoM will be forwarded to the Council.

The PoM (including House Rules) may be varied from time to time by the Council, on the application of the Site Manager, without the need for formal modification of the development consent.

Once modified, the Site Manager will provide an updated copy of the PoM to all occupants.

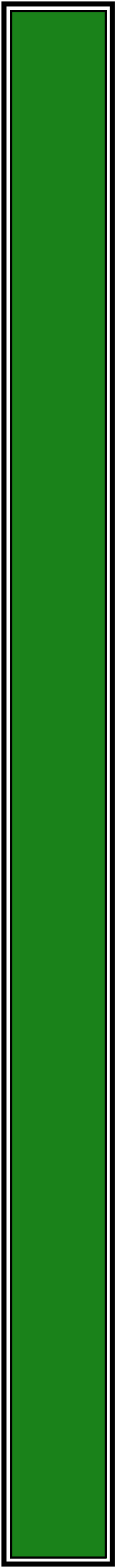
Attachment 1

Approved Plans



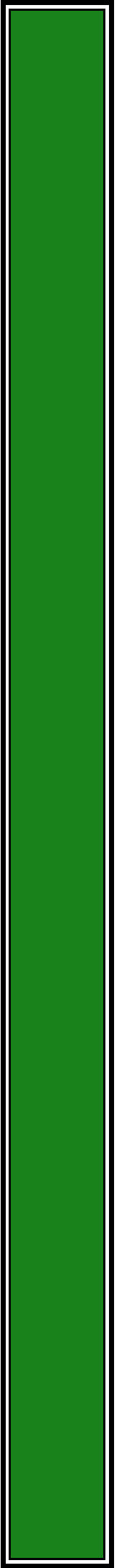
Attachment 2

Development Consent



Attachment 3

House Rules



Resident and guest behaviour	Residents and their guests must not interfere with the reasonable peace, comfort and privacy of other residents and neighbouring properties.
Smoking	Smoking is not permitted within any part of the boarding house, in the external areas of the boarding house or in the street in front of the boarding house.
Amplified and Live Music	All residents are to ensure that music is to be of a volume which does not unreasonably impact on the amenity of other residents.
Maintenance of rooms	<p>Residents must maintain their rooms:</p> <ul style="list-style-type: none"> - in a clean manner - in a way which does not interfere with the reasonable comfort of other residents - in a way which does not create a fire or health hazard. <p>Residents must not intentionally or recklessly damage or destroy any part of their rooms or a facility of the boarding house.</p>
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 Site Manager.
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 familiarise 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 7:30am and 9:00pm, 7 days a week.
Indoor communal areas	The indoor communal areas will be available for use of occupants at all times between 6:00am and 10:00pm, 7 days a week.
Communal kitchen	The communal kitchen will be available for use of the occupants, at all times, between the hours of 5:00am and 12 midnight, 7 days per week.
Communal laundry areas	Communal laundry areas will be available for use at all times between 6:00am and 10:00pm, 7 days a week.

Alcohol / Drugs

Alcohol and drugs are strictly prohibited from being consumed in the boarding house or in the public areas fronting the boarding house.