

Operational Plan of Management: 3 William Street, Fairfield 22 Room New Aged Boarding Housing

Operational Plan of Management for 3 William Street, Fairfield

Hume Community Housing (the Agent) is a Tier One Community Housing Provider entering into a registered 10 year management agreement. Karlos Charley (the owner) for the property and tenancy management rights over the premise known as 3 William Street Fairfield, with the specific permitted use of a Boarding House.

A future condition of the Development Consent granted for the construction for this permissible development requires the building to be managed in accordance with Plan of Management (referred to as the Operation Plan of Management). As Hume in the role of Agent they will be responsible for the implementation and management of the New Aged Boarding House.

The purpose of the affordable housing program is to provide secure tenancies for low to moderate income earners, enabling them to save towards housing goals, minimize housing stress and enhance their social and economic contributions to the local community for the ten year period., Hume Housing will provide affordable housing targeted at eligible key and essential workers, who have an existing connection to the local area.

On Site Manager:

Details & Location:

The owner will employ an onsite manager to work with Hume Housing and will reside onsite in unit number 01

Name: To be confirmed at the time of appointment

Phone: To be confirmed at the time of appointment

Email: repairs@humehousing.com.au

These contact details will be forwarded to Fairfield Council, the Lessor and owners and/or strata managers of the adjoining properties.

The managers contact details will be displayed in all notices boards, communal room and on the notice board at the managers unit located at unit 01.

Alternative emergency and out of hours contact details for Hume Housing will also be displayed a key locations throughout the building.

The onsite manager will be trained and proficient in their responsibilities under such legislation as the OHS Act 2000, OHS regulation 2001 and the Innkeepers Act.

They will have a formal Position Description will include the technical and behaviour competencies, together with identifying the key outcomes expected the role.

As a contracted worker to the owner and to work alongside with Hume Housing the Manager will be made aware and expected to assist in the delivery of Hume's vision:

"To create vibrant, sustainable and cohesive communities through the delivery of outstanding homes and equitable services"

Notice Boards

There are four notices boards located at the property:

Notice Board 1 – Next to the managers door (Unit 01 Door)

Notice Board 2 – Ground Level to first building

Notice Board 3 – Ground Level to second building

Notice Board 4 – Communal Room

Maintenance

All maintenance issues are to be reported to office within a reasonable time frame, in accordance with Hume Response time Police and Procedures.

Maintenance 24 hour Hotline contact number is 9727 0688.

Customers are also able to log maintenance issue/request via email to repairs@humehousing.com.au. This number is contactable 24 hours a day 7 days a week. A maintenance person answers the hotline Monday – Friday 9:00am – 5:00pm and after hours the line is diverted to a contractor whereby only emergencies will be attended to after business hours and on weekends.

Contractors will need to gain access to the premise and / or dwelling in order to complete the repairs needed and the contractors will contact the customer directly to arrange a suitable day and time to complete the necessary repair.

Cleaning Internally/Externally

Our onsite manager will ensure the following:

- Communal room will be tidied on a daily basis
- Communal room will be cleaned on a weekly basis
- Internal Common Area (Corridors & stairwells) cleaned on a weekly basis
- External Common Area (External walk areas, garden bed, lawns and edger's) cleaned/mowed on a regular or weekly basis
- Footpath to 3 William Street Fairfield to be kept clear of all rubbish & papers, maintained on a regular as required
- Letterboxes to be kept clear of junk mail
- Free of Graffiti on building/fences – if present will be removed as soon as practical
- CCTV Security System is in working order at all times

Complex (House) Rules

These rules will be displayed and distributed in the following manner:

- Notice Board – Next to Managers Door (Unit 01)
- Notice Board - on each ground floor level – two in total
- Communal Room
- A copy of the Rules are to be provided to each customer and a laminated copy is to be retained in each unit
- A copy is provided at the time of the Residential Tenancy Agreement is signed

Hume Community Housing is responsible to ensure all customers have received and are fully aware and understand these complex rules.

These rules are in place to ensure all customers are aware of their rights and responsibilities of all persons residing and / or managing at 3 William Street Fairfield.

A copy of these complex rules are attached to the Operation Plan of Management

Customer Tenancy Commencement Documents:-

All prospective customers of the Complex at 3 William Street, Fairfield are to complete an application form for a tenancy with Hume Community Housing.

This form will ask the prospective customer a wide range of questions regarding their current and past circumstances. It will also ask the prospective customer for identification and emergency contact details in case of an emergency.

All customers' details will be retained by Hume in accordance with the Privacy Act.

When the prospective client has been approved to reside at the premises the customer will sign a Residential Tenancy Agreement. A minimum of 12 month tenancy agreements will be signed. Once this agreement is signed the customer will receive a welcome pack for the premises and this welcome pack will include the following documents:

- ✓ A signed Residential Tenancy Agreement
- ✓ 2 x Property Condition Report with photos
- ✓ (House)Complex Rules for 3 William Street Fairfield
- ✓ Evacuation Plan - Details for 3 William Street Fairfield
- ✓ Hume Community Housing Privacy Policy
- ✓ NSW Fair Trading - New Tenant Checklist
- ✓ Hume Community Housing Rental Book
- ✓ Hume Community Housing Contact List
- ✓ Hume Community House Social Club Application Form
- ✓ Rent and Bond Receipts
- ✓ A Plan of the Building
- ✓ Fact Sheet - Boarding Houses Act 2012

Rubbish/Waste

All occupants have been supplied 12 bins for 12 units. The red/plain bin lid (6) is for general rubbish and the yellow lid (4) is for recycling only. Waste Management will be executed in accordance with Fairfield Council guidelines.

The general rubbish bin is collected on a weekly basis and the recycling bin is collected on a fortnight basis.

Occupancy/Residents

In accordance with the Boarding House Act the residents of 3 William Street, Fairfield will comply with the affordable housing eligibility requirements and the DA conditions

Maximum number of customers who can reside at the premises at one time is 42 including Building Manager.

Hume Community Housing and the onsite manager will ensure the numbers of occupants are not exceeded.

All customers and visitors of the customer are to comply with the complex rules.

Rooms are nominated a single or double occupancy (up to 2 persons) units as follows:-

The maximum occupancy, room type and outdoor space/area is as follows:

Room Number	Occupancy	Type	Outdoor Space/Area
01 (Manager Room)	2	Double	6 m ²
02	1	Single	None
03	2	Double	5 m ²
04	1	Single	3 m ²
05	2	Double	4 m ²
06	2	Double	3 m ²
07	2	Double	3 m ²
08	2	Double	3 m ²
09	2	Double	3 m ²
10	2	Double	6 m ²
11 (Accessible)	2	Double	5 m ²
12	2	Double	7 m ²
13	2	Double	7 m ²
14	2	Double	4 m ²
15	2	Double	3 m ²
16	2	Double	3 m ²
17	2	Double	3 m ²
18	2	Double	3 m ²
19	2	Double	5 m ²
20 (Accessible)	2	Double	5 m ²
21	2	Double	5 m ²
22	2	Double	5 m ²

Fire Safety – Customer

Hume Community Housing will ensure all occupants are aware of the evacuation plan. A copy of the evacuation plan is located in the following places:

Back of each unit door
Notice Boards

The Evacuation Plan will be given to each occupant when the Residential Tenancy Agreement is signed.

When an evacuation drill is conducted the onsite manager will be fully responsible for the drill and the plan.

Incident Reporting Procedure:-

In the event of an injury of anyone at the premises (Customer or Visitor) as soon as practical contact our office and advise Hume of the incident

Feedback and Complaints Register:-

A complaints register is maintained at Hume Housing's head office. Feedback can be lodged on line at www.humehousing.com.au

Appointments can be made with the Neighbourhood Officer

The onsite Manager can assist customers to lodge feedback and will provide an update on the response to complaint if requested.

Once feedback has been lodged it will follow Hume's Feedback and Complaints policy (available on request)

Vermin Control

Hume Housing will maintain the premises to a high standard preventing the spread of vermin. In addition, annual controls will be in place including annual spraying of the building and surrounds

Fire Safety

Maintenance of Fire panel and fire safety installations maintained and inspected every six months to AS 1851.1,2 & AS2293.2 and annually to AS1851.7 & 8.

As noted above the Evacuation plan is located in the following:

Back of each unit door
Notice Boards

Evacuation Plan is given to each occupant when the Residential Tenancy Agreement is signed.

The complex also will have additional signage as per the BCA class 3 building code which is the fire safety signage and the free call Fire/Police/Ambulance emergency contact number.

Each unit will be fitted with a back to base smoke alarm – If the alarm is activated and there is no fire present the button for the smoke alarm needs to be pressed within 30 seconds of activation and the room must be cleared of smoke within a 2 minute time frame (if either of these are not completed the fire brigade will be will attend the premises).

Security

Each occupant will be provided with the following keys:

Complex Front Door Key
Unit Door Key
Any keys for window locks which maybe fitted

CCTV Security

CCTV security system to all communal areas and the front of 3 William Street Fairfield – this footage is recorded to a computer based hard drive with a 28 day recording cycle.

This system has been set up through Ness Security Systems Pro Series model 16/8 100-49 16 Channel digital video built in hard drive.

This system is managed under Hume Housing's CCTV Policy - Copy available upon request.

Owners Responsibility

The owner of the complex is to advise Fairfield Council of any changes of the onsite manager and the contact details.

If there is any alteration of this Operational Plan of Management then the owner is responsible to contact Fairfield Council regarding any changes or alterations. If the property and Tenancy Management is changed both the owner and Hume Community Housing will inform Council.

Any agreed changes are to be provided to Fairfield Council and owners of the adjoining properties.

INTERNAL USE ONLY:

Hume Community Housing will review the Plan of Management annually and liaise with the Owner over any updates or proposed changes.

The Chief Operating Officer is authorised to approve this plan;

Managers are responsible and authorised to ensure that staff complies with this plan;

Employees are responsible to comply with this plan

Plan of Management Approval record:					
Actions					
Version No.	Version 1 – Final Draft for presentation to Council				
Date Approved by COO					
COO's signature					
Date Approved by Owner					
Owners Signature					
Date lodged with Council					
Date approved by Council (add link to approval letter)					