

# Iglu Student Accommodation

**Operational Management Plan**  
**Iglu Summer Hill**  
**74 Carlton Crescent, Summer Hill**





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#### 1. Summary

Iglu Pty Ltd ("Iglu") is a specialist student accommodation developer and operator. Iglu provides tertiary students with a high quality, all-inclusive accommodation service offering, located within close proximity to universities, local amenities and public transport. Iglu's aim is to provide accommodation and warm hospitality that enables and enhances students' academic and social experience.

Iglu Summer Hill will offer a range of studio units, with each bedroom containing a private en-suite bathroom. Iglu Summer Hill will also provide additional rooms designed for the key disability groups.

This operational management plan addresses all operational and management procedures to ensure the premise operates without disturbance to the surrounding locality. Each student entering into a contract with Iglu will be provided with House Rules highlighting the rules of the property including a noise policy, hours of operation and key contacts.

The property monitoring systems will ensure all students living at Iglu Summer Hill are provided with a safe and secure environment with electronic door locking systems, CCTV to monitor all site entry points and access limited to student residents only and staff members.

A Fire Safety Statement will be certified on an annual basis and the certificate will be clearly displayed in the reception area. A whole-of-site fire evacuation drill will be carried out twice a year, and all fire Emergency Warning and Intercommunication Systems (EWIS) checked and maintained on a monthly basis.

Iglu Summer Hill's General Manager will be responsible for the running of Iglu Summer Hill and will be supported by a team of Iglu property management staff members. The staff profile will include Resident Leaders (student employees), who will be responsible for the organisation of property events and activities to encourage interaction and participation amongst students. These activities will range from academic assistance and cultural awareness evenings through to BBQ's and games nights. The General Manager will be contactable 24 hours per day, 7 days per week with a team of professional staff members and Resident Leaders who are also available at various times.



## 2. Property

### 2.1 Location

Iglu Summer Hill is bounded by Carlton Crescent to the north and Darrell Jackson Gardens to the west. The main entry to the building will be from Carlton Crescent into the reception area.

The property is located 2 minutes walking distance (150m) from Summer Hill station. Being located within 150 metres of Summer Hill Station, students living at Iglu Summer Hill will be able to easily commute to a number of universities and venues throughout Sydney. The Summer Hill Village is right on the doorstep, providing residents with easy access to buy groceries and patronise the local cafés, restaurants and bars.

The property will house a number of bicycle racks to encourage students to cycle around the local area.

### 2.2 Operating Systems

Iglu Summer Hill will be utilising Iglu's comprehensive student housing management system. It offers a complete solution for the successful management of accommodation service to students. Modules include;

- Online Housing Applications – allows residents to place an enquiry/application via the properties website with forms tailored to the requirements of the property.
- Room Selection – Allows residents to enter preferences for room types and locations.
- Billing Functionality - for automated charging, rental runs, and invoices. Allows payments to be made online to their account.
- Communications – Mail merge capabilities, SMS communications, email databases for clients/enquiries/reserved and in-house guests.
- Reporting – comprehensive reporting on debtors, overdue arrivals/departures, statistical compilation including nationality/gender/course enrolments etc.
- Maintenance – records property inventory and condition, schedules room inspections and close rooms for maintenance. Allows maintenance jobs to be logged online.
- Incident Management – flags resident's involved in incidents, records notes and correspondence and supports the uploading of supporting documentation.

### 2.3 Rooms

Iglu Summer Hill will be made up of a total of 184 studios. Iglu provides rooms available for the key disability groups; the mobility-impaired, hearing and speech impaired and vision impaired.

Every studio at Iglu Summer Hill will contain:

- Lockable door;
- Bed;
- Desk lamp;
- Desk & desk chair;
- Blinds;
- Wardrobe;
- Bookshelf;
- Mirror;
- Kitchenette with cupboards, convection microwave, stovetop, refrigerator, range hood and sink;
- Television;
- Rubbish bin;
- Air-conditioning unit;
- Internet connection; and
- En-suite bathroom containing a shower and toilet.



Items such as an iron, ironing boards, mop and bucket, dustpan and vacuum cleaners will also be provided to each apartment.

Occupancy will be capped at two people in studios.

Provisions will be made for guests and/or visitors who must register with onsite Iglu management prior to or upon arrival and upon departure.

## 2.4 Building Facilities

Iglu Summer Hill has been designed to ensure that all building facilities enhance the study environment and social experience for Iglu's residents. All of Iglu's common areas are accessible for students with disabilities.

Iglu Summer Hill will offer students additional communal spaces including:

### Lower Ground floor

- Two Garbage Rooms – providing a number of large bins for residents to dispose of general, comingle and cardboard waste.
- Bicycle Storage Area – providing a designated lockable space with bike racks for residents to store their bike securely onsite.
- Communal Laundry - providing five 8kg (or larger) washing machines and six 9kg dryers.
- Communal Lounge and Games Room – casual seating and 'chill-out' lounge spaces. A large overhead void will provide an abundance of sun from the North.
- Media/Cinema Room – includes large wall mounted projector screen.
- Landscaped Courtyard – outdoor area for residents, with tables and seating provided. Landscaping will be used to provide privacy to rooms facing onto the courtyard and also to provide 'outdoor rooms' for students for relaxation, collaboration or study. Smoking is prohibited. Loud noise, including loud music, is prohibited in external common areas. All external areas will not be available for use by residents between 10pm and 9am, 7 days a week.

### Ground floor

- Study Rooms – provided for residents to utilise for individual study sessions, collaboration, meetings and discussions etc.
- Communal Lounge – casual seating and 'chill-out' lounge spaces with sliding doors and balustrade opening up the space into the courtyard.

No speakers will be installed in any outdoor areas associated with the premises including public domain. Speakers within the premises will not be placed to direct music towards the outdoor areas associated with the premises.

## 2.5 Access and Security

Access to the property will be possible via the main entry of Iglu Summer Hill on Carlton Crescent and will be restricted via an electronically coded swipe card provided only to current in-house residents and staff. Secondary access via Hardie Lane will be provided for residents and will be similarly restricted via swipe cards and only accessible between 7am and 10pm.

Each student residing at Iglu will receive a swipe card programmed specifically for zoned access, namely the main entry door, lift access to their floor, access to their studio (and access to their room). Students will not be able to access any other room that they do not occupy. The electronic card system will allow Property Management to review and read every lock throughout the building and the cards that have accessed that point.

For additional security, CCTV is installed to monitor all external access points, lifts and public areas within the property. All external access points will have read switches and are alarmed and linked to a 24-hour monitoring company which will call the duty manager if left open for an extended time. A duress button is installed within the reception/administration office that will be linked up to a 24-hour monitoring company in case of emergency.

Outside of office hours, there are Resident Leaders living onsite that are available to support students with administrative or pastoral care issues. Resident Leaders are employed and trained by Iglu to act as duty managers outside of office hours. Security Guards patrol the perimeter of the building at regular intervals.



## 2.6 Utilities

All costs associated with the provision and usage of utilities including gas, water and electricity will be included within the weekly accommodation fee. Consumption per room will nevertheless be monitored to encourage fair and reasonable usage and, if necessary, implementation of consumption controls or charging will result for excessive use.

## 2.7 Cleaning, Waste and Recycling

### *Cleaning*

Iglu will be responsible for the upkeep and cleaning of all public areas of the property, ensuring they are cleaned daily during the week and as required on weekends. Public area cleaning refers to the vacuuming of carpets, removal of loose rubbish in walkways and lifts, mopping of floors, cleaning of walls and hard surfaces, common toilet cleaning and sterilisation and the sweeping and removal of rubbish on street frontage.

The cleanliness of resident's living spaces within the studios will remain the responsibility of each occupant. Iglu will provide each studio with a vacuum cleaner, mop, bucket, broom, dustpan & brush but the students will be accountable for ensuring their room is maintained at a clean and hygienic standard.

In addition to the standard entry and exit condition inspection, Property Management will conduct apartment and room condition inspections on a biannual basis (unless required sooner) to ensure compliance with the standards set out in the Iglu Summer Hill House Rules. Property Management will provide occupants with at least three weeks' notice prior to conducting inspections to allow residents ample time to prepare. If upon inspection the dwelling be deemed to be below the required standard, the occupant/s will be given an additional 48 hours to rectify the failed items. If the accommodation areas are still unhygienic or unacceptable the residents will be asked to meet with Property Management to discuss the inspection where the residents may be charged the costs of rectifying the failed area/s.

### *Waste and Recycling*

Iglu will provide two garbage rooms for deposit of garbage by residents. These rooms will be located on the lower ground floor and will include bin facilities for the disposal of both general waste as well as recyclables and cardboard materials.

Property Management will be responsible for ensuring the timely collection and disposal of collected rubbish on a regular basis but it will remain the responsibility of students to ensure that all rubbish is bagged and placed within the ground floor waste area. Noise from collection of waste will be compliant with all relevant standards and will not unreasonably interfere with adjoining premises or obstruct any public road.

## 2.8 Maintenance and Repairs

Iglu Summer Hill has a Facilities Manager who will be responsible for the general upkeep of all building services and facilities.

In conjunction with Property Management, the Facilities Manager ensures that any maintenance requests received from students are documented and repaired wherever possible, as soon as possible. Should a larger fault occur, the services of an external contractor will be employed and repairs carried out as quickly as possible to limit disturbance to students and neighbours.

Scheduled property maintenance works will be arranged to ensure students are provided with a minimum notice period of 48 hours and every effort made to ensure any disturbance caused to students is limited. The minimum notice periods depend on the purpose of entry according to the Residential Tenancies Act 2010 and will be adhered to prior to entering a residence.

The Facilities Manager is also responsible for the upkeep of all common area equipment as well the landscaping of common gardens and street frontage.

Iglu will maintain and work to a site-specific Life Cycle Costing Plan and Asset Maintenance Plans to ensure that the quality of the fixtures, fittings and equipment is upheld to a high standard and routine maintenance is carried out. Property Risk Registers and Asset Registers will also be created post completion of the building and reviewed on a regular basis.



#### 2.9 Fire Safety

A copy of the Fire Statement and current fire safety schedule for the premises will be prominently displayed in the reception area.

The Facilities Manager alongside the General Manager will ensure that the Fire Statement will be certified on an annual basis and the certificate is clearly displayed in the reception area. This is incorporated into the property's Annual Maintenance Plan that forms part of the site-specific Asset Maintenance Plan.

#### 2.10 Emergency Procedures

Iglu Summer Hill will incorporate a response/action system to provide Emergency Response and to minimise false Fire Brigade call-out. The final solution is subject to compliance with building codes and fire safety approval.

The Fire Panel and Emergency Warning and Intercommunication Systems (EWIS) System will be under an annual service contract with monthly testing of the system. There will also be a monitoring contract in place to ensure timely action and registration with the NSW Fire Brigade.

Iglu Summer Hill will be reviewed prior to the occupation of students and an Emergency Response and Evacuation Plan will be fixed on the back of every entrance to an apartment and in common areas.

All staff are trained in Emergency Response and Evacuation procedures, fire drills and extinguisher usage with mandatory evacuation drills conducted twice a year as per Iglu Summer Hill's WHS Calendar. Personal Emergency Evacuation Plans (PEEP) are made with a person with a disability and communicated to staff members to ensure the safety of each resident in the case of an emergency.

Personal safety awareness sessions are conducted at the start of each semester or three times per year.

#### 2.11 Incident Reporting and Complaints Procedure

Any resident, at any time, can contact an Iglu staff member to discuss a complaint against another resident or issue regarding the operation of the Property. Serious complaints must be lodged in writing.

As outlined in Iglu's Work Health & Safety Management Plan, the property WHS Committee documents any incidents, accidents, injuries, vandalism, close-calls and complaints on an online incident reporting system which is accessible on site when required. If relevant, follow up investigations, actions and changes that occur as a result of an incident or complaint is also documented within the original incident report.

### 3. Customers

#### 3.1 Accommodation Terms

All rooms within Iglu Summer Hill will be available for rent on either a 6-month or 12-month residential tenancy agreement. All students must meet Iglu's eligibility criteria which states that each student must be enrolled in a tertiary institution and must be over the age of 18.

#### 3.2 Property Rules

Every student residing at Iglu Summer Hill will be provided with House Rules which will cover items such as;

- Rights and responsibilities (i.e. accommodation fee payments, privacy of information)
- Use of alcohol and drugs (i.e. alcohol prohibited areas, consequences of drugs on premises)
- Noise and curfew (i.e. noise policy, curfew of common and public areas)
- Iglu life (i.e. staff members, after hours contacts, cleaning expectations)
- Safety and security (i.e. being conscious of individual and fellow student's welfare)
- Dispute resolution and household problems (i.e. how we can help with any disputes or issues)
- Public space (i.e. be respectful of the public space around the Property including but not limited to no obstruction, anti-social behaviours and littering)
- Emergency procedures and contacts (what to do in case of an emergency and 000).



Below is an excerpt of key noise, drugs and alcohol policies within the House Rules.

#### **"Drugs and Illegal Activity"**

The possession, growing, usage, or selling of any non-prescribed or illegal drugs and/or the possession of any equipment to aid the use of illegal drugs or substances is prohibited. Any breach of this Rule will be considered serious misconduct and result in disciplinary action including referral to the Police.

#### **Alcohol**

If you want to drink alcohol, please do so responsibly with consideration for your impact on others. Alcohol consumption at Iglu is not permitted in common areas unless at an Iglu organised social event.

#### **Privacy and Quiet Enjoyment**

You must be respectful of other's needs to live in a quiet and enjoyable environment.

When entering another student's Unit, please knock on the door and do not enter unless invited in. The Duty Manager holds a set of keys when on duty to deal with mislaid keys and emergencies only. Any person requesting entry into another person's unit will be denied access unless the occupier gives permission in writing.

#### **Noise**

Please be courteous and mindful of others around you at all times and limit any noise that may interrupt or concern other residents living in surrounding Units. Radios, televisions, stereos, musical instruments and other audio equipment should only be used to a volume that will not impact or disturb others."

Misconduct (including breach of any of the House Rules and obscene, harassing or discriminatory behaviours) is any action or series of actions that negatively impacts people and/or property at Iglu Summer Hill. Depending on the nature of the misconduct, Iglu may take disciplinary action including the following:

- Written warnings
- Recovery of financial cost or damages
- Termination of the Residential Agreement of the person(s) who have committed the misconduct
- Police involvement and/or legal action.

### **3.3 Community Program**

Iglu Summer Hill has dedicated Resident Leaders (RLs) living onsite, who in conjunction with a team of property management staff organise and host a broad range of events and activities throughout the year for students living at the property.

These events are aimed at not only integrating students and assisting in the creation of a strong social community but also assisting students to adapt to university life and independent living. Activities run in the Iglu Community Program will aim to assist students in 4 main areas; personal development, focused around academic and life skills assistance, health and wellbeing, cultural sharing as well as social integration and community building.

### **3.4 Local Contacts/Links**

A list of all important local community contacts, websites and phone numbers will be included in the Welcome Pack provided to each student upon check-in. A translated format will be provided if requested. A member of staff will also be contactable 24 hours per day, 7 days per week should any student require assistance during or after standard business hours.

### **3.5 Pastoral Care**

A member of Iglu staff will always be available and onsite every day of the week, 24 hours per day.

In addition to emergency procedures, all staff are trained in First Aid, Mental Health and Dispute Management. Iglu places a high level of importance in ensuring students are offered a supportive, safe and inclusive environment to live in.

After hours staff are responsible for carrying out regular patrols of the property and each residential level throughout their shift to ensure no excessive noise or disturbance is being created to interfere with the quiet enjoyment of others. In accordance with Iglu Summer Hill's House Rules, any resident/s found to be repeatedly causing disturbance to others residing at Iglu Summer Hill will be subject to disciplinary action, which may result in termination of their agreement.





#### 4. Staffing

##### 4.1 Staff

Iglu operates a 24 hour a day, 7 day a week service for residents – meaning that there will always be a member of staff onsite and available to assist. General office hours of the reception run Monday to Friday, 9am to 7pm and Saturday to Sunday, 10am to 6pm. The General Manager is contactable 24 hours per day, 7 days per week and work with a team of professional staff members and Resident Leaders.

##### 4.2 Training

All staff employed by Iglu will be trained and conversant in the following areas;

- First Aid
- Mental Health
- Emergency Response and Evacuation
- Dispute Management
- Maintenance System
- Customer Service.

#### 5. Review

This Plan will be complied with during the use of the premises and will be reviewed at least annually to ensure that operations at Iglu Summer Hill are kept up to date with Iglu Standards.