



OPERATIONAL PLAN OF MANAGEMENT

ANGLICARE HOUSING

LIVERPOOL

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1 Executive Summary

The following document contains Anglicare's Operational Plan of Management (**OPM**) for the property at Liverpool. The purpose is to document Anglicare's approach to ensuring a smooth operation for the residents and also our plans to minimise the impact on nearby owners and residents.

This property is jointly owned by Anglicare (109 units – 78 studio apartments and 31 1-bed apartments) and the remaining strata units will be privately owned. Anglicare intends to maintain ownership of its units for the foreseeable future, so that we can assist our targeted resident cohort to realise their goals and live comfortably in the community.

The plan covers the following elements;

- Building Ownership and Management
- Resident Cohort and Selection
- Tenancy/Resident Management
- Tenancy/Resident Support
- Building Management

2 Building Ownership and Management

The building consists of units owned by Anglicare and privately owned strata apartments. The privately owned strata apartments will be managed by an Owners Corporation.

Communal facilities will be able to be utilised by all residents of the building. This includes the communal room.

3 Resident Cohort and Selection

The purpose of the above property is to provide Anglicare's clients with long term affordable accommodation.

3.1 Target Resident Cohort

The proposed resident cohort is as follows;

- Senior Women (aged over 55) or ATSI Women (aged over 45) who are in need of long term secure affordable housing.
 - It is envisaged that the majority of the residents will be aged 65 plus.

3.2 Sourcing and Selection of Residents

Residents will be sourced according to one of two pathways.

- The first pathway will be to identify and select suitable applicants from the NSW Housing Pathways system.
- The second pathway will be identify and select suitable applicants according to Anglicare's Affordable Housing Allocation Plan.

3.3 Studio Apartments Utilisation

Anglicare will own 78 studio apartments (Boarding House) in the building. Anglicare's allocation policy requires that only a single person can reside in the studio apartments. This will form a condition of the Residential Tenancy Agreement with the tenant. Therefore, the maximum number of residents in the boarding house is 78 people.

4 Off-site Management

This site will have a nominated off-site manager. The nominated off-site manager will be the primary point of contact for residents (and non-residents – e.g. neighbours).

The off-site manager will spend a significant amount of time at the site, however they will not necessarily be exclusively at the site.

The off-site manager's contact details will be displayed on site at the property.

The off-site manager will be responsible for coordinating the appropriate resources to respond to any issues or problems. E.g. For maintenance issues, they will initiate the process to deal with the identified issue.

4.1 Anglicare Regional Hub

Whilst the management of the site will be through an off-site manager, the manager will have a work location based in the Anglicare Regional Hub which is on the same site as the residence.

5 Tenancy / Resident Management

Anglicare will allocate a Tenancy Manager to the residents located within the premises. The Tenancy Manager will be responsible for;

- Selection of Suitable Residents
- Entering into Tenancy Agreements with each of the residents
- Managing the ongoing tenancy with each of the tenants
- Managing the exit of a resident from the property

5.1 Selection of Suitable Residents

Residents will be selected based on the type of housing assistance program that they are participating in.

For Social Housing residents, residents will be sourced according to the NSW Housing Pathways system.

For Affordable Housing residents, residents will be sourced according to Anglicare's Affordable Housing Allocation Plan.

5.2 Residential Tenancy Agreements

All residents will be required to enter into Residential Tenancy Agreements with Anglicare.

5.3 Ongoing Tenancy Management

The tenancy manager will be responsible for managing all aspects of the resident's tenancy. This will include the collection of rent and other payments, conducting routine inspections, the management of tenancy issues and disputes and management of complaints.

5.4 Managing Exiting Residents

Regardless of the reason that a resident leaves the property, the tenancy manager will be responsible for ensuring the smooth process.

5.5 Access to Tenancy Manager

Residents will be allocated a dedicated tenancy manager and have access to their telephone number and email address.

Residents will typically meet with the Tenancy Manager through pre-organised appointments.

6 Tenancy / Resident Support

Anglicare will dedicate a support role to residents that will coordinate the provision of support services for the resident as required.

The Support Coordinator will perform the following with each resident;

- Tenant Needs Assessment
- Support Services Planning
- Monitoring Needs and Performance
- Transition Planning

The Support Coordinator(s) will primarily be based on-site.

Each resident will have mobile and email contact details for their allocated Support Coordinator. In addition, residents will be provided with 24x7 contact details for emergency support needs.

6.1 Access to Support Coordinator

Residents will be allocated a dedicated support coordinator and have access to their telephone number and email address. The Support Coordinator will primarily be based on site during regular business hours and will advertise their on-site hours through the notice board.

Residents will typically meet with the Support Coordinator through pre-organised appointments, although residents will also be able to visit the Support Coordinator ad-hoc as required.

Emergency after hours contact details will be supplied to each of the residents and will be included on the building's noticeboards.

7 Building Management

Anglicare will be responsible for the overall management of the building, including repairs and maintenance.

7.1 House Rules

The House Rules specific to this building will be displayed on the notice board and will be provided to each resident as they move into the property.

7.2 Day to Day Maintenance

All maintenance requests will be lodged and managed through Anglicare's centralised asset maintenance system, Archibus. Residents will be able to lodge and monitor requests via a number of means, including;

- Direct lodgement via website
- Dedicated Call Centre
- Contacting either the nominated support coordinator, tenancy manager or asset manager – who will then lodge the maintenance request on the resident's behalf

7.3 Emergency Maintenance

Anglicare will provide contact details to each resident (as well as advertising them on the notice boards in the building) of how tenants can access emergency maintenance.

Residents will have access to a 24x7 emergency contact number for emergency maintenance.

7.4 Cyclical and Planned Maintenance

Anglicare will incorporate regular cyclical and planned maintenance into its long term building maintenance program.

7.5 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 copy of the annual fire safety statement and current fire safety schedule for the premises will be prominently displayed in the Boarding House entry area.
- A floor plan will be permanently fixed to the inside of the door of each room to indicate the available emergency egress routes from the respective room.
- The Manager will be trained in relation to the operation of the Emergency Management and Evacuation Plan.
- The Boarding House will provide annual certification for the Essential fire safety measures to comply with the Environmental Planning and Assessment Regulation 2000.
- Emergency numbers will be provided on the building noticeboards

7.6 Car Park Access

The Tenancy Manager will be responsible for providing keys and access to the car park for nominated tenants. At the time of signing the lease, nominated tenants will be given keys to their unit and the remote control for access to the car park. The tenant is responsible for ensuring that the car park access is only used for their private use.

In the event that the car park access is interfered with (i.e. measures are taken to circumvent the security system), then the tenant responsible will lose their rights to use the car park.

If there are maintenance issues with the access gate, then this will be managed through the standard maintenance procedures.