

PLAN OF MANAGEMENT

New Generation Boarding Housing, 11 Duke Street Coffs
Harbour, Mission Australia Housing

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1. OBJECT OF THE PLAN

This Plan of Management (PoM) has been prepared for the operation and management of a New Generation Boarding House premises at 11 Duke Street Coffs Harbour. The primary purpose of this PoM is to ensure that neighbour's amenity is not reduced by the operation of the premises as a boarding house. To achieve this the aims of the PoM are:

- To minimise disturbance to neighbours.
- To discourage late night arrival and departure of occupants which causes neighbourhood amenity to be reduced.
- To provide a procedure to receive and resolve complaints.
- To maintain the internal and external appearance of the premises.
- To ensure a person is present at the Boarding House to ensure that this PoM is implemented.

2. PRIMARY PERSON RESPONSIBLE

The owner of the premises and the onsite manager is responsible for ensuring that this Management Plan is properly implemented at all times.

3. TENANCY AGREEMENTS

A written Tenancy Agreement is to be formulated in accordance with the Act and associated Regulations that sets out the terms of the agreement. The Tenancy Agreement is to align with the Occupancy Principles contained in Schedule 1 of the Act, as stated below (but may be updated from time to time).

Tenancy agreements are for a period of no less than three (3) months.

4. MANAGEMENT

The premises will be managed by an appointed manager through Mission Australia Housing (ABN: 13003683261), who will be contactable 7 days per week. A manager's apartment is available for 24/7 occupation.

The manager will be able to respond within short timeframes and be responsible for contracts and contacts with maintenance persons and companies, manage the facilities for the recording and storing of CCTV footage, and have established relationships/contacts with security companies and services such as the NSW Police Force, NSW Ambulance Service and NSW Fire Brigade.

Any matters that require urgent and potentially life threatening responses are the responsibility of either police, ambulance or fire services.

The manager is to be familiar with the legislative requirements and rules and be aware of the relevant authorities that are responsible for enforcement of noise issues.

The manager must:

- Oversee all tenancy agreements and ensure such agreements align with the provisions of the (relevant) Act and associated Regulations, including setting out information about occupancy evictions (such as the amount of notice to be provided of eviction).
- Organise building and landscaping maintenance as required through the engaging of contractors to undertaken maintenance, landscaping and cleaning functions.
- Promptly address and respond to tenant issues and building operation and maintenance matters.
- Maintain an incident register and record any complaints. The register is to be made available to Council.
- Ensure that the total occupancy of the rooms pursuant to the leases does not exceed the approved number of occupants. The approved number of residents per boarding rooms is no more than two (2) adults residents, excluding visitors.
- Provide the tenant with a copy of the Resident Information Brochure and Rules with any new tenancy agreement.
- Undertake periodic inspections of the rooms to ensure that they are being maintained in a clean and tidy fashion and that maximum occupant numbers are maintained.

4.1 Maintenance of common areas and responsibilities

Common areas are to be maintained by users and spaces should be left as they are found, in a clean and tidy state.

No amplified music is permitted within the common areas.

The common areas located on the roof terraces will be available between 8 am and 8 pm.

A cleaner will be employed to ensure that the common property is clean and to take out the bins for the council garbage collection and subsequently bring in the bins after collection. Recycling bins and residual bins will be provided in each room to promote recycling.

The manager is to employ the services of professional maintenance companies to undertake regular maintenance of the building. The maintenance companies are to enter the premises regularly and complete all maintenance required.

Any damage of internal or external property is repaired immediately together with all wear and tear items.

Landscaped areas are to be maintained and kept weed-free.

4.2 Security

The premises are to be fitted with recording CCTV cameras in the common areas entries, car parking and entry area. All movement in these areas is to be recorded and monitored. The footage is to be capable of being viewed live and recorded, over the Internet from any fixed or portable Internet viewing device, from anywhere locally or internationally.

The continual electronic monitoring and recording of common areas is a key function of providing actual and perceived security. These premises are under 24/7 video surveillance which is recorded and held and will be provided to council and/or law enforcement at any time. Disturbances are to be reported to the manager and NSW Police (if manager unavailable).

The front and rear entrance to the premises and any other gates are to be secured at all times.

All residents are to be provided with one set of room keys as well as a key for the front entrance.

4.3 Maintenance of individual areas and responsibilities

Individual residents are responsible for maintaining their rooms in a clean and tidy state and must be made available for inspection by the manager upon request (48 hours' notice).

4.4 Parking spaces

Car and motorbike parking spaces and bicycle storage will be allocated to tenants by the Manager in accordance with the terms of the lease.

4.5 Pest control arrangements

Cleaning will also include regular inspections for vermin control and pest control services will be arranged by the manager on a regular basis.

4.6 Fire safety

A Fire Safety Evacuation Plan will be prepared and attached to this Plan of Management prior to commencement of operations of the boarding house. The plan will contain pictorial instructions detailing evacuation steps in the case of an emergency. The plan is to include evacuation routes, assembly points, and a plan of action once a fire alarm has been activated. The Fire Safety Evacuation Plan is to be prominently located in each room and in the common area.

The phone numbers of appropriate contacts will be prominently displayed throughout the premises e.g. NSW Police, Security Company, NSW Fire and Rescue, NSW Ambulance Service and other local emergency assistance services.

No candles/incense or device, contraption or thing that is likely to cause a fire is allowed in the boarding house.

4.7 Emergency contacts and procedures

The phone numbers of appropriate contacts will be prominently displayed throughout the premises (foyer and common room) e.g. NSW Police, Security Company, NSW Fire and Rescue, NSW Ambulance Service and other local emergency assistance services. Phone numbers are also to be

provided for appropriate support infrastructure service providers such as Telstra, Electrical Authority, Water Authority, local Council, etc.

4.8 Conflict resolution

The manager is to maintain a complaints registers.

Complaints from the community and between tenants are to be noted in the register with details of the complaint and the action taken to address the complaint.

The manager will listen to complaints or respond to correspondence and detail procedures to the persons complaining as to how manager/tenant intends minimising any further impact in the future on neighbours or between residents.

The procedures detailed in this Plan of Management are designed to minimise complaints.

The off-site manager is to deal with empathy and respect to any person making a complaint.

4.9 Complaints mechanism: external

The manager is responsible for establishing contact and maintaining a relationship with the neighbours of the premises.

1. Provide a clear sign at the front of the premises, that is visible to the public, identifying the name of the off site manager and the methods of contacting the Manager in the event that there is a matter that warrants addressing.
2. Complaints from the community are to be noted in the Register with details of the complaint and the action taken to address the complaint.
3. The task of the manager is to ensure that all neighbourhood complaints are recorded, and management responses documented. A Management Diary and an Incident Register is to be kept.
4. The procedures detailed in this Plan of Management are designed to minimise complaints.
5. The off-site manager is to deal with empathy and respect to any person making a complaint.

4.10 Waste Disposal

Waste is to be disposed to the communal waste bins regularly.

5. HOUSE RULES

The manager to ensure that all occupants are given a copy of the PoM at the time they commence their occupancy. Additional living requirements are set out under the lease annexures. Other rules, regulations and notices will be prominently displayed in the common areas.

5.1 Pets

No pets of any kind are allowed on the boarding house premises without the approval of management.

5.2 Alcohol and smoking

- No Alcohol or illegal substances are to be consumed or be brought into common property at any time. Alcohol consumed in rooms must be disposed of in designated recycling bins.
- No smoking is permitted within the Premises. Smoking is to be limited to visually obscured external open space areas only. No smoking is to be undertaken at the front of the property, only in the designated external smoking spaces at the rear of the property.

5.3 Onsite parking

The development has 5 (five) defined parking car parking spaces. These spaces are the only onsite areas where car parking is permitted.

When entering and exiting the site in a vehicle, vehicles must enter and leave the site in a forward direction.

Any cars unable to be accommodated on site must be lawfully parked on the street or public car parking areas. Most surrounding public street and car parking areas are time limited.

Motorcycle and bicycle parking shall only be within designated on site spaces.

5.4 Common Areas and Usage Times

Common areas are available for the enjoyment of tenants providing good order is maintained. All waste is to be disposed of and not left in the common areas or externally in common areas.

5.5 Behaviour and Guest Visiting Times

Each tenant is responsible for themselves and their visitors. Tenants should ensure their visitors enter and exit the site in a quiet and respectful manner, having regard to the time of day or night they are entering or exiting the site.