

## Preliminary Plan of Management

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## Development Application –Build to Rent development

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## 110 George Street, Parramatta

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## 1.0 Introduction

This Plan of Management (POM) has been prepared to accompany a Development Application for the subdivision and redevelopment (the **proposal**) of 110 George Street, Parramatta (the **site**). The proposed redevelopment includes a new Build-to-rent (**BTR**) residential accommodation tower with a retail and commercial podium fronting Phillip Street (**'Northern Building'**).

This POM establishes parameters for managing the BTR development, including its communal spaces, basement car parking, and storage spaces.

### 1.1 Build to Rent Sector Overview

Whilst the Build-to-Rent (BTR) sector is an established and growing form of residential accommodation in North America and Europe, it is relatively new to Australia. The BTR model responds to institutions looking to participate in long term stable residential property investment and, at the same time, help to address Australia's chronic housing shortage and affordability issues. For the community, it offers an additional much-needed supply of high-quality tenant focused housing. Generally, BTR accommodation provides a higher quality product with superior inclusions and a focus on tenant experience, maintenance, sustainability and community engagement.

### 1.2 Site Overview

The site comprises one generally rectangular lot, legally described at Lot 101 DP 789839. The site has a total site area of approximately 7,097m<sup>2</sup> and features a southern frontage to George Street and a northern frontage to Phillip Street.

The site is well-served by existing and planned public transport and is within walking distance of:

- The Parramatta Transport Interchange, approximately 400m (or a 7-minute walk) to the site's south.
- The Parramatta Ferry Wharf, approximately 250m (or a 4-minute walk) to the site's east.
- The future Macquarie Street Light Rail Station, approximately 400m (or a 6-minute) walk to the site's west.
- The future Parramatta Metro Station, approximately 200m (or a 3-minute walk) to the site's southwest.

### 1.3 Project Overview

In its entirety, the development application seeks consent for:

- Reconfiguration and internal demolition of the site's existing two-level basement for the creation of a shared three-level basement.

- Construction of the Northern Building being a mixed-use development fronting Phillip Street, comprising a podium containing retail premises and residential amenities and a tower above containing BTR apartments.
- Construction of the Southern Building being a mixed-use development fronting George Street, comprising a podium containing retail, commercial premises and childcare centre and a tower above containing commercial (office) premises.

The communal facilities included in the development include communal open spaces, Health / gym area, a pool, rooftop gardens, co-working spaces and landscaped areas.

This POM relates to the development application's BTR component, including its communal spaces and basement car parking and storage spaces.

#### 1.4 Plan of Management Objectives

This Plan of Management is preliminary and will be subject to on-going refinement and further detail.

The objectives of the POM are to:

- Provide a broad overview of the operational details of the BTR development.
- Outline the operational management strategy and goals for the development.
- Outline the intended policies, systems, and operational practices.
- Identify public and resident security requirements.
- Identify personnel and procedures to manage the facilities.
- Guide the overall use, operation, and maintenance of the proposed facilities.
- Document systems and policies for the handling of waste, deliveries, and traffic to and within to the precinct.

#### 2.0 Build to Rent offering

BTR assets are designed with the tenant experience foremost in mind. The proposed BTR offering at 110 George Street aims to produce high levels of resident satisfaction on a sustained basis, whilst at the same time providing long term operational efficiencies leveraged off sustainable design principals.

Well-designed apartments are complemented by a range of high-quality communal spaces that includes a gym, pool, library, private entertaining areas, rooftop gardens, co-working areas and a broad mix of retail services within the property. The following table summarizes the BTR development's communal open spaces and amenities.

*Table 1 Proposed Communal Open Space / Amenities*

| level | Communal Open Space / Amenities                                                                                      |
|-------|----------------------------------------------------------------------------------------------------------------------|
| 2     | <ul style="list-style-type: none"> <li>• Pool and associated pool deck.</li> <li>• Gym / wellness centre.</li> </ul> |

| level | Communal Open Space / Amenities                                                                                                     |
|-------|-------------------------------------------------------------------------------------------------------------------------------------|
|       | <ul style="list-style-type: none"> <li>• Changerooms.</li> <li>• Yoga studio.</li> </ul>                                            |
| 3     | <ul style="list-style-type: none"> <li>• Communal outdoor terrace.</li> <li>• Communal dining.</li> <li>• Social lounge.</li> </ul> |
| 42    | <ul style="list-style-type: none"> <li>• Communal outdoor terrace and BBQ.</li> <li>• Communal dining room.</li> </ul>              |

Safety and security are also extremely important and will be a focus of future design and operational considerations.

The Build to Rent model is dependent on securing longer-term tenancies and it is therefore important to provide as many of the benefits associated with traditional home ownership arrangements which include long term lease arrangements, security of tenure and pet-friendly buildings.

### **3.0 Operational Management**

#### **3.1 Management Team**

An integrated management team addressing concierge duties, maintenance, property management, leasing and community liaison will be provided, consistent with a building of this scale. Roles will include Property Manager, Facilities Manager and Community Manager.

The management team will be responsible for the cleanliness of all private, communal, and public spaces and ensuring that all areas are maintained in accordance with general, preventative, corrective and emergency procedures. It is intended to provide a dedicated maintenance workshop within the basement to allow for efficient resolution of maintenance items.

Residents will be provided with after-hours emergency number(s), and Building Management contact details will be made available.

#### **3.2 Hours of Operation**

Generally, apart from specific ground level retail areas, access to the BTR building is restricted to tenants and their guests. The ground level includes uses such as a café and Providore that will rely on both residents and the general public for patronage.

Wayfinding signage and access controls will provide a clear definition and demarcation between public and private spaces.

The intended hours of operation for activities related to the BTR development are as follows:

- for communal uses such as pool and rooftop areas – TBA
- deliveries of large and bulky goods - restricted to 7am to 10pm

A comprehensive access and security policy with 24/7 on call security will be implemented to ensure residents, guests and the public enjoy a relaxed and safe environment.

### **3.3 Noise Management**

The BTR communal facilities will be managed to minimise the potential for noise impacts. In particular, the following areas of potential noise will be addressed:

- Pool, gym and rooftop garden areas.
- Co-working space and library.
- Ground level retail patrons entering and leaving the premises.
- Residents and guests entering and leaving the premises.
- Courtyard and garden areas.
- Waste disposal – particularly with respect to collection and sorting.

The following management measures will be enforced to ensure a respectful and safe environment is maintained:

- Open communication lines between management, neighbours and local police
- Encourage reporting of noisy disrespectful behaviour
- Ensure all Management staff are aware of the rules and procedures
- Maintain a register of noisy behaviour

### **3.4 Cleaning and Maintenance**

The communal facilities will be cleaned regularly, with the Building Manager/Cleaner also responsible for monitoring and maintaining the areas surrounding the premises to ensure that the building is kept clean. Fire escapes, internal areas and corridors will be kept free of any obstructions and cleaned regularly.

Amenity spaces will be cleaned by maintenance staff daily to provide safe, hygienic, and presentable areas for residents and visitors. Specific furniture and finishes will be chosen to ensure each space is easily maintainable. Each space will have signage and instructions to ensure residents clean up after use. All communal areas and outdoor spaces will be monitored by CCTV cameras to ensure safety and cleanliness are maintained

The building, facades and entries will be regularly maintained. This includes light fittings, and any mechanical plant and equipment.

### **3.5 Waste Management, Storage and Collection**

A full waste management report has been prepared by Elephants Foot and provided as part of the Development Application. This report sets out the anticipated collection quantities and the collection frequencies.

Waste management from the BTR building will be serviced by a chute system collecting in designated areas in the Level 1 Basement. To ensure waste is appropriately collected and managed across the external spaces area of the site, ample waste receptacles with separated recycling will be provided.

A room will be made available at the loading area for the storage of discarded residential bulky items (whitegoods, furniture, etc.). Residents will liaise with the Facilities Manager regarding the transportation of bulky items and the availability of the bulky waste storage room. It is managements responsibility to arrange collection and coordinate with residents.

Retail and Commercial tenants will liaise with the Facilities Manager when disposing of problem waste items including chemical waste, liquid waste, toner cartridges, lightbulbs, e-waste and batteries.

Retail tenant liquid wastes and grease will be stored and disposed of in accordance with State government authorities and legislation.

### **3.6 Emergency Management Evacuations**

Emergency evacuation information will be communicated to Tenants via a manual (provided at pre- occupation stage), ensuring residents are aware of relevant fire safety information.

A comprehensive Emergency Management Plan will be prepared in compliance with Australian Standards.

### **3.7 Health and Safety**

An OH&S Procedures manual will be created by the Asset Manager and implemented as part of the use of the communal facilities. All stated health and safety regulations will be adhered to.

The Facilities Management team will be responsible for maintaining the following documentation to support the management of workplace Health and Safety and the implementation of the Health and Safety Management System:

- Agenda and minutes of Health and Safety Committee meetings
- Health and Safety Quarterly Board Report
- New employee induction records
- Consultation records
- Risk Profiles
- Incident and Accident Investigation documents
- Inspection records

### **3.8 Parking Management**

Parking will be provided within the three-storey basement. The car park is to be managed in accordance with the following principles:

- Allocated car parking spaces will be assigned to residential tenants and workers as part of the tenancy agreements.
- Parking will be designated to residents, staff, and customers/visitors based on the relevant development consent.
- Allocated parking will be provided for tenants indicated by signage and appropriate security control devices
- Violation management policy will be established in a Parking Management Plan indicating the response to incorrect or illegal parking.

### **3.9 Traffic Management and Access**

Vehicular access to the BTR building (and the Commercial Office building) is via a shared entry and exit driveway on Phillip Street.

To restrict and manage the activities of people and vehicles the following practices will be implemented:

- Tenants will have separate lobby and lift access from the basement. The lifts will be secured with swipe access to the upper levels or via the intercom system
- Wayfinding signage will be provided to the ancillary facilities such as the loading dock, car park, storage spaces and garbage rooms within the basement to prevent unauthorised individuals from inadvertently or intentionally accessing these spaces/

### **3.10 Deliveries, Loading and Removalists**

To restrict and manage the loading and servicing activities across the site including the basement, a Delivery and Receiving Policy will ensure loading and delivery activity occurs at pre-determined times, mainly during daylight hours from 7:00am via the nominated loading area in the Basement.

Residents will be required to book the loading bay for move-ins and move-outs to ensure co-ordination with other residents moving, waste collections, and deliveries. The moving

process will be limited to non-peak hours to reduce congestion. Access to each residential floor is via the Goods Lift from Basement Level 1.

### **3.11 Parcel Deliveries**

A smart delivery locker solution will be installed for resident convenience to allow contactless deliveries through a secure parcel locker system. A smart access control system will control the access of delivery workers and residents into the parcel room for increased security.

### **3.12 Security Management**

Building Management staff will monitor resident and guest behaviour in the communal facilities and will be assisted by 24/7 CCTV. Areas of activity and entrances will be monitored for patron behaviour and security of residents.

An access control strategy will restrict, channel, and encourage the movement of people and vehicles into and through designated areas. Security management will include the following measures:

- Management will ensure the maintenance of security devices (such as intercoms and keypads), basement roller shutters and secured entries to ensure the site and open space remains safe and secure
- A restricted master key system will be adopted.
- Self-closing mechanisms to roller shutter and secured entries.
- Residents will be encouraged to ensure that all windows, doors, and other openings to their premises are closed and securely fastened when not occupied.
- An emergency call system to be used by residents in the case of a medical, fire or police emergency.
- Access to residential lobbies, lifts, mail rooms and communal open spaces will be controlled and restricted so that a clear delineation between public and private space is maintained. Access control measures will include electronic pass systems and intercoms to these spaces.
- Residential storage areas within the basement levels will be secured.

### **3.13 Signage and Lighting**

Open spaces will provide adequate and appropriate lighting throughout the property to assist in night wayfinding and access for residents, tenants, and the general public. This lighting will additionally act to deter crime and increase the perception of safety.

A lighting strategy will be prepared to address the following:

- provide direction for pedestrian movement throughout the development.

- provide Australian Standard compliant lighting levels for the external areas.
- ensure responsible security lighting levels are provided after hours.
- enable light to be directed to the areas that require specific illumination.
- utilise the dedicated lighting for landscape elements and artwork.
- lighting will be of a high quality and be vandal resistant to ensure longevity and allow for less maintenance or replacement.
- lighting levels will be adequate to permit facial recognition and allow for informal surveillance.
- Appropriate levels of light will be in place at all entrances and egress points.
- The basement will be lit at all times of the day and night which will increase the perception of safety and the likelihood of potential offenders being detected.

### **3.14 Site monitoring**

The project incorporates Crime Prevention Through Environmental Design (CPTED) principals as well as strategically located site surveillance to deter antisocial and criminal behaviour.

The following CPTED design features will assist to improve natural surveillance:

- Ensure clear sight lines between public and private places maximising natural surveillance
- Maintain clear building entry points and pedestrianised areas
- Install and maintain appropriate lighting
- Limit visual obstruction from landscaping etc. to ensure minimal opportunities for offenders to conceal themselves.

In addition, a CCTV system comprising cameras and associated technical equipment will be installed in accordance with the requirements of an accredited security consultant.

### **3.15 Complaints Management**

A Complaint Policy will be implemented to address complaints from all persons including residents, guests and members of the public regarding the operation and management of the open spaces across the site.

A Complaint Register will be compiled and record all complaints as detailed below:

- A register of complaints and communication shall be maintained, kept on site, and used by Management to assess systematic issues, practical mitigation strategies and ensure prompt resolution
- If a complaint is received it will be recorded along with the following information:
  - The name and address of the complainant (if provided)
  - The time and date the complaint was received
  - The nature of the complaint
  - The name of the employee who received the complaint
  - Actions take to investigate the complaint and a summary of the results of the investigation
  - Details of an involvement of emergency services or police (if relevant)
  - Required remedial action if required
  - Validation of the remedial action
  - Summary of feedback on the resolution of the complaint (closing the loop)

### **3.16 Fire and Safety**

The operator will adhere to the compliance requirements of the Development Consent. The premises is to be regularly checked to ensure that all required exits and egress paths are clear and free of obstructions

## **4.0 Other Matters**

### **4.1 Update to Indicative Plan**

It is a requirement that this Preliminary Plan of Management is updated following determination of the Development Application.

### **4.2 Amendments to the Plan**

The Plan of Management will be reviewed periodically to identify where operational and safety practices can be improved.

If, in circumstances where better management or improved amenity outcomes can be achieved, revisions to the POM will be made.