

# Iglu Student Accommodation

**Management Plan**

**Iglu Mascot**

**8 John Street, Mascot**





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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 a hospitality platform that enables and enhances students' academic and social experience.

Iglu Mascot will offer a range of studio units and 6-bedroom share units, with each bedroom containing a private en-suite bathroom. Iglu Mascot will also offer over 5 rooms which are Disability Discrimination Act (DDA) compliant.

Accommodation fees will be arranged on an all-inclusive basis, including metered usage of gas, water and electricity. Each student entering into a contract with Iglu will be provided with a House Rules highlighting the rules of the Property including the Noise Policy, hours of operation and key contacts.

The property monitoring systems will ensure all students living at Iglu Mascot are provided with a safe and secure environment with electronic door locking systems and CCTV installed to monitor all site entry points and limit access to only student residents and staff members after hours. A Fire Safety Statement will be inspected and certified on an annual basis and the certificate is clearly displayed in the reception area. All staff will be trained in Emergency Response and Evacuation procedures, as well as Mental Health, First Aid, and Dispute Resolution. A whole-of-site fire evacuation drill will be carried out twice a year, and all fire EWIS systems checked and maintained on a monthly basis.

Iglu's General Manager will be responsible for the running of Iglu Mascot 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 approximately 4 professional staff members and up to 2 Resident Leaders who are also available at various times during business hours.



## 2. Property

### 2.1 Location

Iglu Mascot is bounded by John Street (south) and Church Avenue (north).

The property is located 3 minutes walking distance (150m) from Mascot station and the local shopping precinct comprising of Woolworths, BWS liquor, retail and food and beverage operators.

Being located within 150 meters of Mascot Station, students living at Iglu Mascot will be able to commute to a number of universities and venues throughout Sydney in less than 30 minutes.

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

### 2.2 Operating Systems

Iglu Pty Ltd will be utilising a comprehensive student housing management system used globally within the tertiary accommodation sector. 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 roommates, share location, room types and apply to live with a friend.
- 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 Mascot will be made up of a total of 435 beds. Iglu provides three types of rooms available for the key disability groups; the mobility-impaired, hearing and speech impaired and vision impaired. There are over 5 rooms available for the mobility impaired (that also cater for the hearing, speech and vision impaired), 9 rooms for the hearing and speech impaired and 4 rooms for the vision impaired. The beds will be broken down as follows:

Type of Apartment	Number of Beds
Studio Unit	213*
Six Bedroom Share Unit	222
<b>Total</b>	<b>435</b>

\*Includes all rooms available for the key disability groups.

Table 1: Room Type Breakdown

Every bedroom at Iglu Mascot will contain:

- Lockable door;
- Bed;
- Desk lamp;
- Desk & desk chair;
- Blinds;
- Wardrobe;
- Bookshelf;
- Mirror;
- Rubbish bin;
- Air-conditioning unit;
- Internet connection; and
- En-suite bathroom containing a shower, toilet, basin, cupboard and sink.



Common areas of share apartments will include:

- Couch/ottomans;
- Coffee table;
- Blinds;
- Dining table and chairs;
- Television;
- Cupboards;
- Television unit;
- WiFi internet connection;
- Rubbish bin;
- Air-conditioning, and
- Kitchen with cupboards, oven, microwave, stovetop, refrigerator, range hood and sink.

In addition to the bedroom items, studio units will also include a kitchette with cupboards, convection microwave, stovetop, refrigerator, range hood and sink, blinds, dining table and chairs, television, WiFi internet connection, rubbish bin and air conditioning.

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 one person per room except in the case of studio units where an additional visitor/guest will be permitted to stay overnight on occasion.

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

## 2.4 Building Facilities

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

Facilities available for students include;

### Upper Ground Floor

- Main Entrance Lobby – including an elevated balcony.
- Internal Café – for students and their visitors.
- Iglu main reception.
- Casual Lounge Area – for residents to use as well as casual seating and 'chill-out' lounge spaces.
- Meeting/study Rooms – provided for residents to utilise for group study sessions, project work etc.

### Lower Ground Floor

- Outdoor Terrace – outdoor area for residents, with tables and seating provided. Smoking is prohibited. Loud noise, including music, is prohibited in external common areas. All external areas will be locked off by Management at 10pm and re-opened at 9am, 7 days a week with a maximum number of 100 people in the area at any time.
- Communal Laundry - providing nine 8kg (or larger) washing machines and ten 9kg dryers, notice board, clothes folding table and chairs for those waiting for their washing.
- Games and TV Room – includes seating, television with Foxtel, games, pool table.
- Terrace Area and Barbeque – covered outdoor area for residents to gather, complete with seating and barbeque. Loud noise, including music, is prohibited in external common areas. All external areas will be locked off by Management at 10pm and re-opened at 9am, 7 days a week with a maximum number of 100 people in the area at any time.
- Meeting/study Rooms – provided for residents to utilise for group study sessions, project work etc.
- Media/Television Room - includes a large television with Foxtel, with comfortable lounge seating.
- Gymnasium – includes basic gym equipment.
- Garbage Room – providing a number of large bins for collection and disposal of general, comingle and cardboard waste.
- Bicycle Storage Area – provision for 88 bicycle spaces dedicated to residents.
- Community Garden (temporary raised planted beds) - run by volunteers who are local to the Mascot community.



## Rooftop Spaces

- Outdoor Terrace (Southern Building) – outdoor area for residents, with tables and seating provided. Smoking is prohibited. Loud noise, including music, is prohibited in external common areas. All external areas will be locked off by Management at 10pm and re-opened at 9am, 7 days a week.
- Multi-purpose Sports Area (Northern Building) – outdoor area for residents, with facilities for sports and includes tables and seating. Smoking is prohibited. Loud noise, including music, is prohibited in external common areas. All external areas will be locked off by Management at 6pm and re-opened at 9am, 7 days a week. Additional external lighting will not be provided to the multi-purpose Sports Area.

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 foyer adjacent to John Street and will be restricted via an electronically coded swipe card provided only to current in-house residents and staff.

Each student residing at Iglu will receive a swipe card programmed specifically for zoned access, namely the main foyer door, lift access to their floor, access to their studio unit or 6 bedroom share unit (and access to their room). Students will not be able to access any other 6 bedroom share unit 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 addition security, CCTV will be installed to monitor all external access points, lifts and public areas within the property. All external access points will have reed 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 will also be 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 will be Resident Leaders living onsite that are available to support students with administrative or pastoral care issues. Resident Leaders will be employed and trained by Iglu to act as duty managers outside of office hours. Security Guards will patrol the perimeter of the building as dictated by site specific neighbouring establishments and events. Iglu will ensure strong relationships are established with adjoining neighbours in relation to security management.

## 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 6 bedroom share unit 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 6 bedroom share unit, bathrooms and bedrooms will remain the responsibility of each occupant. Iglu will provide each 6 bedroom share unit with a vacuum cleaner, mop, bucket, broom, dustpan & brush but the students will be accountable for ensuring their room, bathroom and common space for a 6 bedroom share unit space is maintained at a clean and hygienic standard.

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 Mascot 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 of that 6 bedroom share unit 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 garbage chutes for deposit of garbage by residents. This garbage chute will collect waste on the 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 in the garbage chute system. 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. Collection of waste will be restricted to between the hours of 7.00am and 3.30pm.

### 2.8 Maintenance and Repairs

Iglu will employ or assign the services of a Facilities Manager and/or an Assistant Facilities Manager who are responsible for the general upkeep of all building services and facilities.

These roles, in conjunction with Property Management will ensure 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 6 bedroom share unit.

The Facilities Manager will also be 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. A floor plan showing emergency exits will be fixed on the back of every entrance to an apartment and in common areas (Fire Evacuation Plan).

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 Mascot will have an approved response/action system to provide Emergency Response and to minimise false Fire Brigade call-out. While 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 located on the ground floor of the building, and 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.

The property 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 will be trained in 'Emergency Response and Evacuation' procedures, fire drills and extinguisher usage, with mandatory evacuation drills conducted twice a year as per Iglu Mascot'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 will be 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 435 rooms within Iglu Mascot will be available for rent on either a 6 month or 12 month 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 Mascot will be provided with property specific 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, manufacturing, usage, or selling of any non-prescribed or illegal drugs and/or the possession of any equipment relating to 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 communal areas unless at an Iglu approved event or party. Inappropriate behavior, including drinking games and harassment will not be tolerated.

#### **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 either in the same Unit, or surrounding Units. Radios, televisions, stereos, laptops, musical instruments and other audio equipment should only be used to a volume that will not impact or disturb others. During exam periods, while you may finish your exams early, please be mindful of those who have not.

To ensure Iglu residents are not disturbing our surrounding neighbours and to adhere to council regulations, all outdoor areas will be closed from 10:00pm. All residents must move inside the building at this time.

The use of the rooftop basketball court will be restricted between the hours of 8.00am to 6pm. Outside of these hours the basketball court will be off limits for use by residents and locked to prevent unauthorized entry.

Misconduct (including breach of any of the House Rules and obscene, bullying, harassing, discriminatory, violent or threatening behaviour) is any action or series of actions that negatively impacts people and/or property at Iglu Mascot. 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 or are responsible for the misconduct; and/or
- Police involvement and/or other legal action.

### 3.3 Community Program





Iglu Mascot will have dedicated Resident Leaders (RLs) living onsite, who in conjunction with a team of Property Management staff will organise and host a broad range of events and activities throughout the year for students living at our property.

These events will be 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 Contracts/Links

A list of all important university and local community contacts, websites and phone numbers will be included in the Student House Rules provided to each student. 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 will be 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 will be 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 to Iglu Mascot's House Rules, any resident/s found to be repeatedly causing disturbance to others residing at Iglu Mascot 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 will run Monday to Friday, 9am to 7pm and Saturday to Sunday, 10am to 6pm. The General Manager will be dedicated to the site and will be contactable 24 hours per day, 7 days per week and will work with a team of professional staff members and Resident Leaders.

The level of staffing required is specific for each Iglu Property and is determined by the number of students residing within the property and the needs of that site.

### 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;
- Reservation System;
- Maintenance System; and
- 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 Mascot are kept up to date with contemporary customer service requirements and Iglu Standards.