

Plan of Management

5 Belmore Street Burwood


Serviced Apartments



Prepared for Australia International Properties Holdings Pty Ltd

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Author of Report

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1. Introduction

This serviced apartment operational plan of management plan has been prepared on behalf of Australia International Properties Holdings Pty Ltd and is submitted to Burwood Council to accompany a Development Application (DA) to Burwood Council (Council) in relation to the land at 5 Belmore Street, Burwood (the site). The development application seeks approval for demolition of the existing building and structures and the construction of an eighteen (18) storey mixed use development containing 49 residential units, nine (9) serviced apartments, nine (9) commercial tenancies and two (2) retail tenancies, above basement parking (the proposal).

2. Plan of Management

This Plan of Management (POM) has been prepared in support of a Development Application for the above project which includes nine (9) serviced apartments.

The POM is a useful tool that can be used to ensure that suitable management practices are in place to minimise impacts on adjoining owners, and to ensure that a suitable amenity is maintained for residents living within and around the Serviced Apartment accommodation.

This POM will provide an overview of the operation and management for the proposed Serviced Apartments located within the building podium, and has been prepared in accordance with strategy, objectives, and provisions of the Burwood Development Control Plan 2013.

3. Description of Serviced Apartments

The development application seeks approval for the construction of an eighteen (18) storey mixed use development containing 49 residential units, nine (9) serviced apartments, nine (9) commercial tenancies and two (2) retail tenancies, above basement parking (the proposal).

The serviced apartment is located within the three (3) storey podium which is accessed via a separate lobby with access to two (2) lifts.

The serviced apartment includes eight (8) x one (1) bedroom serviced apartments and one (1) x studio apartments.

The Serviced Apartments will be fully furnished, and have their own fully equipped kitchen, dining, and laundry facilities. They will also be provided housekeeping cleaning as requested, or when necessary.

The Serviced Apartments are envisaged to be operated by an independent company. Staff will be employed directly by the operating company which is yet to be nominated.

4. Security & Access

4.1 Entrance & Access

The premises will be safe and secure, with a dedicated ground floor lobby for the Serviced Apartments off Elizabeth Street. The door will be on an access control system with access provided to only those who have authority to enter the building.

The Serviced Apartment floors will have two dedicated lifts to assist in providing users access to their floors.

These two lifts travel from ground floor and open on levels 3. These lifts also open on the relevant carpark level to align with the allocated serviced apartment carparks.

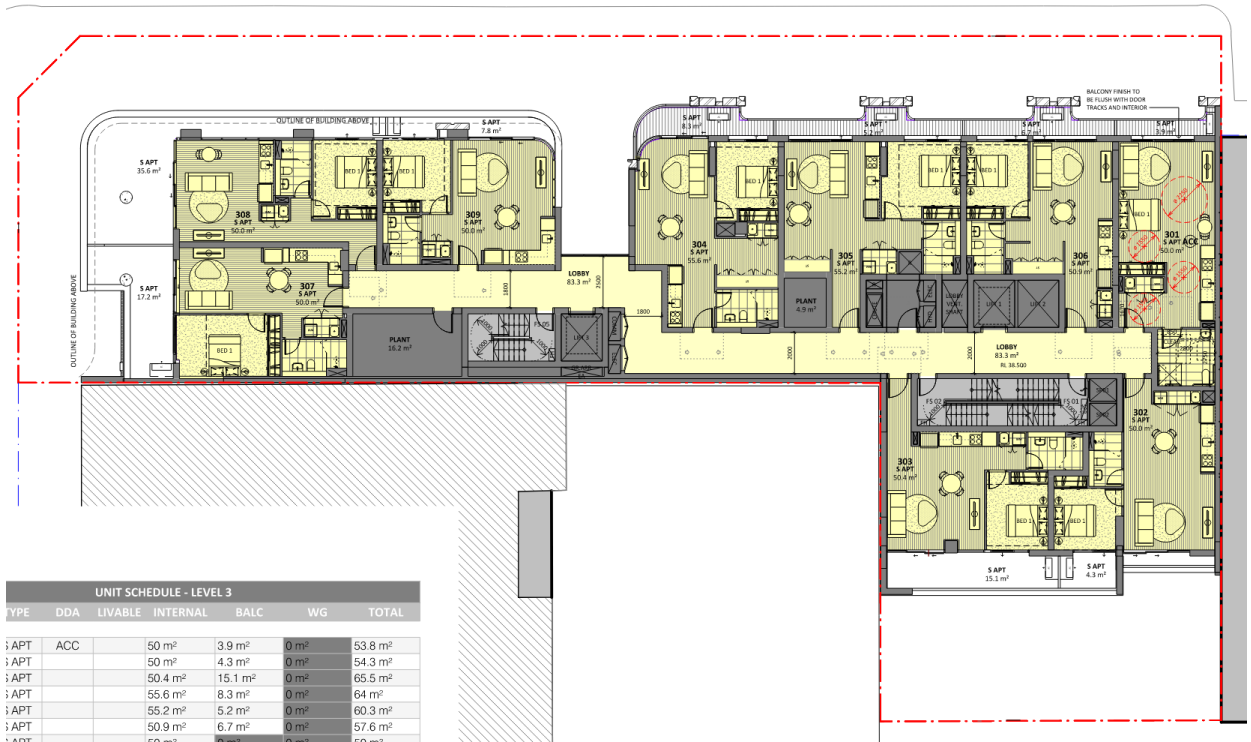
Fire escape stairs are also provided for the building, and access to the Apartment Floors will be restricted to ensure there is no mix of Serviced Apartment residents, living residents, or the general public.

4.2 On-Site Manager

Contact details of the Manager (name and mobile number) will be displayed externally at the front entrance door of the dedicated Serviced Apartments lobby. Another sign will be installed within the ground floor lobby area, and also in the lift lobby on each of the Serviced Apartment floors. See Appendix A for example signage.

4.3 Security & After Hours Access

There will be contact details for after hour security and care displayed in the ground floor lobby area, and also on the serviced apartment floor. This after hours care will be 24 hours, 7 days a week.



5. Staff

5.1 General

Depending on occupancy, it is expected that the Serviced Apartments will have the following staff on duty every day of the week:

Day shift (7am to 2pm): On-Site Manager / caretaker available on phone and House keepers

Night shift (2pm to 8pm): On-Site Manager / caretaker available on phone

5.2 Manager

The Manager will be responsible for the operation, administration, and cleanliness of the Serviced Apartment areas. Duties will include the following:

- Keep all records and details of the residents, occupancy rate for each sleeping room and length of stay for each guest.
- Ensure that guest numbers do not exceed the occupancy rates.
- Collect/reconcile all room payments.
- Provide facilities information to all guests, such as common areas, car parking, and house rules.
- In the case of any situation or event arising, be responsible to resolve the situation.
- Organise any repairs or engage contractors to service or repair any facility, fixture or equipment.
- Provide a duty of care through proper maintenance of the premises.
- Handle all disputes and interpersonal conflicts.
- Make every effort to ensure that the premises are safe, clean , whilst not being intrusive or interfering with other residents or affecting the amenity of the neighbourhood.
- Ensure that residents of the facility do not pose any threat or disturbance to the neighbourhood.
- Foster positive relationship with adjoining owners.
- Ensure appropriate level of fire safety within the premises.
- Ensure appropriate levels of both internal and external amenity for the premises.
- Provide ongoing staff training including fire safety procedures, and management protocol.
- Ensure the First Aid Certificate is to be kept up to date.
- Take full responsibility to ensure all Work Health and Safety.

5.3 Training

All staff will be trained to handle emergency procedures including, fire, robbery, and bomb threats. This training will be on-going to ensure that staff are always up-to-date with the correct procedures in such situations.

The Serviced Apartments will be fully furnished, and have their own fully equipped kitchen, dining, and laundry facilities. They will also be provided housekeeping cleaning as requested, or when necessary.

The Serviced Apartments are envisaged to be operated by an independent company. Staff will be employed directly by the operating company which is yet to be nominated.

6. Accommodation Rules

All guests staying in a Serviced Apartment will have to abide by the house rules. These rules are to ensure that no guests can interfere with the peace and quiet of others. A sign stating the house rules will be installed within the ground floor lobby area, and also in the lift lobby on each of the Serviced Apartment floors. A sign will also be posted on the back of the main entry door into each serviced apartment. Any non-compliance of the house rules may result in the guest given notice to vacate.

6.1 Alcohol and Smoking

Consumption of alcohol is permitted in moderation within rooms. If anyone consumes beyond that level and affects the other guests, they will be asked to stop drinking, or leave the premises to a licensed venue. Unruly, aggressive, or unwanted behaviour as a result of alcohol consumption will not be tolerated. Smoking inside the rooms and balconies is strictly prohibited.

6.2 Drugs

The use, sale, or possession of illicit drugs is strictly prohibited. Any suspicion of such acts being performed in or about the building, or any person found using drugs shall be immediately reported to the police.

6.3 Guest Behaviour

Any guest may have their residency terminated for failing to observe the rules of the hotel. In cases of serious misconduct, a manager may require a guest to leave the premises.

Noise is to be kept to a minimum. When leaving or entering the premises, noise outside is to be kept to a minimum.

Use of stereos, loud radios, or musical instruments after 8:00pm or before 8:00am is prohibited.

The holding of parties without the permission of management is prohibited.

Any items or furniture damaged by the guests will be replaced or made good at the guest's expense.

6.4 Visitor's Policy

Guests staying at the premises may entertain friends in their apartments. Visitors to the premises will obey the house rules.

Any guest who invites visitors to the premises accepts full responsibility for them and their behaviour. In the event of serious misconduct by a guest's visitor, the guest may be asked to leave the premises by the manager and also to pay for damages, if required.

6.5 Guest Room Usage

The guests are to ensure all lights are turned off when he/she is not in the room. The guest is to ensure the entry door to their room is locked shut when not in the room at all times.

6.6 Complaints

Any complaints or problems must be reported to the manager / caretaker (the 24 hours contact details will be made available on the signs throughout the premises). All staff must report any complaints and/or incidents immediately to the on-site manager. A complaint register will be kept up to date at all times and made available to Council on request.

7. Guest Policy / Length of Stay

Where accommodation is provided for more than 28 consecutive days, no more than two adults and one child are permitted per room and the maximum permitted length of stay in all rooms is 3 months. A sign will be placed at the entrance and reception area (see Appendix B).

8. Accommodation Register

The On-Site Manager will maintain an Accommodation Register, and enter the details of all guests, and keep this updated (see Appendix C).

9. Environmental Procedures

This property is designed to be energy efficient. Ways of reducing energy consumption include:

9.1 Alcohol and Smoking

Energy efficient lighting will be used throughout the Serviced Apartment rooms and common areas to reduce energy consumption.

9.2 Ventilation

Operable windows in rooms are to be used to encourage natural ventilation to reduce the need for mechanical air conditioning. Where no windows are available, suitable mechanical ventilation system will be provided.

9.3 Hot Water

A centralised hot water unit will be provided to reduce the energy consumption.

10. Waste Policy

Each room will have signage detailing the accommodation's philosophy for recycling and encouraging guests to recycle. The bins in these areas will be separated for:

- Paper and cardboard;
- General waste; and
- Aluminium cans, glass and plastic bottles.

All waste will be collected, sorted and stored in the waste storage area of the building.

The Manager / Caretaker will be responsible for organising rubbish collections by a private waste contractor. All waste bins will be moved within the premises via the lift outside trading hours to avoid disturbance to the guests.

11. Fire Safety

11.1 Emergency Management and Evacuation Plan Staff training

An Emergency Management and Evacuation Plan will be produced and be kept on site at all times.

Staff will receive training in emergency procedures on an ongoing basis including robbery, bomb threat, and civil disturbance procedures. Training will include what procedures to be implemented if a suspicious article or person is found, and how to evacuate the premises.

11.2 Maintenance

A qualified company will be engaged to maintain emergency systems. All equipment will be tested and checked in accordance with the relevant Australian Standards. Any faults will be documented and rectified immediately. These checks will take place at required intervals.

11.3 Furnishings and fittings

Combustible furnishings and fittings, such as lounges, desks, and display boards are not permitted in public corridors and egress routes from sleeping rooms as they may restrict the safe means of egress from the building and reduce the level of fire safety in the building.

Mattresses, curtains and furniture will be of materials that resist the spread of fire, and limit the generation of smoke and heat.

The On-Site Manager will regularly check the premises to ensure that fire safety and essentials fire safety measures in the building are maintained and that all required exits and egress paths are clear and free of obstructions.

11.4 Public liability

The premises owner or operator will maintain a public liability cover of \$10 million.

12. Ongoing Maintenance

A qualified company will be engaged to maintain emergency systems. All equipment will be tested and checked in accordance with the relevant Australian Standards. Any faults will be documented and rectified immediately. These checks will take place at required intervals.

13. Work Health & Safety Regulations

The On-Site Manager will be aware of their legal responsibilities under such legislation as the Work Health and Safety Act 2011.

The following safety guidelines will be observed and employees must abide by them:

- All hazards (e.g. broken chairs, loose carpets, blown lights) should be removed, repaired or replaced in consultation with the On-Site Manager.
- Passageways and aisles are to be kept clear at all times.
- Materials or products are not to be stacked higher than what is considered to be safe.

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- Rubbish bins must be used to dispose of all rubbish.
- Excessive alcohol consumption or drugs not prescribed by a doctor are forbidden on premises.
- All no smoking rules are to be observed.

All chemicals and other substances stored for use in workplaces will meet the requirements of certain Acts and Regulations.

Chemicals or substances that are label as Hazardous will have a Materials Safety Data Sheet on site.

APPENDIX A – MANAGER AND AFTER HOURS CONTACT SIGNAGE

5 Belmore Street, Burwood – Serviced Apartments

On-Site Manager – on duty from 7am to 8pm

Name: Firstname Surname

Mobile Number: 0400 000 000

After Hours Contact

Name: Firstname Surname

Mobile Number: 0400 000 000

APPENDIX B – GUEST POLICY / LENGTH OF STAY SIGNAGE

Guest Policy

A maximum of 2 adults and 1 child per room are permitted where length of stay is for more than 28 days.

Maximum permitted length of stay in all rooms is 3 months.

APPENDIX C – ACCOMMODATION REGISTER

Accommodation Register including the following information:

- ID Name Room Date In Date Out Total
- Days
- No. of Adults
- No. of Children