

Iglu Co-Living

Operation Plan of Management

Iglu Mascot II

13A Church Avenue, Mascot

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1. Summary

Iglu Pty Ltd ("Iglu") is a specialist student and co-living accommodation developer and operator. Iglu provides tertiary residents with a high quality, all-inclusive accommodation service offering, located within close proximity to local amenities and public transport. Iglu's aim is to provide a hospitality platform that enables and enhances residents' academic, professional and social experience.

Iglu Mascot II will offer a range of studio units, with each bedroom containing a private en-suite bathroom and kitchenette. Iglu Mascot II will also offer rooms designed for key disability groups. All occupants will be students. Accommodation fees will be arranged on an all-inclusive basis, including metered usage of gas, water and electricity. Each resident entering a contract with Iglu will be provided with House Rules highlighting the rules of the Property including Noise Policy, hours of operation and key contacts.

The property monitoring systems will ensure all Residents living at Iglu Mascot II 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 residents and staff members after hours. A Fire Safety Statement will be inspected and certified on an annual basis and the certificate 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 II and will be supported by a team of Iglu Property Management staff members. The staff profile will include team members who will be responsible for the organisation of property events and activities to encourage interaction and participation amongst residents. The General Manager will be contactable 24 hours per day, 7 days per week with approximately 4 professional staff members also available at various times during business hours. Given the location of this building adjacent to Iglu Mascot Student Accommodation building, there will be a further sharing of support infrastructure.



2. Property

2.1 Location

Iglu Mascot II is bounded by Church Avenue to the north and John Street to the south.

The property is located 3 minutes walking distance (150m) from Mascot station and the local shopping precinct comprising of Woolworths, as well as various retail and food and beverage operators. Being located within 150 meters of Mascot Station, residents living at Iglu Mascot will be able to commute to various workplace hubs throughout Sydney in less than 20 minutes.

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

2.2 Operating Systems

Iglu Pty Ltd will be utilizing a comprehensive management system used globally within the accommodation sector. This system offers a complete solution for the successful management of accommodation service to our residents. Modules include;

- Online Housing Applications – allows residents to place an enquiry/application via the property's 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 or alone.
- 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/ reservations 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 residents involved in incidents, records notes and correspondence and supports the uploading of supporting documentation.

2.3 Rooms

Iglu Mascot II will comprise 305 studios. Iglu will also provide for thirteen key disability group including mobility-impairment, hearing and speech impairment and vision impairment. The beds will be broken down as follows:

Type of Apartment	Number of Beds	Number of Occupants*
Studio Unit	305*	305
Total	305	305

*Includes all rooms available for the key disability groups.

*All occupants will be students.

Table 1: Room Type Breakdown

Every apartment at Iglu Mascot II will contain:

- Lockable door;
- Bed;
- Desk lamp;
- Desk & desk chair;
- Blinds;
- Wardrobe;
- Bookshelf;
- Mirror;
- Rubbish bin;
- Iron and ironing board
- Mop and bucket
- Dustpan
- Vacuum cleaner
- TV
- Air-conditioning unit;
- Kitchenette with cupboards, cooktop, microwave, refrigerator, rangehood and sink;
- Internet connection; and



- En-suite bathroom containing a shower, toilet, basin and shaving cabinet.

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 II has been designed to ensure that all building facilities enhance the social experience for Iglu's residents. All Iglu's facilities are accessible for residents with disabilities.

Facilities available to residents are likely to include:

Ground Floor

- Main Entrance Lobby.
- Bicycle parking
- Iglu main reception.
- Parcel lockers
- Residents Communal Kitchen and Breakfast Bar – for residents and their visitors.
- Casual Lounge Area – for residents to use as well as casual seating and 'chill-out' lounge spaces.
- Work booths and co-working stations
- Meeting/study Rooms – provided for residents to utilize for group study sessions, project work etc.
- Library
- Communal bathroom facilities
- Communal Laundry - providing washing machines and dryers, notice board, clothes folding table and chairs for those waiting for their washing.
- Communal Outdoor space 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 8am, 7 days a week.
- Waste Room – The waste room will be accessible to staff only but will provide a number of large bins for collection via waste chute and disposal of general and recycle waste. Space is also provided in the waste room for bulky waste.

Level 1

- Casual Lounge Area – for residents to use as well as casual seating and 'chill-out' lounge spaces.
- Work booths and co-working stations
- Meeting/study Rooms – provided for residents to utilize for group study sessions, project work etc.
- Communal bathroom facilities

Mid building terrace and open aired Spaces

- Communal Outdoor space – outdoor area for residents, BBQ, tables and seating provided. Smoking is prohibited. All external areas will be locked off by Management at 10pm and re-opened at 8am, 7 days a week. Loud noise, including music, is prohibited in external common areas.

Speakers will not be installed in the public domain.

2.5 Access and Security

Access to the property will be possible via the main entry foyer adjacent to Church Avenue and will be restricted via an electronically coded swipe card provided only to current in-house residents and staff.

Each resident 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 and communal facilities. Residents will not be able to access any other 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 be alarmed with link to a 24-hour monitoring company which will call the duty manager if left open for an extended time. A duress button will be installed within the reception/administration office that will be linked up to a 24-hour monitoring company in case of emergency.

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.



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 sterilization and sweeping and removal of rubbish on street frontage.

The cleanliness of each unit, private bathrooms and bedrooms will remain the responsibility of each occupant. Iglu will provide each unit with a vacuum cleaner, mop, bucket, broom, dustpan & brush but the residents will be accountable for ensuring their room 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 II House Rules. Property Management will provide occupants with 7 day's notice prior to conducting inspections to allow residents ample time to prepare. If upon inspection the dwelling is deemed to be below the required standard, the occupant/s of that 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 disposal of waste by residents. Access to two garbage chutes (1 for general waste and 1 for recycling) will be provided from all resident levels. A separate cupboard will be provided for larger cardboard boxes which do not fit in the chute.

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 residents 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 6.00am 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 will be 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 residents 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 residents and neighbours.

Scheduled property maintenance works will be arranged to ensure residents are provided with a minimum notice period of 48 hours and every effort made to ensure any disturbance caused to residents is limited.

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 (Fire Evacuation Plan) will be fixed on the back of every entrance to an apartment and in common areas.

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 II will have an approved response/action system to provide Emergency Response and to minimize false Fire Brigade call-out.

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 residents 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 II's WHS Calendar. Personal Emergency Evacuation Plans (PEEP) will be made with persons with a disability and communicated to staff members to ensure the safety of each resident in 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 or member of the public, 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. The Iglu staff member must record:

- Complaint date and time,
- Name, contact, and address details of the complainant
- Nature of the complaint
- Name of staff on duty; and
- Actions taken by the premises to resolve the complaint.

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 are also documented within the original incident report.

3. Customers

3.1 Accommodation Terms

All 305 beds within Iglu Mascot II will be available for rent on a range of tenancy lengths. Tenancy agreements will be in line with the NSW Residential Tenancy Agreement criteria. Whilst there is not proposed to be a minimum tenancy length, it is expected that stays will average 6-18 months.

3.2 Property Rules

Every resident at Iglu Mascot II 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 resident'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 resident'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.

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 II. 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 II will have dedicated staff, who in conjunction with a team of Property Management personell will organise and host a broad range of events and activities throughout the year for residents living at the property.

These events will be aimed at not only integrating residents and assisting in the creation of a strong social community but also assisting residents to adapt to city life and independent living.

3.4 Local Contacts/Links

A list of all important local community contacts, websites and phone numbers will be included in the House Rules provided to each resident. 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

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 residents 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 II's House Rules, any resident/s found to be repeatedly causing disturbance to others residing at Iglu Mascot II 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 8pm and Saturday to Sunday, 9.30am to 5.30pm. The Assistant 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.

The level of staffing required is specific for each Iglu Property and is determined by the number of residents 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 II are kept up to date with contemporary customer service requirements and Iglu Standards.