



23-25 LACHLAN AVENUE MACQUARIE PARK NSW

OPERATIONAL MANAGEMENT PLAN

APRIL 2022
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1. Introduction to Barcam and WRAP

1.1 Barcam

Barcam is an established developer with an extensive track record of designing building and developing purpose-built student accommodation residences managed under recognised operational brands. We build integrated living and learning communities providing and **Unrivalled quality product in premium locations:** which allows us to offer students the best accommodation in the best location where students from multiple backgrounds live and learn.

We pride ourselves on attention to detail and, using research and extensive experience over the past 25 years to design and build innovative residences aimed at enhancing the living experience of our residents. We know how important accommodation is to a student's time at university and we also know that quality accommodation should be more than just a bed. That is why, from building design, accommodation choices, internal and external amenity to accommodation management, we carefully consider every aspect of our residences, to ensure that they really provide for students. At Barcam, we like to keep things simple. We provide the best accommodation and deliver the basics of operational management very well being there when our residents need us.

1.2 WRAP (Work Rest and Play)

WRAP is Barcam's student facing brand within Australia. Building on from our expertise of building and providing high quality residential apartments together with our extensive student accommodation development and management experience, we develop purpose-built, high-quality residence with WRAP bringing new energy and level of accommodation to the student accommodation sector.

1.3 Our Operational Platform and Service Model

Focused on delivering high levels of service, security and attention to detail, WRAP strives to implement innovative and industry leading services based on ongoing student feedback obtained through surveys, setting it apart from other operators in the market.

1.4 Wellbeing and Student Support

WRAP aims to provide a multi-national and multi-cultural network of students and employees to create a unique opportunity to gather greater understanding of the differences in attitudes and approaches to the wellbeing of our student residents. Our accommodation, together with the provision of extensive communal amenities, internal and external a combined with a management service is designed to enhance the students experience and wellbeing during their stay with WRAP.

Further details on Student Health and Wellbeing, Disabled provision and Cultural Awareness are contained in Section 8.

2. Location, Transport and Shopping

2.1 Macquarie Park

Centrally located within Sydney's northwest corridor, Macquarie Park is a developing suburb which over the last two decades has seen over 200 hectares of land rezoned for new commercial and residential development. Macquarie Park is situated just 12.5km to the northwest of the Sydney CBD and 6km to the west of Chatswood. By rail, the site is 30 minutes to the Sydney CBD and 12 minutes to the Chatswood CBD.

Macquarie Park has plans to grow to the fourth largest CBD in Australia by 2030, by doubling its current working population of 400,000 and increasing commercial space to over 2 million square metres.

2.2 The Site

The proposed residence is located 23-25 Lachlan Avenue in an established mid-rise residential neighbourhood exceptionally well located close to Macquarie University, The Macquarie Shopping Centre and the Macquarie University railway station.

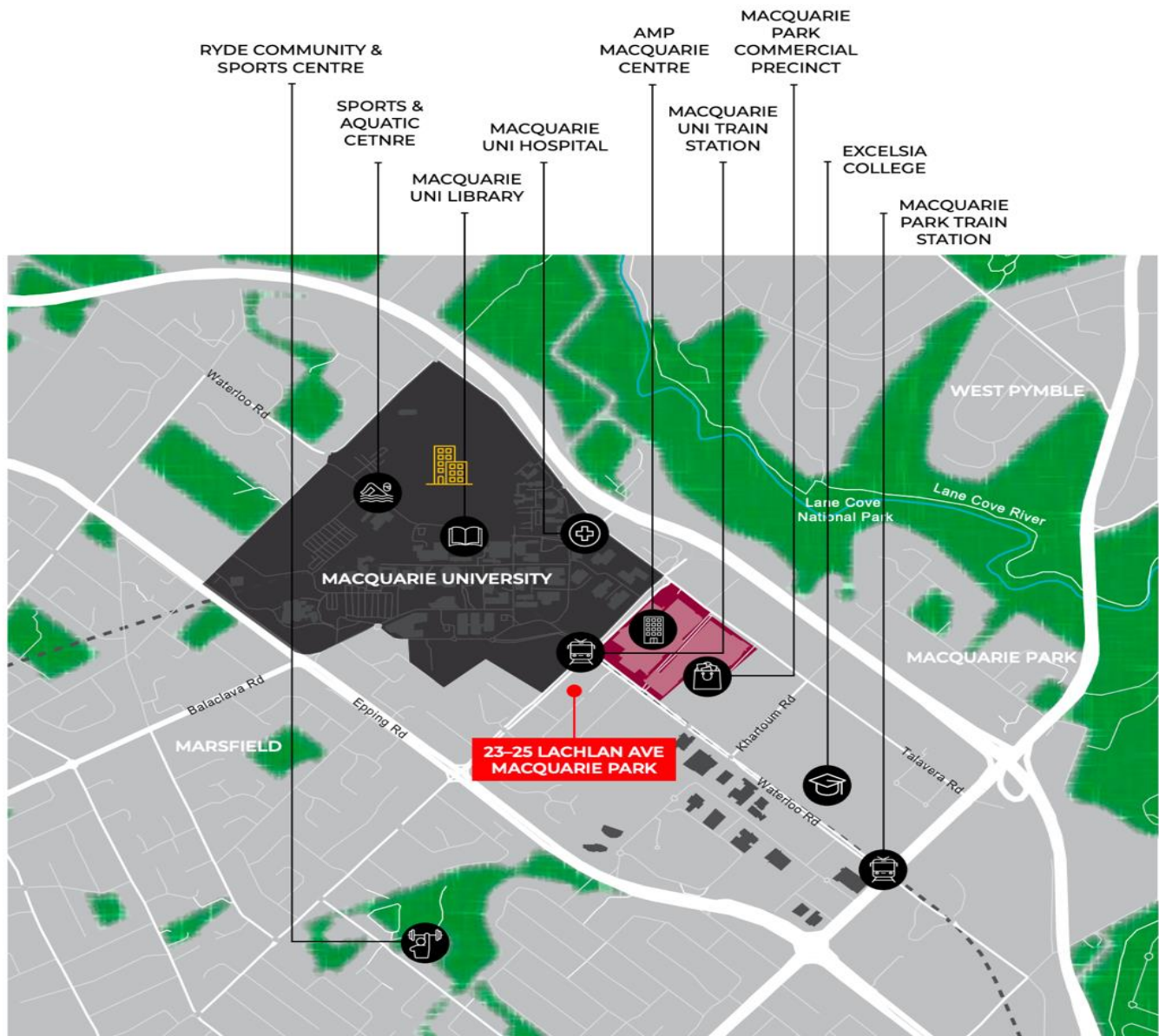


Key Landmarks in close proximity to the site include:

- Elouera Reserve (10m)
- Macquarie University Residential Colleges (100m)
- Macquarie University Metro Station (150m)

- Macquarie Shopping Centre (200m)
- Macquarie Centre Bus stands (250m)
- Macquarie University Campus main entrance (400m)
- Macquarie University Hospital (750m)
- Excelsia College (1km)
- Macquarie Park Metro Station (1.5km)

The location of the student residence provides easy walkable access to all the principal facilities in Macquarie Park and offers exceptional links to public transport to all parts of the Sydney region.



2.3 Transport

Macquarie Park benefits from easy access to the M2 Hills Motorway running through the northern part of the suburb as well as Epping Road that runs along the southern part of the suburb providing direct access into the Lane Cove Tunnel. These major roadways provide direct access to all Sydney metropolitan CBDs including Paramatta, Chatswood, St. Leonards and the Sydney CBD.

The suburb is also well serviced by all major bus operators.

Macquarie Park, Macquarie University and North Ryde underground railway stations are all situated along the Epping to Chatswood rail line of the Sydney Trains network. The Sydney Metro Northwest rail project completed in 2019 now provides more frequent rail services from Macquarie Park and the university and shopping centre.

Services on Australia's first fully automated railway started in the northwest in 2019, with 13 metro stations and 4,000 new commuter car parking spaces. The new metro trains run every four minutes at peak times in both directions.

2.3 Retail

The largest shopping centre in NSW, the AMP Macquarie Centre, is located directly opposite the site on Waterloo Road. The centre contains 250 retail stores over four levels including a cinema complex and one of only two ice rinks in Sydney.

The Macquarie Centre was subject to a \$440m redevelopment in 2014 adding an entire new two-level wing to the existing centre, providing a new David Jones, Myer, fresh food market, Coles, Aldi and approximately 130 new stores, providing an additional 1,050 car spaces. As a result of these improvements, Macquarie Centre is now the largest shopping centre in New South Wales.



3. Innovation and Product Design

WRAP's product and service offering is experience driven, having clear understanding of global trends in purpose-built student accommodation. Our innovation in product, design and service is inspired by our extensive track record and a strong focus on our ability to deliver a student living environment which encompasses several essential design principles:

- High quality contemporary designs
- Innovation in accommodation types and incorporating a mix of uses
- Extensive shared communal and social facilities throughout our buildings
- Communal external space, in the form of hard and soft landscaped terrace providing outdoor living space connected to and complementing the internal shared kitchen dining and living spaces
- Cultural and local market adaptation of products
- Quality construction and efficient management of long-term costs; and
- Sustainable development in the heart of the business.

We use our expertise and knowledge to deliver the most appropriate student living experience in every market that we operate in. We will offer a variety of accommodation types throughout the property to support independent and shared living, that also promotes community interaction, wellbeing, and support, as well as providing a range of price points to ensure as many students as possible as able to live in our residences.

WRAP accommodation type and mix has been designed considering the following design principles:

- Modern look and feel designs to the rooms, internal social, study and community spaces
- Ensuring that the room meet a minimum room size with good natural light and ventilation
- Provision and promotion to encourage use of external spaces
- Use of high-quality materials including flooring types and joinery
- Floor to ceiling joinery to maximising storage and useable space within the rooms
- Integrated lighting in the ceilings, kitchens, desks and beds
- Integrating quality appliances throughout the building that will last
- Fitting and use of high technology specification including USB ports with high capacity, fast connectivity; and
- Air conditioning throughout for comfort within the residence.



4. The Facility

The facility is designed by the renowned architectural practice **RotheLowman** with significant student accommodation experience with the following considerations:

4.1 External Design

- The design of the building is a repetitive modular form providing a modern simple structural solution and ideal layout for the apartment concept
- Access to the building is via a landscaped plaza style entry with integration of the property to Elouera Reserve to enhance the sense of arrival. Existing large trees are to be retained at the front of the property ensuring the building interacts with the surrounding nature and providing a natural connection to its surrounding environment
- Security of the building is of paramount importance with a single-entry point but the external hard and soft landscape encourage public use of the front of the property. Vehicular access is along the south boundary of the site giving access for cars, waste trucks, motorbikes and bicycles ensuring safety by design for the pedestrian access and public rights of way from the front
- The building offers a good level of private external amenity for the students in the way of lawn and hard paved areas making the most of the views to Elouera Reserve. Private soft and hard landscaped external areas are provided for dining, casual seating, outdoor study and exercise





4.2 Internal Design

- The principal entrance to the student accommodation scheme will be from the North-East corner, being the most prominent point for access and egress from Lachlan Avenue, directly from Elouera Reserve being the natural direction of travel for most students going to and returning back from the university, public transport and shopping amenity. Together with the double height entrance, this will create a visually attractive entry providing an enhanced sense of arrival and welcome to the main reception area
- Management offices and reception foyer is located immediately as you enter the building, activating the frontage, providing a natural welcome point and providing casual surveillance to inside and outside the site. The reception and waiting area are designed to provide a relaxed environment for students whilst check in and for parents and other visitors. Security gates opposite the reception offer secure entry exit to the residence
- The ground floor provides extensive social living, kitchen, dining and study facilities for the communal use of all residents with access to external amenity areas such as outdoor study seating and barbeque facilities. The ground floor links directly to the lower ground floor level via internal stairs providing visual connection between the living communal areas at ground level and the more informal games room, gymnasium, cinema and laundry facilities below. There are dedicated gaming rooms, open plan game lounge, cinema/media room, and male and female toilet facilities
- The communal areas are designed to be a place where students meet, mix and socialise offering relaxation space outside of their private spaces
- The building will be serviced by three (3) high speed lifts from basement to level 13. All lift lobbies on the ground and residential floors enjoy a high level of amenity and solar access. The lift access has been designed so that the lift doors and student waiting entry, and exit are not directly facing student rooms and do not interfere with the quiet enjoyment of the individual student private spaces
- The building is designed with a high level of storage and 'back of house' function to ensure the smooth operation of the residence. Luggage, general and housekeeping stores together with mail and parcel facilities are located at basement and lower ground level via the stair access or lift access
- Basement with vehicular access from Lachlan Avenue offers car share, visitor, maintenance and staff parking plus motorbike and bicycle spaces. The basement is also designed to offer a drop off facility and waste management store and collection. Resident Users of the car and bike parking can access the main reception via lifts with access to the bicycle store facility via dedicated lift access directly to the basement
- Additional social living, study, kitchen and dining spaces are located on each residential floor. These communal spaces are carefully designed to operate as a 'pair of floors' interconnected together, with a residents' lounge and informal study area on one level separate from the kitchen dining function on the other, shared by the residents of the two relevant floors. These communal spaces are designed to boost the community spirit of all residents, capture views over Elouera Reserve with external balcony, maximising light and offering supplemental spaces, additional kitchen dining social and study functions to their own private rooms
- Accommodation is to be provided, offering a large variety of single and shared living options throughout the building with each typical level offering community co-living style accommodation in single and twin studio options. These rooms are designed for independent living with the multi-share facilities in the communal spaces aimed at enhancing social interaction between occupiers of single occupancy units.
- For those students who are seeking more independent shared group accommodation, each floor also provides a 6-bed multi-share apartment equipped with its own kitchen living spaces. The top two floors offer additional multi-share accommodation in the form of duplex apartments in a variety of group sizes of 5 and 6

4.3 Car Motorbike and Bicycle Parking

Carparking is provided in the two basement levels for the benefit of the residents, visitors and on-site staff management as follows:

- 40 dedicated resident car spaces arranged in car stackers
- 5 resident car share spaces
- 17 visitor car spaces
- 2 staff car spaces
- 21 motorbike spaces
- 90 resident bicycle spaces located in a secure internal bicycle store including 6 electric bicycle spaces allocated for the bicycle share provision.
- 12 visitor bicycle spaces located externally adjacent to the main entrance

Details of access allocation and management of the parking provisions are set out in section 10.6.

5. Accommodation, Room Types & Mix

5.1 Accommodation Summary

ACCOMMODATION TYPE	PROPORTION	UNIT SIZE (M ²)	UNITS	TOTAL BEDS
Single Studio	67%	17m ²	325	325
Two Bed DDA Apartments	5%	33m ²	13	26
4-Bed Ensuite Share Apartment	11%	85m ²	13	52
5-Bed Ensuite Apartment	14%	100m ²	14	70
6-Bed Duplex Share Apartment	2%	110m ²	2	12
3-Bed Managers Apartment	1%	90m ²	1	3
TOTAL	100%		368	488

5.2 Room Furnishings, Fixtures and Equipment

ACCOMMODATION TYPE	DESCRIPTION / PRODUCT TYPE
Single Studio	Built-in kitchen, ensuite, double bed, built-in joinery (wardrobe, desk, drawers, shelving and bedside unit), desk light and desk chair. fitted kitchen units and drawers, combination microwave, Single sink and tap, Under counter fridge with freezer compartment and TV.
Two Bed DDA Apartments	Two bedrooms, shared kitchen, shared bathroom, built-in joinery (wardrobe, desk, drawers, shelving and bedside unit), desk lights and desk chairs.
4 Bed Ensuite Apartment	Single level self-contained apartment containing four bedrooms each with an ensuite bathroom. Built-in joinery in each room (wardrobe, desk, drawers, shelving and bedside unit). Desk light and desk chair per bedroom.
5-Bed Ensuite Apartments	Single level self-contained apartment containing five bedroom each with an ensuite bathroom. Built-in joinery in each room (wardrobe, desk, drawers, shelving and bedside unit). Desk light and desk chair per bedroom.
6-Bed Duplex Apartment	Double storey, containing five bedrooms each with ensuite bathrooms, shared kitchen. Built-in joinery in each room (wardrobe, desk, drawers, shelving and bedside unit). Desk light and desk chair per bedroom. Private external courtyard.
3 Bed Manager Apartment	Three bedrooms each with double bed. Ensuite to main bedroom and additional shared bathroom. Built-in wardrobe. Kitchen, dining and living room. One DDA bedroom included.



Each kitchen dining and living area in the shared apartments will be equipped with the following appliances and furniture:

- Kitchen units at a ratio of a minimum of one cupboard per occupant
- Double sink and tap
- Oven and microwave
- Dishwasher
- Fridge/freezer
- Waste and recycling bins
- Dining table (or kitchen island bench) and chairs at a minimum of one chair or stool per occupant
- Lounge seating at a ratio of one seat per occupant; and
- TV



6. Onsite Management

6.1 Staff and 24-Hour Management Structure

The building will be managed by an on-site team comprising the following staff and management structure, experience, roles and responsibilities and hours of operation.

POSITION/	STAFF	EXPERIENCE	RESPONSIBILITIES	HOURS
General Manager	1	Minimum 2 years senior management/the operator. Requires good understanding of the PBSA/university environment.	<ul style="list-style-type: none"> Operational performance People management Legal compliance Sales and marketing Workplace health and safety Financial performance; and Customer services 	Full time. Monday to Friday. Contactable 24/7.
Assistant General Manager	1	Minimum 1 year in management/welfare role or similar with good understanding of PBSA & University environment	<ul style="list-style-type: none"> Operational Performance Support to the GM Student welfare Student behaviour management; and Delivery of Community Spirit Program 	Full time. Monday to Friday. Contactable 24/7.
Customer Service Coordinator	3	Minimum 1 year in customer hospitality/welfare preferably in hotel/event management or PBSA environment.	<ul style="list-style-type: none"> Resident customer service administration processes <ul style="list-style-type: none"> Enquiries and applications Room allocations Student communications Resident account queries; and Receipt payments 	Full time and casuals. Monday to Sunday.
Maintenance Manager	1	Experience in landscaping and/or general property maintenance and repairs.	<ul style="list-style-type: none"> Overseas repairs and maintenance throughout the property, including: <ul style="list-style-type: none"> Ensuring common areas are clean and tidy Upkeep of landscaped areas and property street frontages Maintaining housekeeping standards Garbage collections and waste management; and Liaison with external contractors Building risk mitigation 	Full time. Monday to Friday.
Residential Customer Advisors	8	Experience in leadership and event organisation.	<ul style="list-style-type: none"> After hours assistance Customer event planning and delivery Property promotions; and Resident communications 	Casual. Nightly Coverage.
Night Wardens/External Security (1)	1	Experienced in residential security management	<ul style="list-style-type: none"> After hours assistance Security 	Casual (supplemental to the RCA's where required)

Accountant/Admin Coordinator	1	Experience in administration and accounting.	<ul style="list-style-type: none"> Processing and allocation of rental payments Accounts payable and receivable Debt management Resident account queries; and Bond lodgement/claims 	Full Time. Monday to Friday.
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6.2 Management team

The proposed staffing structure is consistent with staffing structures adopted for Purpose Built Student Accommodation Residences and offers the appropriate level of management for the successful operation of the property to support and manage the proposed resident student community. The full time Community Manager maintains responsibility for the overall management of the property supported by the Full time Residential Life Managers and Customer Support Coordinators. The management team are also supported in the day to day running, student welfare and behaviour by residential Customer Advisors who are generally full-time senior students living at the accommodation.

All management team and management support including RCAs will be trained in cultural awareness to ensure international student and diverse domestic students feel safe, welcome and comfortable approaching any member of the on-site management with potential issues, general wellbeing and ensuring day to day enjoyment of the residence.

Further details of the RCA's roles and responsibilities are set out in section 6.7 below.

6.3 Management Team Support

Maintenance operatives, security and housekeeping staff provide ancillary support to the dedicated management team. The management team will be further supported by third party contracted specialists, where required, such as housekeeping, maintenance and security under the supervision and direction of the Maintenance Manager.

6.4 Onsite Live-in Management

A staff member of the Operator, as nominated in the table above, will live on site in a Resident Managers Apartment located on the ground and mezzanine levels shown on the plans. The live-in staff will provide on-site assistance and by living in the accommodation will be on hand and use their best endeavours to ensure that the use of the building on a day-to-day basis does not cause detriment to the amenity of the area, to the satisfaction of the responsible authority.

The Operator may utilise the accommodation for more than one staff member at any given time.

6.5 Multi-Lingual Staff

With a strong presence of international students residing in purpose-built student accommodation, we recognise that at times, residents (and parents) are comforted by being able to express themselves in their native tongue. Our day-to-day practice is to communicate to our residents in English, but we also seek to employ staff based on their proficiency in languages. If the staff at a particular property are not fluent in a particular language, then we seek a staff member who is willing to assist the resident. This can be particularly valuable in the early days of settling in and in emergency situations.

6.6 Management Hours

Members of the management team will be on duty between the hours of 8:00 and 18:00 Monday to Friday, 9:00 and 17:00 on weekends (times may vary across the academic year depending on needs of service). The staff roster including on site

management team, community, and customer service assistants and out of hours support will provide 24 hours, 7 day a week coverage of the site all year around.

Out of hours building management will be covered by 'live in' Residential Customer Advisors and retained resident Community Networkers who will be recruited, trained and professionally developed in accordance with the operational staff recruitment and development guidelines.

Out of hours building management may be supported by night wardens and external security staff where appropriate. The provision of the supplemental night-time security will be allocated and managed by the Community Manager

6.7 Residential Customer Advisors (RCAs)

The Residential Life Manager is supported by Residential Customer Advisors/caretakers (RCA's) to act as site liaison officers. The number of RCAs will fluctuate depending on occupancy. Eight RCA's will be actively employed and assume duties at any given time but this can be reviewed and increased by management staff to ensure that the appropriate levels of support is required based upon the occupancy level of the facility.

The role of RCA's shall be an important part of the management strategy for the student residence. As RCA's are typically senior students, the position is a "live-in" role that provides a range of information, support and assistance to the other residents living in the property. The RCAs provide the active daily interface between student tenants and management team. They will assist and constantly monitor that the premises are well maintained, clean and provide a socially pleasant and conducive environment to live and study. The RCAs shall be amply assisted by the Community Manager to develop and nurture a sense of community between a diverse mix of students living in the building/s. The RCA's will help in developing a safe, acceptable, and liveable community that is conducive to a secure study environment whilst assisting individuals as required with comfortable integration into the building/s and the university community and their wellbeing.

The RCAs shall be senior students (often postgraduates) and preferably have previous experience of living in a University Hall of Residence or similar student accommodation environment. They will be paid in return for supervising (but not limited to) the following issues daily:

- Reporting accidental or deliberate damage to the building/s
- Report any faulty building equipment
- Monitor proper use and enjoyment of the building common areas, e.g. drying of washed laundry on public view which is strictly prohibited
- Monitor that the building is not used by any tenant/s for any illegal activity
- Monitor that no pets are kept onsite
- Monitor that any firefighting equipment provided is not unlawfully tampered with or abused
- Act as representative for residents raising issues, and concerns regarding the property management matters

The RCA's will be selected by the Assistant General Manager under the following selection criteria:

- Possess leadership qualities and skills
- Possess an ability to act in a mature, confident, logical, flexible, trustworthy and discreet manner
- Commitment to the principles of multiculturalism, equal opportunity and anti-discrimination and harassment
- Ability to think clearly and act decisively in crisis situations
- Be outwardly enthusiastic and maintain a high level of energy

- Exhibit a high degree of skill in negotiation, mediation, communication, conflict resolution and team building situations
- Displaying a maturity of character to mix at a social level yet remain aware of the responsibilities of the role
- An ability to balance time, considering work, study and social commitments
- Display an ability to identify any students whom upon arrival are developing or suffering culture shock, homesickness, health concerns, undue stress, loneliness or isolation and report such to the Residential Life Manager for action
- Willingness to be First Aid trained

6.8 Staff Recruitment and Culture

A comprehensive recruitment, training and performance management program is used to recruit and retain quality staff that demonstrate the operational management values. Staff will be recruited based on their ability to demonstrate suitability with the values, culture, behavioural competencies and technical requirements of the role.

The General Manager and senior staff including RCA's will also complete a comprehensive induction programme, living training and working in a functional property.

6.9 Reception/Concierge Desk

The principal student entrance to the building has been designed with a large reception area with concierge front desk supported by an adjacent staff office to create a distinct and welcoming 'sense of arrival'. This will allow visible on-duty staff to monitor and control the flow of both students and visitors in and out of the building and provides a clear point of helpful, reassuring initial contact for students.

6.10 Day to Day Staff Monitoring

The staff rosters will be designed in a way that will allow for core and ancillary staff to move throughout the building to provide a discrete, but effective level of security, support and supervision within the building at all times.

Staff will act to maintain a good quality living environment within all communal areas of the building, including the common rooms, laundry and lifts. All building common areas will be inspected and cleaned regularly by retained cleaning staff. This also provides a further useful method for discretely monitoring activity. The residents are responsible for maintaining the cleanliness of their flats, and this is ensured through a program of accommodation inspections each term and ongoing advice from property staff.

6.11 Social Area Operational Hours

In order to mitigate and manage potential noise being omitted from the communal social areas, the hours of use for students are as follows:

AREA	RECOMMENDED OPERATING HOURS
External Recreation Areas	7:00 to 20:00
Passive Internal Recreation Areas	7:00 to 22:00
Lounge and Games Rooms (with Doors Open)	7:00 to 22:00
Kitchen Dining Area	7:00 to 22:00
Lounge and Games Rooms (with Doors Closed)	No Restrictions
Residential Floor Communal Kitchen, Dining, Lounge and Study Areas	No Restrictions
Study Areas	No Restrictions

Restrictions will be in place for use of loudspeakers by management and residents (including the outdoor gym) during normal operating hours to discourage anti-social noise to the surrounding areas. No loud music or speaker announcements are permitted outside of normal operating hours specified in the table above. These restrictions are communicated by the management staff and will be set out in the house rules and tenancy agreements.

Loud and boisterous behaviour during and out of hours will be adequately supervised and subject to NSW noise regulation as well as through enforcement of House Rules and tenancy terms.

Further details of policies and management of anti-social behaviour are outlined in section 10.10.

7. Safety and Security

The safety and security of students and staff is paramount to the Operator. In addition to a 24-hour on-site staff presence at the building, the Operator also puts in place the following security measures to ensure the safety and security of our students, as outlined below:

- **Access Control System:** Access card entry systems are installed in all properties to provide security access points throughout the building. The access control system technology can track if a student has not opened their door for a described period of time and send an alert to staff. This technology can help to support the tracking of student wellbeing and particularly isolation in rooms. Further details are provided in section 7.2 below

High specification security gates are designed as access from the entrance into the student facilities to ensure ingress/egress is safely managed and controlled, mitigating potential unauthorised tailgating to the residence

- **CCTV:** Installed internally and externally throughout the building to cover all points of access in and out of the building and in strategic high traffic areas. The system is monitored by staff in the management suite
- **Reception:** The principal student entrance to the facility has been designed with a large reception area with concierge front desk supported by staff. This allows visible on-duty staff to monitor and control the flow of both residents and visitors in and out of the building and provides a clear point of helpful, reassuring initial contact for students
- **Student Safety Induction:** Information provided to the student regarding risks and safety measures and information available to them

7.1 Building Access Control System

Entry to and from the building, all common areas and individual studios or flats will be controlled by an advanced electronic key-access security system. Residents will be issued with personal access cards when they first arrive at the building and these are all individually registered and strictly controlled. As detailed, entrance from the section foyer to the residence is controlled through security gates, accessed through key card system allocated to students on check in.

The proposed card access system will cover the following locations:

- Building entry doors
- Swipe access outside lift at ground level (swipe required to operate; any resident floor can be accessed but with controls to basement levels)
- Bicycle access lift
- Stair cores at all publicly accessible points, i.e. from the student common areas
- Front entrance door to all single occupancy units
- Laundry
- Gym
- Cinema

- Bicycle store; and
- Management office

The on-site operational management team will be able to precisely control the extent of access around the building of all occupants and this can be tailored for specific larger groups of students living within a specific part of the building under group lettings to institutions, to encourage greater interaction and to build a sense of community. In the event of a key being lost or stolen, the original key will be cancelled on the system immediately and a new one issued to the resident.

7.2 CCTV

The building will have a comprehensive internal and external perimeter CCTV installation with full night vision capability, which is a major deterrent in the unlikely event of potential anti-social behaviour.

The CCTV system will be installed both internally and externally at strategic positions with the monitoring system located in the management office, capable of being viewed from management office and reception. CCTV cameras will be located in the following areas:

- Externally to all entry and egress points including fire exits.
- Reception area monitoring security gates and entrance and management office
- Lift lobbies covering lifts doors and exit
- General Lower ground and ground floor amenity areas
- Car and motor bike parking and bicycle store including entry/exit points including car and bicycle lift entry/exits.
- Gym
- Laundry
- External communal areas

The manager will remotely monitor and store securely off-site recorded video data of all activity in and around the building for permanent access should it be required. CCTV will supplement the on-site staff presence but is not considered to be a replacement of physical staff.

7.3 Passive Security

To provide the safest possible environment for residents, the Contractor is to ensure that all ground floor windows and doors have an appropriate level of defence against unauthorised entry or privacy invasion.

In addition to the CCTV, as described, additional design measures, shall be, but not be limited by, the following measures:

- Lockable windows and doors; and
- External lighting

7.4 Vehicular and Pedestrian Access Security

Access to the basement is via secure intercom/card Access /keypad system to ensure that unauthorised public access is prevented, to be operated as followed:

- Automatic Roller shutter doors at the main basement access point with CCTV surveillance.
- Intercom call system and key pin pad entry at the car waiting bay point directly linked to reception permitting authorised vehicular entry (including waste management collection vehicles) to the basement during office hours.
- Staff and maintenance vehicles will be issued with card access for permitted entry 24 hours 7 days a week.
- Access to visitor's spaces will be permitted during office hours managed through authorised entry to the carpark via intercom at the vehicular entrance. Out of hours access to visitor's spaces will be managed using daily pin codes for entry and exit. Visitors using car spaces will be able to access the lift to the ground floor and will be directed to the reception on a meet and greet basis.
- Lift access will permit access to the basement but will be restricted via access card/keypad system preventing unauthorised access to the student residence at lower ground floor by visitors. 24-hour CCTV cameras will monitor lifts and car parking
- Bicycles are not permitted within or be brought through the property other than to be stored in the secure bicycle store provided at basement level accessed via a dedicated access lift from ground floor. Residents travelling to and returning from the bicycle stores will use internal lift with card access system for access/egress to and from basement. Access to the bicycle storeroom is via card access system preventing unauthorised persons from accessing the store.

7.5 Student Safety, Security Policy and Procedures

Safety and Security of the residents and their visitors, guests, and parents are of paramount importance to the Operator. Details of the building security are set out above but procedure and measures to ensure the safety and security of student residents during the tenancy will be clearly always articulated by the management team.

As part of the welcome induction programme, all student residents will be briefed and be provided with information on safety and security measures provided in the building and by the operational management team, including the following safety measures employed promoted and encouraged by the management team include:

- 24/7 access telephone numbers to the facility
- Contact number for university campus emergency services and other education providers
- Access to safety tools such as whistles and personal alarms for students to keep on their person when travelling to and from the residence.
- Contact numbers for self-defence classes and training where required by students

8. Student Health and Wellbeing, Disabled Provision & Cultural Awareness

8.1 Health and Wellbeing Policy

Student accommodation is widely recognised as playing a significant role in health and wellbeing of students. Students who are unhappy with their accommodation display higher levels of depression and anxiety and housing difficulties are a known trigger of mental distress. Whilst the pastoral role of accommodation provided by both universities and private providers is known to be important in establishing protective social connections for the students.

Accommodation is well placed to act in a signposting and 'early warning' capacity to other student services and accommodation can play an important role in supporting early interventions and as first responders and as such, the health and wellbeing of student residence is at the forefront of the Operator and management who will be the first line of support for pastoral and welfare issues. In addition, the Operator will establish relationships with local University counselling and advocacy services to provide a useful resource for monitoring and managing the mental and physical health of students.

The Operator aims to promote the following to improve the student's wellbeing experience

1. Improve health literacy using apps and online resources as well as face to face
2. Collaborate with universities to deliver cross functional services
3. To support positive communities and cultures that promote wellbeing
4. Normalise mental health and wellbeing issues to provide easy access to support and referrals
5. Develop a stronger focus on protective factors and promoting social and community networks particular for at risk groups
6. Ensure that a range of accommodation is available at different price points to reduce financial stress, while ensuring that there is provision of the community approach throughout
7. Eliminate discriminatory behaviour
8. Design environments to promote healthier lifestyles including access to local amenities and green space
9. Communal spaces are particularly important especially smaller ones that support social interaction such as cooking and eating together
10. Implement outreach and support to groups less likely to actively engage with services or seek support
11. Form representative committees to continually understand and resolve issues
12. Use behavioural and attitudinal as well as socio-economic data to promote better understanding of student diversity; and
13. Make existing services easier to engage with students with physical, logistical, cultural and linguistic barriers

Beyond the basic features of rooms, the quality of accommodation design has a significant role to play in the health and wellbeing of students that is considered in all the design factors alongside the quality of services provided and how well the development of the whole residence serves the wellbeing of its occupants and their academic outcomes.

The management team continually focus on students' well-being and mental health during their residency and will proactively monitor and react to students concerns. Mental Health training, regular student surveys (approximately twice a year) student service referrals and support from staff are all provided by the management team. The management team will also endeavour to create a strong partnership with the University mental Health and Wellbeing programs ensuring issues are identified and the students have access to all support required.

Students seeking help for any issues regarding well-being, health, safety and security will access to through the management team 24/7 and this will be clearly understood through the robust induction system and move process employed for all new tenants. In addition, management team will regularly re-enforce all aspects of support services available to students through regular communication by email, newsletters, notices placed throughout the building.

The Operator and on-site management team place a strong focus on building a sense of community and will do this through dedicated community building staff that will focus on delivering a comprehensive calendar of social, interactive community building and learning activities for student residence. In addition, the design of the building has been done in a way to foster and enable interaction through small and large common/social spaces throughout the building.

8.2 Disabled Access and Inclusion Policy

The Operator's objective is to ensure that safe, dignified and equitable access is met for all users of the building and to eliminate discrimination against people on the grounds of disability, placing high significance on compliance of the design with many accessible features included.

Access for people with disabilities will be provided, but not limited to, the following:

- Main entrance/reception.
- All common areas on an accessible path of travel
- Lifts
- To the front door of all cluster units
- Communal sanitary facilities
- Parking drop off zones

Access is to be provided to all levels of the buildings and all facilities and services operating from them so that it does not impose an unjustifiable hardship for a person with disability or which poses a health and safety risk for the students with disabilities. Access to back of house areas such as bins stores, plant and equipment rooms are not provided where it may pose a health and safety risk to people with disabilities.

Provision of accommodation is provided for students with mobility issues while also providing units for users with vision, hearing, and intellectual disabilities. The provision of types of rooms available for the three key identified disability groups, which like the general population have varying disabilities, as follows:

- Mobility impairment and for people with multiple disabilities
- For people with hearing and speech impairment
- For people with vision impairment

8.3 Cultural Awareness

The Operator and management team acknowledge the diverse cultural and heritage demographic of students enrolling with universities and other local education providers and that typically reside in purpose built student accommodation. Accordingly, all management staff including RCA's will be trained in cultural awareness to ensure both domestic and international students all feel inclusive, welcome, safe and comfortable within the residence.

The design of the building and operation management policies, procedure and training ensures that the accommodation is culturally appropriate for all persons. These include

- Provision of information, instructions, newsletters, signs etc in multi languages
- Provision of an multipurpose spaces for religious and spiritual practises

The Operator and management team's partnership with universities and other education bodies will also be able to assist students seeking dedicated cultural experiences not provided by the management team at the residence.

9. Management Processes

The Operator has developed management procedures to ensure clarity and consistency within the way the building operates, ensuring that its student residents have a positive and safe experience during their stay.

To assist the day to day running of the building, the Operator will utilise its own tailored online management system to meet the requirements of its student residences. This system utilises online sales data, customer booking/account details, maintenance scheduling and offers customer communication options. This system is designed to improve the student's experience of arriving, settling in and living as well as providing a platform for emergency management.

9.1 Pre-Move In

Once students have completed their online application form and have been offered a room at the building, they will be provided pre-arrival and arrival information, designed for students and parents with comprehensive details on the following:

- How the building operates
- Move in information – the process and what customers need to prepare/bring with them
- Full details relating to fire safety, both in individual rooms/flats and in communal areas
- The local area – transport links, university information, the nearest food shops/supermarkets, chemists, medical centers, hospitals, cultural services, etc.
- Key building contact details; and
- Information on how different aspects of the apartments operate (oven extraction system, etc.).
- Information on in-tenancy social events, recreational activities, and community building groups

The Operator aims to provide all students with a full understanding of how their new home will operate, prior to moving in with details about room inventories, inspections and any damage/cleaning related information, so customers can be very clear about their responsibilities as a tenant prior to moving in.

9.2 Annual Move-In Process

The principal move-in period for most residents will be at the beginning of session one of the higher education academic years, usually February. The move-in process will be carefully planned and coordinated by the management team and staggered where appropriate. The precise length of the move-in weekends will be dictated by the varying academic course start dates for students in any given year, details of which will be requested from students and provided online in advance. In addition to the principal move-in weekends, we anticipate a smaller but still significant proportion of students (particularly those travelling from overseas) will arrive on an ad-hoc basis during weekdays, usually outside of normal office hours. The Operator's lease-up strategy is aimed at leading to an even distribution of check-in and tenancy commencement dates through the peak periods.

9.3 Booking / Registration Process

All students who book accommodation at the building will be required to complete an online Application, in which the applicant must confirm the student will be or is attending a specified university or college and supply critical information

including their registered place of study, their course and year, emergency contact information, any disability that may affect their accommodation requirements and verifiable evidence of their registration including their issued reference number.

The operational management team will work closely with partnering universities to validate course enrolments throughout the year. This confidential information will be held (in accordance with data protection legislation) for the duration of all student residents' stay at the building and the requirement that it be supplied is an absolute prerequisite before any student can be allowed to take up residency at the property.

9.4 Tenancy Application

Every student must complete an 'Application for Accommodation' in which the applicant confirms he or she will be attending the University and supply their university reference number. A critical element of the application and verification process is to establish details of the student, their year of study and course.

When applying for the accommodation, students will be given the option (non-mandatory) to provide information about their personality and preferences in order that the students are living on floors and flats according to those preferences e.g. accommodation in clusters apartments for conscientious students or those undertaking same courses etc

This enables the Community Manager and operational staff to operate a robust room allocation process ensuring wherever possible student groupings work, student room preferences are met, and a likeminded and cohesive community is able to form.

Where a student raises concerns during their residency that they feel they are living in an apartment with others who are incompatible and experiencing difficulties, the management team will provide all assistance possible to mitigate any residency issues including room relocation where possible.

9.5 Move in Period

Upon completed formal tenancy agreements and room allocation, each student will be notified by email well in advance of move-in of an appropriately allocated weekend day and timeslot for arrival and drop off at the property. As all students, will already have been provided with detailed online information as to how the move-in process operates, this time will be utilised to welcome students individually and direct them to their rooms quickly and efficiently.

9.6 Traffic Management

A time slot allocation system will be operated to ensure a smooth and trouble-free move-in experience which minimises any localised disruption in terms of vehicular movements. In our experience, most students do comply with these scheduling requirements and arrive when requested. As far as is possible, time-slot allocations for move-in are spread across rooms throughout the building to minimise pressure on lifts and stairwells. If students and parents choose to ignore their allocated timeslot, the Operator reserves the right to temporarily postpone their access until the management team can accommodate them properly.

As part of the Operator's pre-communication with students, parents and guardians prior to move-in, they are provided with details of public transport locations in the vicinity. This enables students and their parents to pre-plan their journey and next steps after unloading. In addition, the operational team will be able to offer an airport/train pick up service for student

residences arriving from interstate or overseas. The Operator will support students who do use their own vehicle by providing details in advance of local car parks within a short (10-15 minutes' walk). This offers students a variety of options and looks to help further minimise the impact on the local community.

Based upon operational experience, the Operator can confidently estimate the daily student arrivals during the move-in period. To further reduce the impact on local residents and businesses, where demand dictates during the peak periods, the Operator will provide a shuttle bus service from key stations to support customers in utilising public transport and minimise traffic flow to the property. The operation and scheduling of this bus service will be dependent on the flow and volume of students during each major move in period. The minibus will be a size that can be accommodated in the property's basement car park area to avoid traffic congestion on the street. Access to the basement area will also be opened to pre-authorised students and parents arriving by car with direct lift access to the ground floor management area.

9.7 Stakeholder Liaison

The operational management team will where necessary, liaise with local police and resident committees prior to the move-in period, to brief them on the planned move-in flows and where necessary agree a strategy for management of vehicle movements. To further ensure a trouble-free move-in process, additional staffing support will be provided during move-in weekends. These staff will be on hand to direct new students to the reception area where they can collect keys and welcome packs and accompany residents to their rooms for the first time.

9.8 Additional Staffing Resource

To further assist in a smooth intake, additional staffing support is provided on move in days where there is a high volume of student arrivals (normally before O week and semester start). The staff are there to assist new students on check in procedure, key allocation, welcome packs, unloading from cars/cabs/Uber etc, bag assistance to rooms and room induction.

During move-in periods additional assistance, support staff and student helpers may also be provided by universities or colleges that have block-booked significant numbers of rooms within the building. In our experience, this is a support service that many universities offer, and can further smooth the process for student move-ins.

9.9 Settling In

At the end of the main move-in period, a 'Meet and Greet' induction evening event will be organised for new student residents held by the local on-site management team. The 'Meet and Greet' session will provide a comprehensive orientation and induction to the premises including gymnasium, cinema, kitchen, washing and drying facilities and other social/ learning spaces.

Students will be provided with a schedule of in-residence social programme of events being organised by the management team and community building group. Students will be invited to share their preferences and interests, in order to encourage students to attend social functions that support the general social cohesion of the community and residence.

Further details on social events and recreational programmes are included in section 10.9

Members of the Police and Fire Services and key University personnel, wherever possible, will also attend this meeting, and it is designed to introduce students to the practical aspects of life in a student residence and what issues to consider. The meeting will provide an opportunity for the management team and Police to emphasise to students the need to act as good

neighbours both within and around the building. The Fire Service will also be invited to make a presentation concerning fire risks and how to avoid them. In overall terms, this meeting delivers a strong message regarding acceptable behaviour and how students should live within the community. Members of the local resident's committee will also be invited to the 'Meet and Greet' session. The Operator will also provide students with hard-copy site-specific safety information and a strategy card which details how to focus on energy saving.

Internet services are a critical element of the service provision to student residents, and technical and sales staff from the Operator's chosen internet provider will also be on-site throughout the first week following move-in to provide technical support to students to address any connectivity issues or upgrade requirements.

10. During the Tenancy

Once students have taken up residency at the property, they will be able to interact with the on-site management team directly or remotely from their room via an on-line portal to engage on maintenance, Health and Safety, security, resident behaviour, general service requests and any other relevant issues. The Operator systems and processes will, at all times, consistently facilitate frequent and up-to-date communication with students to ensure the safe operation of the building.

10.1 Room Inspections

Room inspections are important in ensuring that buildings are well maintained and looked after. There will be three scheduled inspections for each flat throughout the course of the year, taking place each term. No other inspections are required unless results of previous inspections highlight the need for more involvement. The timings for scheduled room inspections by the Operator will allow tenants quiet enjoyment of their rooms and at least 24 hours' notice is given to tenants prior to room inspections taking place. The option for tenants to be present during inspections is always available.

10.2 Maintenance Issues

Where room repairs and/or maintenance is required, an online procedure will be in place to log the requirement and schedule a repair by on-site staff according to urgency. Information relating to all Service Level Agreements and response times for maintenance repair are communicated to customers via the online welcome guide, before they move-in.

Once a customer has reported a maintenance fault, information relating to the outcome/progress is also updated online, enabling customers to receive information without having to contact staff directly.

10.3 Cleaning

The building will be cleaned to a standard cleaning specification. Communal areas such as the lounge study and kitchen dining gym games and laundry areas plus lift lobbies and stairwells are cleaned regularly.

Cleaning within each flat is a tenant responsibility, regular inspections of each flat ensure acceptable standards are being maintained. At the end of each tenancy period, tenants are again expected to leave the property in a reasonable condition, but a full deep clean including carpet, curtains, windows, cooking appliances, kitchens and bathrooms is carried out before occupation by the next tenant.

10.4 Waste and Recycling Management

Waste and recycling are managed to minimise litter and odours and to enable the student residents to efficiently dispose their own waste generated in their apartments and within common parts of the building. The Operator also encourages students to consider recycling where appropriate.

The following measures are incorporated into the design of the building to manage waste and recycling:

- Waste and recycling bins provided in each apartment and communal kitchen areas

- General rubbish and recycling bin chutes from each residential floor to waste disposal bins in the basement
- Large waste room in basement level 1 for storage of general and recycling bins
- Additional bulky goods waste storage room
- Access for waste disposal vehicles to directly access to the basement waste disposal and bulky goods waste room

Waste disposal storage and collection is managed by the operational and maintenance team. Collection is arranged on a twice weekly basis with the maintenance manager team being responsible for full bins under waste chute being moved to waste storage room and replaced with empty bins as necessary. Inspection of waste bins capacity will be carried out on a daily basis. Regular cleaning of the waste disposal areas will be carried out to minimise debris, stains and odours.

10.5 Laundry and Drying Area

The building operates a communal laundry, to be located on the lower ground floor accessible to all residents and staff. The laundry will be fitted with the following equipment:

- 15 washing machines providing a ratio of 1 machine per every 35 students including 1 fully accessible DDA washing machine
- 15 dryers providing a ratio of 1:35, including 1 fully accessible DDA Dryer
- Sink and tap
- Soap dispenser
- Bench for loading/unloading and folding

Washing machine and dryers will be fully automated to accept card payment, mobile App payment, and/or linked to pre-paid card system to eliminate use of coins.

A potential external drying area is located immediately outside the laundry for natural clothes drying and airing. This area will be screened from public view. Drying of clothes in public areas is strictly forbidden.

The location of the laundry has been designed to provide easy access for all residents as part of the amenity of the property, adjoining the games area and gym and close to all other communal activities so that students can socialise, study, use the gym or dine while waiting for clothes to wash/dry.

The external drying area provides additional drying facilities despite the usual tendency for students to utilise drying machines due to the ease of use and privacy matters. Student colleges and student accommodation operators normally discourage use of external drying facilities for these reason and operational team will monitor use of the external drying area dependent upon student feedback and assessment of use of this area.

Whilst the responsibility to wash clothes is with the students, and to maintain the laundry in a clean condition, the laundry area will be managed by the operational team with regular daily cleaning and inspection undertaken. The management team will provide all assistance to students regarding use of the washing and drying facilities as part of the building induction and maintain regular communication with students by way of notices regarding machines out of order, damaged, scheduled maintenance etc

10.6 Vehicle, Motorbike and Bicycle Provisions

The proximity of the property to the educational retails and major train and bus stations all within 250m of the building together with operator experience into car motorbike and bicycle usage have informed the provision of vehicle spaces in this property which is typically a very low percentage of students that own a car or motorcycle, especially those who choose to reside in managed accommodation located close to nearby educational and retail facilities.

Vehicle Motorbike and Bicycle Operational Policy

The Operator discourages car ownership by actively promoting alternative modes of transport. The building is in very close proximity to the University, Macquarie Shopping Centre and Macquarie University metro station which provides direct public transport services to Sydney and the regions. As the residents of the accommodation will predominantly attending Macquarie University, walking will be the predominant form of travel with train and bus services being used for wider travel to Sydney CBD and local areas.

The Operator encourages green travel and will further support and encourage the use of public transport by the occupants through the following actions:

- Clear communication of public transport options available, cost advantages of public transport by the future occupants and incentives available
- Investigation and awareness building of incentives to encourage public transport travel
- Encouragement of pedestrian and cycle travel including provision of secure bicycle parking and spaces for visitor arriving by bicycle

Car Motorbike and Bicycle Provision

Despite the low ownership of cars, the following spaces are being provided at the accommodation

- 40 resident car spaces on basement level 2 arranged in car stackers
- 2 staff spaces on basement level two arranged in tandem. One of these spaces will be used for building maintenance when required
- 17 visitor car parking spaces including two DDA spaces located on basement levels one and two
- 5 privately operated carshare parking spaces located on basement level two
- 21 motorbike parking spaces located on basement levels one and two
- 90 secure resident bicycle spaces located in a secure bicycle store on basement level two including 6 electric bicycle spaces allocated for the bicycle share provision.
- 12 visitor bicycle spaces located externally opposite the building entrance

Bicycle Share Scheme

Bicycle demand is likely to be moderate because of the walkability to and from the university, proximity of public transport, shopping and potential employment. Additionally, based on feedback and experience of bike usage and ownership by students is that demand is relatively low due to the unfamiliarity of riding conditions and road rules; and the congested and physical nature of regional roads that surround the site.

The operator will operate electric bicycles in order to cater for all students level of fitness and ease of use over normal manual powered bicycles. Management team will induct all students wanting to hire electric bicycles into use and operation of the electric bicycles together with their obligation to return bikes to nominated storage rack.

Management Team will be responsible for the upkeep, maintenance and booking of all shared bicycles including re-charging following return of bicycles to the allocated storage racks

The operational management team will continually review options to operate the bike share scheme and will trial 6 shared electric bicycles made available under the existing parking provision, and will be increased should student demand warrant it.

Bicycles provided by management for the bicycle share scheme will be stored in a clearly marked area in the bicycle store.

Car Space Allocation Policy and Procedure

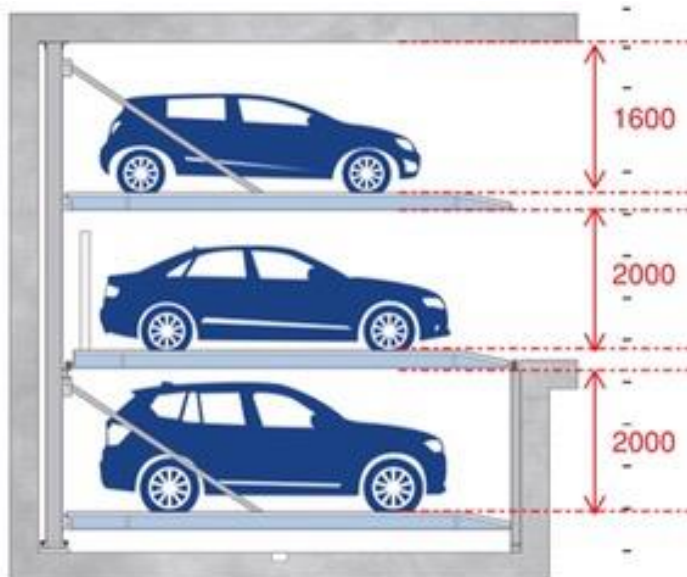
Information relating to the limited number of vehicle spaces and the restrictions placed on parking in the surrounding areas to the property will be communicated prior to the time of booking but offered as an additional package to the room tenancy booking. From experience, as mentioned above, based on the low percentage of car ownership, the number of car park spaces will adequately meet the needs of students that own a car.

Internal parking lots will be assigned to the residents via an application and approval process. Application for a car space will be included in the tenancy application and booking process. Car ownership will be confirmed at the time of booking and students with an allocated car parking space will be permitted to bring their car to site.

Unauthorised parking will be prohibited in the surrounding streets of the property and this will be clearly articulated in our building rules which is a documented referenced in the student tenancy. Condition of the tenancy will be the forfeit of the right to apply for resident parking permit for the local area.

Resident Carparking and Car Stacker Operation Procedure

There are 40 resident spaces arranged within five 3-level 8 berth car stackers. Car spaces are allocated according to size of vehicle which correspond to the heights of the car stacking levels. Bottom and middle rows each provide a height of 2m which meets the requirements for B99 vehicles and suits majority of makes and models including 4-wheel drive. The top row has a height of 1.6m and suits small and compacts cars, as shown in the diagram below.



In the Operators experience this will adequately cover demand from students for all types and numbers of vehicles, who tend have low ownership of vehicles, especially given the location of the facility in close walking proximity to the education establishments and proximity to public transport.

The following will apply to the allocation and use of the spaces

- Details of car licence plate, registration make and model supplied by the student to the management team upon allocation
- Management team allocate a space to the student based upon the car information provided which will be exclusive to the registered vehicle for the duration of the allocation period.
- Use of the car parking and retrieval will be the responsibility of the student

- Management team will be on hand during office hours to assist all students with any operational issues that arise
- At the expiry of the allocation period, students will no longer have access to the onsite car parking and if still resident within the building, all other policies and restrictions on car parking in the building and local area will apply.

As a mechanical advice, there will be a requirement for new users to be inducted by the full time, on-site building manager. The car-stackers are only intended for residents of the building and it is important for the use of car-stackers, as long term users of the car stackers, would be able to be trained to appropriately use them.

The induction and training process into the use of the carstackers will include the following

- Explanation of the minimum clearances for particular spaces within the mechanical stacker to confirm vehicles are appropriate
- Each carpark space will be clearly numbered and allocated
- Clearances will be clearly marked on the entry door to the car stacker sliding gates, and on the explanation instructions
- Any passengers for the vehicles are to exit the car prior to entering the mechanical stacker. This will also be reinforced with on-site signage
- In accordance with the manufacturers documentation, the operation switches will be accompanied by appropriate signage to direct safe operation.
- The building manager would regularly provide training to those residents using the mechanical stackers to maintain safe operation

Local Area Parking Restrictions

Students signing tenancy agreements without parking spaces will not be allowed to bring a car to the site. Appropriate notices will be served and action will be taken against students found to be in breach of their tenancy agreements including possible termination of their tenancy agreement.

Car Share Availability and Operation

For those students who do not own a car, a car share scheme will be operated directly by the local management team. Six cars/spaces will be provided to operate under the car share scheme owned or leased and managed via an online booking system to students who hold a valid driving licence.

Car share will not be available for use by the public to ensure that the scheme operates for the sole benefit of the students and staff of the property and to avoid any security risk from unauthorised visitors.

Staff Carparking

Staff carparking is only available to full time management staff. Typically, the spaces are available for the Community Manager and the Residential Life Manager both who are full time staff. Support management team such as resident coordinators will not be allocated a car park space as they are students and terms of their tenancy and access to available car parking spaces is consistent with car park allocation procedures to all resident students.

Staff carparking space will also be made available to the maintenance vehicle parking

Visitor Car Spaces

Visitor spaces are available for short term parking only and accessed by arrangement with the management team. Longer term or overnight use of the visitor's spaces will be considered with prior booking with the management team. The operational team manage the use of the visitor's spaces through registration and visitors booking procedure.

Visitor spaces will be utilised during move-in and move-out periods for short term drop off for students and parents arriving by car with access for luggage via lifts directly to the ground floor.

Access to and from the visitor car spaces is set out in section 7.5 above.

Motorbike Space Allocation

Allocation of spaces for students that own a motorbike or scooter will be managed in the same way as the car space allocation. Like car ownership, the low percentage of motorbike ownership by students living in purpose-built student accommodation indicates that the spaces provided with the property will adequately meet demand. Booking of the spaces will be assigned through allocation and approval at the time of application and booking of student rooms. Any spaces that are free or become available during the tenancy period will be offered to existing resident students on a first come first served booking basis.

Unauthorised motorbike on street parking will be managed by the local operational team.

Bicycle Store

Secure bicycle store is provided in the lower basement for students with bicycles. Allocation and use of bicycles spaces is managed by the property management team. Secure access is afforded to the students through card access system linked to their room and building access card.

The Property Management Team are responsible for the operation of the vehicle and bicycle spaces. The maintenance manager is responsible for the cleanliness and upkeep of the bicycle store including regularly washing down the area.

The management team will be responsible for the management and upkeep of bicycles available to students in bicycle share scheme.

10.7 Mail and Parcel Management

Mail and parcels rooms are both provided at the property and managed by the building management team but fully accessible to students for collection of mail and parcel deliveries.

The mail room is located on the ground floor close to reception and the management suite. Access is provided to Australia Post for mail delivery directly to the appropriate mailbox for each studio or apartment. Students are issued a key for the mailboxes upon registration at the property.

The parcel store is located on the lower ground floor and will be fitted with parcel lockers for storage and collection of parcels to residents. Parcels delivered by Australia Post and courier firms will be left with management staff at the reception who are then responsible for allocation of the parcel to a parcel locker. Students are notified by management of parcel delivery and issued a code to access the parcel locker ensuring secure delivery.

The management team are responsible for the upkeep of the mail and parcel rooms but students are informed through the house rules and tenancy agreement of their responsibility to keep both mail and parcel rooms in a clean and tidy condition.

Loss of a mail room key must be reported to the management team and the cost of the replacement of keys is the responsibility of the students.

10.8 Deliveries and Collections

The domestic nature of the building means that fewer deliveries and collections are needed. These are limited to vending machines, laundry services, maintenance, mail & parcels (as above) etc. These typically involve small vehicles that can safely park nearby to the site with no disturbance or disruption to local residents and businesses or utilising a visitor space in the basement for short term drop off and visits by appointment

Waste collection would typically be undertaken by a specialist firm, with the timing and frequency agreed to suit the building requirements. The provision of the waste loading dock in the basement of the property ensures that the collections are efficient and non-obstructive to surrounding properties, residents and pedestrians.

10.9 Social and Recreational Events and Programmes

The Operational management team places a strong focus on building a sense of community and will do this through dedicated staff that will focus on delivering a comprehensive calendar of social, interactive community building and learning activities for student residence. In addition, the design of the building has been done in a way to foster and enable interaction through small and large common/social spaces throughout the building.

The nature of social events and programs is scheduled based on feedback and preferences received from students but could include the following

- Cooking demonstrations and classes
- Film nights
- Music clubs
- Creative writing activities
- Art based events
- Book reading clubs
- Organised external events.

Students will be encouraged to make use and participate in events which will be continually monitored and adapted based on student feedback

10.10 Anti-Social Behaviour & Sexual Harassment Policy and Procedure

The prevention and management of anti-social behaviour is a critical part of the property management team's responsibilities. The Operator publishes a comprehensive statement on resident rules and responsibilities 'house rules' and will work with students to create a social environment where all can live and enjoy their university living experience whilst considering and respecting others. A copy of the standard House rules is issued to all tenants upon arrival at any of its buildings. These regulations are also contained within each student's tenancy agreement, ensuring that they are legally bound to always comply with them during their stay including behavioural clauses both when resident in the building and when outside the residence in order to mitigate and prevent impact on other student occupants and on surrounding neighbours.

Any anti-social behaviour, including, sexual harassment, excessive noise, violation of smoking and alcohol regulations – caused by tenants that is observed by the management team or reported to them by other tenants, residents or neighbouring building occupiers will be actively managed by the management team, security staff and Resident Customer Advisors in the following manner:

- An online procedure and written procedure at the reception/concierge desk will be in place for the benefit of tenants and local residents for staff to log and record complaints relating to anti-social behaviour in and around the building. In addition, the managing team will also maintain a 24-hour telephone contact service for local residents should they need to get in touch with a member of the management team out of hours.

- Once details of an incidence of anti-social behaviour have come to their attention, members of the management team will take direct action with any tenants involved. Initially, staff will seek to hold one on one meetings with individuals involved in such incidences to clarify the extent and seriousness of any misbehaviour. They will then respond in several ways as appropriate according to the offence, including:
 1. Issuing of a verbal warning, with a reminder to the tenant of any specific obligations under their tenancy agreement
 2. A written warning detailing the same as the above
 3. In the case of disruptive behaviour that causes significant damage or offence to others, management operates a system that can impose a series of financial penalties; and
 4. In extreme circumstances, or where there are repeat incidents of anti-social or dangerous behaviour, WRAP will act to terminate the tenancies of any students involved.

Night wardens and/or professional security, where utilised in addition the RCAs are on hand to enforce noise control from the property or other anti-social behaviour and will not hesitate to seek the assistance of the local police in extreme circumstances should they arise.

10.12 Visitors

Visitors to the property are permitted but not accommodated overnight.

Entry to the property for visitors on foot is through the main entrance via reception and permitted entry through registration system. All visitors will be required to confirm entry through QR code system managed by the on-site management team.

Management team will set an appropriate limit of number of guests per student permitted in the building at any one time and the QR code and entry requirements will enable the management team to ensure that maximum numbers of visitors are maintained at all times to ensure that an acceptable level of amenity is provided to permanent residents,

Visitor entry requirements and detailed check in policy will ensure that all visitors are logged in case of evacuation and in a timely manner.

Visitors' behaviour is the student resident's responsibility which is appropriately communicated in the house rules and tenancy agreements.

Visitor's car spaces are available at the property. Details of access to the car spaces and use of the car spaces are referred to in sections 7.5 and 10.6 above respectively.

Visitors are permitted to use all amenities when in company of the student resident. WC facilities are provided on ground and lower ground floors.

Visitors will not be permitted access to the residential accommodation floors unless accompanied by the resident student that they are visiting.

10.13 Tenancies and Tenancy House Rules

Standard to all purpose Built Student Accommodation residences, all student residents will be issued with a standard occupancy NSW Residential Tenancy Agreement under the Residential Tenancies Act 2010. All students will only be permitted residency when a signed tenancy is entered into between the student and the operational manager

A detailed summary of all tenant obligations relating to standards of occupancy in and around the building that are contained in all tenancy agreements are set out below:

The Tenant will:

1. Promptly notify the Landlord (and confirm in writing) of any damage to or defect in the Room and/or the Contents and/or the Apartment and/or the Building
2. Operate the electrical appliances in the room or apartment in accordance with the manufacturer's instructions and not change, damage, alter or interfere with them in any way and ensure that any electrical appliances which do not belong to the Landlord comply with all relevant standards and regulations
3. Pay on demand a fair and reasonable proportion, as determined by the Landlord acting reasonably, of the costs incurred by the Landlord in making good damage to the Room, the Apartment, the Building Common Parts or the Apartment Common Parts and/or in replacing any fixtures or fittings damaged therein which arises due to any act of the Tenant or any failure by the Tenant to observe and comply with the obligations of the Tenant under the Tenancy Agreement. If there is no evidence to the contrary, then the cost of repairing any damage shall be apportioned as if:
 - a. The Tenant caused the damage to the Room
 - b. All the tenants of the apartment caused the damage to the shared facilities in the Apartment Common Parts; and
 - c. All the tenants are entitled to use the Building Common Parts caused the damage to the Building Common Parts
4. To allow the Landlord and those authorised by the Landlord upon reasonable written notice (except in cases of emergency when no notice needs to be given) to enter the Room and/or Apartment at reasonable times to:
 - a. Inspect its condition
 - b. Carry out any necessary repairs or alterations to the Room and/or Apartment and/or Building
 - c. Maintain, repair and, if necessary, replace the Service Media and any pipes, cables, wires, drains and sewers within the Room; and
 - d. Carry out viewings of the Room and/or Flat with prospective tenants
5. Maintain the Room and, jointly and severally with the other tenants of the Apartment/ the Apartment Common Parts in good tenantable repair and decorative order and clean condition (except for damage by accidental fire and water from the domestic services infrastructure)
6. Maintain the contents in at least as good repair and condition as they are in on the Tenancy Start Date, except for fair wear and tear (and the inventory provided to the Tenant on moving into the Room shall be evidence of their existing condition, and any defect shall be noted in such inventory)
7. Not remove any of the Contents from the Room or the Apartment Common Parts, as the case may be
8. Occupy the Room personally for residential purposes only
9. Not transfer or assign the tenancy created by the Tenancy Agreement to anyone else nor sublet the Room or part with possession or share occupation of the Room or any part of it under any circumstances

10. Not carry on any profession, trade or business whatsoever in the Room or the Flat
11. Not use the Room or the Apartment for any improper, immoral or illegal purpose nor in any way which may, in the reasonable opinion of the Landlord, be a nuisance, damage or annoyance to the Landlord or to the other tenants of the Building or any adjoining premises and in particular, the Tenant will:
12. Not cause any noise which, if made within the Room, can be heard outside the Room or, if made within the Flat Common Parts, can be heard outside the Apartment Common Parts
13. Observe the hours of operation of the communal areas and not to cause nuisance, anti-social behaviour and excessive noise during the hours of operation. Excessive noise outside of the hours of operation are strictly prohibited
14. Not keep or use drugs, the possession or use of which is prohibited by statute
15. Not to keep or use any firearms, knives (other than domestic kitchen knives), or any weapons of any kind in the Room, Apartment or Building
16. Not to harass, threaten or assault any other tenants of the Building or their guests or any personnel of the Landlord or any other person; and
17. Not damage or leave in a dirty or untidy state any parts of the Building
18. Not to fix anything whatsoever to the interior of the Room or the Apartment Common Parts in any manner which may damage the structure or decoration of the Room or the Flat Common Parts or to place anything outside the windows of the Room or the Apartment Common Parts
19. Ensure that any refuse is deposited in the receptacles provided for the purpose in the Building
20. Not erect any external wireless or television aerial or satellite dish
21. Not keep any animal, bird, insect or reptile in the Room
22. Not do anything in the Room, the Building Common Parts or the Apartment Common Parts which would prejudice or increase the premium payable for the policy of insurance of the Building for the time being in force
23. Not to tamper with the Landlord's fire prevention and control equipment and to vacate the Building (and to ensure that any visitors of the Tenant do so) immediately whenever the fire alarm is sounded
24. Not to use designated fire escapes except for the purposes of emergency escape
25. To comply with any reasonable regulations of the Landlord which may be notified to the Tenant in writing from time to time and in the event of conflict between the terms of these Tenancy Terms and Conditions and any such regulations, the terms of the Tenancy Agreement shall prevail

26. To report any accident or incident to the Landlord as soon as possible after it occurs and in any event within 48 hours after the accident or incident. Thereafter confirmed in writing if reasonably requested to do so by the Landlord, to complete an incident or accident form and return it to the Landlord
27. All guests of the Tenant must respect the Room, the Apartment, the Building Common Parts, the Flat Common Part, the Building and existing Tenants. The guest must not interrupt or disturb the Tenants in any way possible

A full set of Building Rules is prepared by the operational team and issued to each student occupant upon acceptance of the tenancy and explained in full as part of the induction.

11. Community Liaison

The Operator and the on-site management team prides itself on proactively working with and developing a constructive relationship with its close residents, businesses and representatives of the local community, critical to ensuring that as far as possible, the broad range of local interest groups can co-exist harmoniously. This is particularly important where public perceptions of student residences the likely impact they may have on local non-student residents and businesses may often be negative and give rise to undue concern and worry.

11.1 Local Contact and Liaison

It is important that local residents and businesses have a clear point of contact with the site to raise any concerns or specific problems that the on-site management team can then quickly respond to. Full contact details for the management office and key staff members – including the management suit opening hours – will be circulated to all nearby residents and business occupiers by post prior to the opening of the building.

In the very rare circumstances where one-off group events for residents may be held at the property giving rise to the potential for increased evening activity and/or noise outside the building, the on-site management team will give local residents written notice in advance.

11.2 Community Liaison Group

Six months prior to opening the completed building, the Operational management team will begin the process of forming, administering and chairing an ongoing community liaison group comprising representatives from a range of the following local interest groups and public bodies, which will include:

- Members of the on-site management team
- Universities and colleges in the Macquarie Park area with significant numbers of student's residency at the building
- Resident or management representatives of any adjoining/nearby public or private housing schemes
- Occupiers of significant adjoining/nearby commercial properties
- Police community liaison officers; and

It is envisaged that this group should comprise approximately 10 representatives drawn from these identified sources. The Operator will identify and actively approach a range of suitable individuals to become members of the group and request their participation as appropriate.

The clearly stated purpose and function of the community liaison group will be to provide a forum to hear and discuss any issues or concerns raised by representatives in connection with the management of the building and potential impact the activities and behaviour of its residents may have from time-to-time on the local community. Wherever possible the group will work to determine workable solutions to any identified problems, with the Operator subsequently taking overall responsibility for ensuring appropriate action is taken by relevant group members.

Group meetings will be held in line with the student academic year cycle at the building, with the first to occur no later than two months prior to first occupation of the building – currently anticipated to be February 2024. The meetings will be administered and chaired by the on-site management team who will also be responsible for producing and circulating

appropriate agendas and subsequent minutes to all group members. During every fourth quarterly meeting, the agenda shall include an annual review process where members can discuss how effective the group is and propose adjustments to its working practices where appropriate. Timings and frequency of meetings will be regularly reviewed in each community liaison group session.

12. Management of Health & Safety Issues

The Operator is extremely vigilant in its approach to all Health and Safety issues and legislation and will employ the services of an external specialist Health and Safety consultancy to undertake risk assessments of all relevant legislative areas. As part of the building commissioning phase, a comprehensive critical incident plan and detailed emergency management and evacuation procedures will be developed for the building. Training for these plans and procedures will be addressed in both the employee and student induction process and then on an ongoing basis. In addition, scenario planning will be used to test and train on these critical building plans.

Comprehensive reports are commissioned annually if required by law and all site safety issues will be managed in-house. The initial assessments will be undertaken towards the end of the construction phase and will enable all required safety measures to be put in place prior to the first student move in period.

The Operator will detail all site risk assessments, safety compliance issues, site specific task management, and will ensure that it maintains accurate safety data and compliance with legislation as governed by the Health and Safety Executive.

To safeguard staff safety and compliance, all on-site staff at the building will undertake training in general Health and Safety issues as appropriate for their area of responsibility. All employees required to work during the night will be eligible for night worker health assessments as required under the Work Health & Safety Act 2011.