



Plan of Management

190 WATERLOO ROAD
GREENACRE

JULY 2025



QUALITY ASSURANCE

Project: Shop Top Housing Communal Open Space Plan of Management

Address: 190 Waterloo Road, Greenacre

Lot /DP: Lot 21 DP624967

Council: Canterbury/ Bankstown Council

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Date	Purpose of Issue	Rev	Reviewed	Authorised
26 June 2025	Co-Ordination	A	BC	BC

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PLAN OF MANAGEMENT OVERVIEW

This Plan of Management has been prepared for the operation and management of a communal open space associated with a shop top housing development at 190 Waterloo Road Greenacre.

This plan of management identifies appropriate strategies and procedures to address potential social or environmental impacts associated with use of the communal open space and common areas which are accessible by all residents and their guests. The plan of management also applies to landscape areas within the site and the ground level communal lobby and corridor shared with the retail tenancies. The plan of management embraces current best practice methodologies such as casual surveillance, formal CCTV surveillance, clear contact points and procedures, complaint handling processes, articulation of responsibilities, and agreed operational criteria.

A plan of management is an accepted concept in environmental law and can be used in a range of circumstances. This plan of management assists in addressing the amenity impacts on the neighbours and integrating the proposed development with the existing development on the site and within the street.

The measures outlined in this plan of management will be of assistance in maintaining the amenity and characteristics of the area.

MANAGEMENT

The building will be managed by a Body Corporate, who will appoint a Strata Management Company to manage the day to day functions.

All matters of administration, communication, enquiries, complaint management, etc are to occur through the Strata Management Company, which are overseen by the Body Corporate Committee.

The Strata Management Company, must:

- Promptly address and respond to matters arising that relate to external interaction such as complaints, communication with authorities, etc; and
- Maintain an incident register and record any complaints.

The Strata Management Company will be able to respond within short timeframes and be responsible for contracts and contacts with maintenance persons and companies and have established relationships/contacts with security companies and services such as Canterbury/ Bankstown Council and Fire and Rescue NSW.

Any matters that require urgent and potentially life threatening responses are the responsibility of either police, ambulance or fire services.

The Strata Management Company will -

- Be experienced in the operation of shop top housing buildings.
- Organise building and landscaping maintenance as required through the engaging of contractors to undertake maintenance, landscaping and cleaning of common property functions.
- Promptly address and respond to issues and building operation and maintenance matters.
- Maintain an incident register and record any complaints. The register is to be made available to Council.

PEST CONTROL ARRANGEMENTS

Cleaning will include regular inspections for vermin control and pest control services will be arranged by the Strata Management Company, on a regular and at least annual basis. This includes all communal and common areas and landscape areas.

WASTE MANAGEMENT AND COLLECTION

The Strata Management Company, or their delegate, is to ensure that all common areas within the building are cleaned on a weekly basis and are to arrange contractors or staff to manage the internal collection of waste from common areas for garbage collection. All waste is to be managed in accordance with the approved Waste Management Plan.

SIGNAGE

The Strata Management Company, or their delegate, is permitted to install signage within the communal open space area which outlines matters such as house rules, hours of use and contact details for any complaints.

FIRE SAFETY

A Fire Safety Evacuation Plan will be prepared and attached to this Plan of Management prior to commencement of operations of the building

The plan will contain pictorial instructions detailing evacuation steps in the case of an emergency. The plan is to include evacuation routes, assembly points, and a plan of action once a fire alarm has been activated. The Fire Safety Evacuation Plan is to be prominently located in each room and in common areas.

The phone numbers of appropriate contacts will be prominently displayed throughout the premises e.g. NSW Police, NSW Fire and Rescue, NSW Ambulance Service and other local emergency assistance services.

EMERGENCY CONTACTS AND PROCEDURES

The phone numbers of appropriate contacts will be prominently displayed throughout the premises (offices, foyer and common areas) e.g. NSW Police, Security Company, NSW Fire and Rescue, NSW Ambulance Service and other local emergency assistance services.

SECURITY

The shop top housing building is to be fitted with recording CCTV cameras in the common areas such as entries, ground floor lobby and corridor, car parking area and common spaces. All movement in these areas is to be recorded and monitored. The footage is to be capable of being viewed live and recorded, over the Internet from any fixed or portable Internet viewing device, from anywhere locally or internationally. The continual electronic monitoring and recording of common areas is a key function of providing actual and perceived security.

These premises are under 24/7 video surveillance which is recorded and held and will be provided to council and/or law enforcement at any time.

Signage is to be provided in relation to the use of CCTV cameras in communal open space areas.

LANDSCAPE MAINTENANCE

The body corporate is responsible for engaging a company that maintains landscaping and mows lawns on at least a monthly basis.

CONFLICT RESOLUTION

Complaints from the community are to be noted in an Incident Diary with details of the complaint and the action taken to address the complaint. The task of the Strata Management Company is to ensure that all neighbourhood and internal complaints are recorded and management responses documented. A Management Diary and an Incident Register is to be kept.

The Strata Management Company will listen to complaints or respond to correspondence and detail procedures to the persons complaining as to how the building intends minimising any further impact in the future on neighbours.

The procedures detailed in this Plan of Management are designed to minimise complaints.

The Strata Management Company, is to deal with empathy and respect to any person

HOUSE RULES FOR COMMUNAL OPEN SPACE

HOURS OF USE AND BEHAVIOUR

The hours of use are between 7AM and 10PM, seven days per week to ensure that the potential for noise disturbance is minimised.

The Strata Management Company, or their delegate may update the hours of use as required.

The hours of use are to be clearly displayed within the communal open space area.

The use of the communal open space by residents and their guests must not interfere with the reasonable amenity of other residents (noise and privacy impacts).

CELEBRATIONS

On new year's eve or significant cultural dates, the hours of operation can be extended to midnight.

For all other celebrations (birthdays, anniversaries, etc), permission must be provided from the Strata Management Company, or their delegate.

ALCOHOL AND SMOKING

No illegal substances or alcohol are to be consumed in communal areas on the site at any time.

No smoking is permitted within communal areas.

NOISE

Each occupant is required to ensure that other occupants of this shop top housing building as well as surrounding neighbours are allowed to peacefully and quietly enjoy their own premises. Each occupant is required to ensure they do not do anything or allow anything to occur that will impact on the quiet enjoyment of each occupants and neighbours of this building.

VISITORS

Any visitors using the communal open space are to be accompanied by the resident or residents that they are visiting.

HYGIENE

The communal open space area is to be kept clean at all times. Residents are responsible for cleaning up after themselves and disposing of waste within the appropriate bin.

STORAGE

No storage is to occur within the communal open space area.

FIRE/HEATING

With the exception of birthday cake candles, no fire or other form of heating is permitted in the communal open space.

PERSONAL ITEMS

Users of the communal open space are responsible for the security of their own personal items.

REVIEWING THIS POM

This Plan Of Management is to be reviewed by the Body Corporate Committee annually to ensure its effectiveness and to address any on-going concerns as they arise.