

Plan of Management Plan - Boarding House

at

Lot 2 DP516738 & Lot 3 DP1187097

108 and 114 Rawlinson Street, Bega NSW 2550

Date: May 2024

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1 Introduction

1.1 Summary

Site Details

Address	108 and 114 Rawlinson Street, Bega
Real Property Description	Lot 2 DP516738 Lot 3 DP1187097
Land Area	9585m ²
Current Land Use	Existing single storey residential dwelling and ancillary structures (proposed for demolition).

1.1.1 Objectives

The objective of the New Generation boarding houses is to provide affordable rental accommodation to people eligible for social and affordable housing, within close proximity of public transport and commercial zoned land. The boarding house(s) seek to accommodate twelve (12) individuals (6 in each property with onsite support and supervision).

1.1.2 Subject Site and Surrounding Locality

The subject site is located at 108 and 114 Rawlinson Street, Bega, legally described as Lot 2 DP516738 and Lot 3 DP1187097. The site is comprised of two (2) irregular shaped allotments with a total area of 9585m². The proposal includes consolidation of these allotments.

2 Operational Details

2.1 Boarding House Manager

The boarding house will be managed by Southern Cross Housing (or appointed representative). Southern Cross Housing is responsible for the ongoing management, maintenance, and monitoring of the boarding house.

The Boarding House Manager will be based on site (common room) during office hours with an on-call support service operating after business hours, 24/7. The Boarding House Manager will have remote access to the Security Access Control and the CCTV system, to monitor anyone calling to the site. The responsibilities of the Boarding House Manager include:

- Nominating and allocating eligible persons for the residence
- Enforcing boarding house rules.
- Attending to resident complaints.
- Preparation of rooms for new residents.
- General maintenance.

Southern Cross Housing, (or their appointed representative); will be responsible for nominating and assessing applications for residence and working closely with appropriate support services. It will also be responsible for general maintenance as required including grounds maintenance on a fortnightly schedule, and then monthly during the winter months.

The name and 24-hour contact number of the Boarding House Manager will be displayed externally at the front of the premises. This information is accessible to all neighbouring residential dwellings should they wish to contact the Boarding House Manager to raise any concerns.

An up-to-date Boarding House Accommodation Register will be maintained by the Boarding House Manager. This will include the residents' details, length of stay, emergency contact and other information.

2.1.1 Complaints Register

The Boarding House Manager will be responsible for maintaining a complaint register that includes the following information:

- Complaint date and time.
- Name, address, and contact of person making the complaint (if known)
- Nature of complaint.
- Action undertaken to resolve the complaint.
- Follow-up action and outcome.

All complaints are to be responded to within twenty-four (24) hours of notification. The complaint register is to be used to manage both internal and external complaints (i.e., residents residing within the boarding house or neighbouring residents). The complaints register will be made available to authorised persons upon request.

2.1.2 Occupancy Agreement

All occupants will sign an Occupancy Agreement or Tenancy Agreement. The Agreement is based on the Standard Occupancy Agreement for general boarding houses under the Boarding Houses Act 2012, or Residential Tenancies Act 2010 and accessible via NSW Fair Trading.

<https://www.fairtrading.nsw.gov.au/housing-and-property/strata-and-community-living/boarding-houses/living-in-a-boarding-house>.

At the time of signing the Occupancy Agreement, the Boarding House Manager will:

- Provide a copy of this Plan of Management to the new resident. The Boarding Manager will advise the new resident(s) that they must read and understand the resident(s) obligations that are set out in the Plan of Management.
- Advise the resident(s) that they may potentially be evicted if they breach the resident(s) obligations.
- Provide appropriate identification for the Accommodation Register.
- Confirm with prospective resident(s) the minimum and maximum obligated timeframes in which they are to reside within the boarding room.

2.1.3 Visitors

Visitor hours will be restricted to minimise potential adverse impacts on any adjoining residential accommodation. In addition, visitors are to obey the rules of the boarding house accommodation and the respective resident is to take full responsibility for the actions of their visitors.

2.1.4 Use of Outdoor Communal Area

No residents/visitors are to be gathered in the outdoor communal area after 10:00pm. No amplified music is permitted at any time within the outdoor or indoor communal areas.

2.1.5 Criteria for Selecting Residents

Southern Cross Housing will review applications for housing in line with contractual and registration requirements for the cohort and its own policies for social and/or affordable housing.

included in the 6 boarding rooms (in each house) there is one (1) accessible room available. In the instance where multiple applicants apply for the same accessible room, preference will be given to those who meet the housing criteria as outlined above and most appropriate to the allocation based on wait time and disability need.

2.1.6 Minimum Furnishings and Maximum Occupancy

Each room will be provided with the following amenities:

- Bed
- Wardrobe
- Table
- Ensuite
- Maximum occupancy is one (1) person per room.
- Other household items

Southern Cross Housing or the resident may elect to allow the resident to supply their own furnishings.

2.1.7 House Rules

House rules will be displayed at the entrance of the property, behind each bedroom door, and in all indoor and outdoor communal areas.

- Residents are to respect other residents and neighbouring residents; and to keep noise to a minimal level.
- Congregating and gathering is to occur within the indoor and outdoor communal areas only, and not in individual boarding rooms.
- Residents are to keep their room doors closed to reduce noise levels.
- Access will be strictly for the use of approved residents only. Access will be provided via a swipe card or access code. All access cards/codes can be changed or cancelled **remotely** by the Boarding Housing Manager, as required.
- Alcohol is not permitted to be consumed in any indoor or outdoor communal areas.
- Smoking is not permitted indoors.
- The use, sale or possession of illegal substances or any suspicion of such acts being performed in or around the premises, may result in action being taken to terminate the residency. Police may also be informed where appropriate.
- Any resident failing to obey the rules and any cases of serious misconduct will be dealt with by the Boarding House Manager who may require the resident to vacate the premises. For example, serious misconduct includes, but is not limited to, drug or alcohol abuse, sexual abuse, racial or religious harassment, theft, and violence. The resident may also be requested to pay for damages to property where required.
- Residents will be instructed to call the police should they witness any other resident or persons unknown, participating in illegal acts on, or near the property.
- In the event of any serious misconduct by a resident, the resident may be asked to vacate the premises and be asked to pay for any damages, where required.
- No overnight visitors are permitted without permission by the House Manager
- Live music is not permitted on the premises at any time.
- Loud music or loud television is not permitted on the premises at any time.
- Residents are to ensure all rubbish and recycling is deposited within the respective bins provided in the waste collection area.
- No parties are permitted upon the premises at any time.
- No pets are permitted within the boarding house accommodation without permission.

- On-site parking has been provided for the accessible unit. Other car spaces are available on a first come, first use basis. The spaces are not to be used for long term parking/storage of vehicles.
- The House Rules are to be displayed in each boarding room.

2.2 Safety and Security

- Security cameras will be installed in the indoor and outdoor communal areas.
- All residents are provided with secure access to the building and their individual room.
- The secure access card or code must not to be shared with anyone.
- Residents must not tamper with (or change) any locks on the premises or make copies of / or obtain additional secure access keys without the permission of the Boarding House Manager.
- Residents will ensure their guests are aware of and abide by the House Rules.

2.3 Waste Management

- Bins will be provided in each room and dedicated bin storage within the specified waste storage area.
- Residents are responsible for ensuring their individual boarding room is clear of rubbish and waste and to dispose of their waste in the house bins provided.
- The Boarding House Manager is to ensure that wastes are properly contained within the appropriate bins within the specified waste storage area.
- The Boarding House Manager is to ensure that any rubbish left around the premises is collected and disposed of in an orderly and timely manner.
- Pest control inspections of the waste storage area will be undertaken by the Boarding House Manager.

2.4 Professional Cleaning and Vermin Control

- Southern Cross Housing's grounds staff will maintain the appearance and health of all landscaped areas.
- Professional pest control will occur annually for general maintenance purposes. Additional pest control may occur at the discretion of the Boarding House Manager.
- Waste will be managed in accordance with the Waste Management Plan.

2.5 Signage

- A sign with the name and contact number of the Boarding House Manager will be placed near the front of the property in a position visible to the public.
- A room identification number has been provided for each boarding room.
- Signs reminding residents to minimise noise at all times shall be installed throughout the premises.
- Internal signage to be displayed in the foyer will include:
 - Maximum number of persons per room.
 - A copy of this Management Plan.
 - A copy of the House Rules.
 - Copy of emergency services contact information.
 - Contact of Boarding House Manager contact information.
 - Annual Fire Safety Statement (AFSS). The AFSS statement shows Nil items.
 - Emergency egress routes.
 - Evacuation plans.