

**400-404 CABRAMATTA ROAD WEST, 2 ORANGE GROVE
ROAD & 6 LINKS AVENUE, CABRAMATTA**
PROPOSED RESIDENTIAL FLAT BUILDING AND TOWNHOUSES

LOADING DOCK MANAGEMENT PLAN

MARCH 2024

HEMANOTE CONSULTANTS PTY LTD
TRAFFIC ENGINEERING & DESIGN CONSULTANTS
PO BOX 743, MOOREBANK NSW 1875
CONTACT: 0414 251 845
EMAIL: projects@hemanote.com.au



**LOADING DOCK MANAGEMENT PLAN
400-404 CABRAMATTA ROAD WEST, 2 ORANGE
GROVE ROAD, & 6 LINKS AVENUE, CABRAMATTA
PROPOSED RESIDENTIAL FLAT BUILDING &
TOWNHOUSES
DATE: 20 MARCH 2024**

DISCLAIMER

All information and material contained in this report is the property of Hemanote Consultants. It is solely based on the instructions of our client and the findings of Hemanote Consultants and is not intended for use or should not be relied upon by any third party. No responsibility is undertaken by Hemanote Consultants to any third party.

Any use, copying, reproduction or retransmission of the information and material in this report, in whole or in part, is not permitted without the written consent of Hemanote Consultants.

Loading Dock Management Plan – 400-404 Cabramatta Rd West, 2 Orange Grove Rd & 6 Links Rd, Cabramatta

Doc. Revision	Prepared by	Reviewed by	Issued by	Issued date
Draft (internally)	S. Payet	R. Selim	S. Payet	12 March 2024
Final report (to client)	S. Payet	R. Selim	R. Selim	20 March 2024

Table of Contents

1	INTRODUCTION.....	4
2	DESCRIPTION OF THE PROPOSED DEVELOPMENT.....	4
3	RESPONSIBILITY FOR PLAN IMPLEMENTATION	5
4	LOADING DOCK LOCATION & ACCESS	6
4.1	Location.....	6
4.2	Loading Bay Design	7
4.3	Vehicular Access	8
5	FREQUENCY OF LOADING DOCK USAGE	9
6	LOADING DOCK OPERATIONAL MANAGEMENT MEASURES	10
6.1	Loading Dock Hours of Operation	10
6.2	Loading Within the Site	10
6.3	Vehicle Queuing	10
6.4	Operational Management - Dock Booking System.....	11
6.5	Noise Emission Minimisation.....	11
7	COMPLIANCE WITH LOADING DOCK MANAGEMENT PLAN	12
8	MANAGE AND ADDRESS COMPLAINTS OR INCIDENTS.....	12

1 INTRODUCTION

Hemanote Consultants has been commissioned by Tcon Constructions Pty Ltd to prepare a Loading Dock Management Plan (LMP) for the proposed Residential Flat Building (RFB) and Townhouses development at **400-404 Cabramatta Road West, Cabramatta, 2 Orange Grove Road, Cabramatta, and 6 Links Avenue, Cabramatta**, in response to the matters raised in Council's RFI letter dated 21 December 2023 for DA No. 260.1/2023.

This LMP has been prepared to address the frequency and types of delivery and waste collection vehicles that are expected to service the subject site during the operation of the proposed development.

2 DESCRIPTION OF THE PROPOSED DEVELOPMENT

This plan will be based on the proposed development for a Residential Flat Building (RFB) and Townhouses.

The proposed development will include the following:

- Residential Flat Building and Townhouses.
- On-site parking for the RFB provided over two basement levels, in addition to a turning bay, a car wash bay and bicycle storage spaces.
- On-site parking for the townhouses provided at-grade and in basement level.
- A truck loading bay located externally on ground level, accommodating up to a Heavy Rigid Vehicle (HRV – 10.5 metres in length as per Council's allocated waste truck).

The objective of this plan is to discuss how the operation and management of the on-site loading dock including service vehicle facilities will be managed. It will also outline details of how the loading dock will operate in line with other users of the site and with proposed management processes.

This loading dock management plan is to be reviewed on a regular basis, in order to account for and adapt to any future changing circumstances on or around the site and may be updated from time to time.

3 RESPONSIBILITY FOR PLAN IMPLEMENTATION

The proposed loading dock and car parking areas will be managed by an appointed Strata Management, who will be responsible for maintaining the loading dock area to a level appropriate for usage.

The strata management will ensure the correction of any issues which may arise with safety, as well as ensure there are no adverse impacts on the car parking areas as a result of vehicles accessing the loading bay. It is also the responsibility of the strata management to provide overall management of the loading dock.

The strata management will be available for contact, however, utilisation of the loading dock will be restricted to designated office hours, except if pre-arranged, whereby unrestricted access into the site is available. In an event of an emergency, contact details will be made available outside of these office hours.

The strata management contact details will be displayed at the driveway entrance to the site and at the loading dock.

Access to the loading dock will be arranged via a booking system only (to be discussed further) through requests directly made to the strata management.

4 LOADING DOCK LOCATION & ACCESS

4.1 Location

On-site loading and unloading will be carried out within the proposed loading dock/bay located at-grade level, which can be accessed via vehicles through Links Avenue.

Links Avenue runs in both a north to south and east direction, and has a two-way undivided carriageway, with a width between kerbs of approximately 9 metres. Unrestricted parking is permitted on Links Avenue, with the exception of the signposted 'No Stopping' at its near intersection with Orange Grove Road.

Links Avenue provides direct access into the site for both parking and loading facilities.

Refer to figure 1 below for the proposed location of the site.

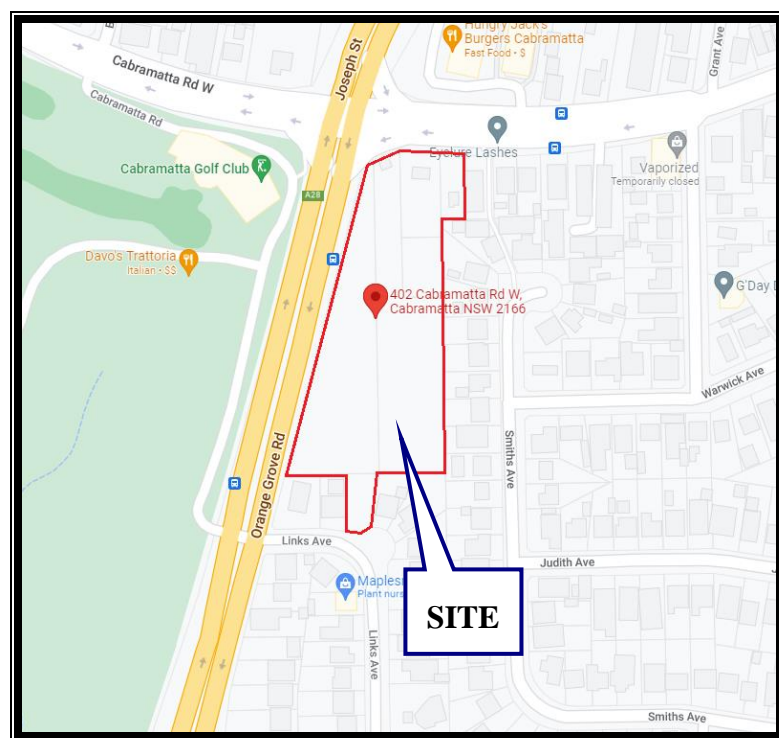


Figure 1: Site Locality Map

4.2 Loading Bay Design

The proposed on-site loading dock has been designed to accommodate up to a Heavy Rigid Vehicle (HRV – 10.5 metres in length as per Council’s allocated waste truck). The HRV loading bay located at-grade level, has a clear width of 3.5 metres and a length of 12.5 metres, which is adequate for HRV access in accordance with AS2890.2:2018.

Refer to figure 2 below for the proposed loading dock layout & location.

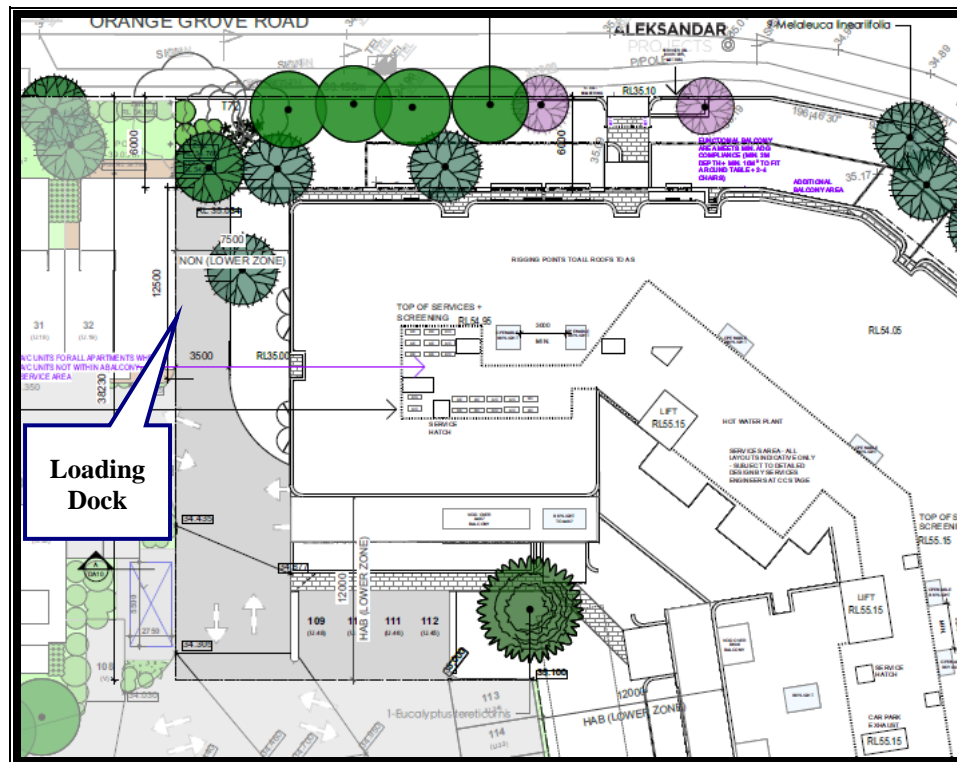


Figure 2: Loading Dock Design & Location

4.3 Vehicular Access

Usage of the loading / unloading facility will be managed via prior arrangements made with the strata management through a pre-arranged, direct booking system.

The following access measures could be put in place for the proposed loading dock:

- Installation of surveillance cameras: Both external and internal CCTV cameras will be installed to enable the strata management to monitor arrivals and departures at the loading dock.

The strata management is responsible for informing all service providers and delivery drivers about this access arrangement.

The proposed development layout allows for the delivery vehicle to enter and exit the site in a forward direction, even if the loading dock is in use.

5 FREQUENCY OF LOADING DOCK USAGE

The loading dock will accommodate various purposes and frequencies. The anticipated frequencies for different types of access are detailed below.

Use	Frequency
Residential Waste Collection (Private Contractor / Council)	1-2 per week (Weekdays only)
Removalist Truck Deliveries	When required & subject to booking through strata management
Servicing – Maintenance	When required & subject to booking through strata management
Servicing - Emergency	As required

It is recommended that waste collection and deliveries occur during weekday AM periods, however, the loading dock can be booked for PM periods and weekend usage, if required, and can be coordinated through the booking system, as per below.

6 LOADING DOCK OPERATIONAL MANAGEMENT MEASURES

6.1 Loading Dock Hours of Operation

It is recommended that loading operations take place within the designated time frames:

- Monday to Friday – 7:00am to 6:00pm.
- Saturdays – 9:00am to 4:00pm.
- Sundays – Not available.

Deliveries outside of these hours require prior booking and approval from the strata management and will be coordinated through pre-arranged bookings.

Overnight truck or delivery vehicle parking in the loading bay is not permitted.

6.2 Loading Within the Site

Loading activities related to the site must take place solely within the site boundaries and should not impede other public roadways, including pedestrian footpaths.

All vehicles access the site and loading dock must enter and exit in a forward direction at all times.

Service vehicles must depart from the site immediately after completing loading and unloading operations.

6.3 Vehicle Queuing

The strata management will be responsible for coordinating and managing loading requirements to ensure that the loading dock can accommodate service vehicles that have pre-arranged the use of the loading bay. This will be effective through the loading dock booking system to be mentioned further below.

6.4 Operational Management - Dock Booking System

The loading dock will be overseen by a combination of strata management office and a dock management system (DMS).

The loading dock is tailored to accommodate vehicles, including those up to a Heavy Rigid Vehicle (HRV – 10.5 metres in length as per Council's allocated waste truck), as per AS2890.2:2018 standards. Entry to the loading dock will be limited for vehicles exceeding HRV size. These access guidelines will be conveyed to delivery drivers/contractors and all users of the site.

The DMS will allow the on-site management team to arrange delivery schedules and track vehicle arrivals and departures. Additionally, it will provide visibility into scheduled delivery times, enabling the allocation of arrival slots in response to delivery time requests.

Service vehicles wishing to utilise the loading dock must book in advance with the strata management.

The primary advantage of implementing a DMS is its capability to manage demand effectively throughout the day. By assigning deliveries to specific timeslots with strict duration limits, the likelihood of multiple vehicles attempting to access the loading dock simultaneously is minimised.

Additionally, waste collection will also be coordinated via the loading dock management system to prevent conflicts during peak hours of operation.

6.5 Noise Emission Minimisation

Delivery drivers using the loading dock and entering the car park must adhere to instructions outlined in their delivery contracts or employment agreements. They are required to exercise caution when using and managing equipment in the loading dock and access areas to prevent any excessive noise during operational hours.

Delivery drivers are prohibited from using their horns in the area surrounding the loading dock, including as a method of communication with residents within the loading area.

7 COMPLIANCE WITH LOADING DOCK MANAGEMENT PLAN

All prospective tenants/residents and users of the subject site will receive detailed information regarding the requirements and conditions outlined in this Loading Dock Management Plan.

These requirements and conditions will be incorporated into strata by-law

8 MANAGE AND ADDRESS COMPLAINTS OR INCIDENTS

The strata management will be responsible to receive, review and action any complaints relating to the misuse of the loading dock/bay or any non-compliance with this loading dock management plan. The contact details of the strata management is to be provided to all residents / tenants of the subject site and to be also displayed at the loading dock.

The strata management must keep records in a register of all complaints received or incidents occurring, which is to document the following information.

- Date of the complaint or incident.
- Details and description of the complaint or incident.
- Contact details of the complainant or person(s) involved.
- Actions taken and mitigation strategy implemented to deal with complaint or incident.
- Report back to the complainant or person(s) involved

The strata management is to address any on-going or reoccurring issues as raised in the complaints register.