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BOARDING HOUSE PLAN OF MANAGEMENT

June 2020

2-18 Station St, Marrickville NSW 2204

1. PREMISES

This Plan of Management relates to the boarding house premises at;
2-18 Station St, Marrickville NSW 2204.

The boarding house accommodation contains 131 (One Hundred and Thirty one) rooms , including 14 (fourteen) accessible boarding rooms and 1 (One) managers room for the boarding house manager (caretaker) , two communal living rooms and common open space , bicycle , motorbike and carparking. Each boarding room includes kitchenette and en-suite facilities.

2. PURPOSE

This Plan of Management seeks to minimise the environmental impacts associated with the ongoing use of the boarding house located on the subject property, particularly in respect to the potential impacts on the occupants of the boarding house and the neighbouring properties.

The objectives of the Plan are to:

- Detail the responsibilities of the boarding house manager.
- Ensure that an acceptable level of amenity is maintained for nearby residential properties.
- Ensure that appropriate measures are implemented to maximise the safety and security of residents.
- Detail the operational process for the reporting, recording and management of complaints associated with the operation and management of the boarding house.

A copy of this Plan of Management is to be provided to each boarding house room and made available to all persons involved in the operation and management of the boarding house premises.

A copy of this Plan of Management is also to be available for viewing in the communal living area of the boarding house.

3. RESPONSIBILITIES OF MANAGEMENT

The boarding house is to be managed by EMAG Apartments which will appoint and onsite manager.

The manager shall be responsible for the operation, administration, cleanliness and fire safety of the premises, including compliance with:

1. The conditions of the Development Consent;
2. The House Rules;
3. The Security Management Plan;
4. This Plan of Management; and
5. The Complaints Register.

The boarding house manager must have appropriate qualifications or be adequately trained to perform the required duties.

Contact details for the boarding house manager must be made available to all tenants and displayed on a notice board in the communal living room.

The boarding house manager is responsible for the day-to day management and operation of the boarding house. Those responsibilities include:

1. Registration of lodgers;
2. Monitoring and managing behavior of lodgers;
3. Managing the Complaint and Incident Register;
4. Ensuring paths of travel from the premises remain unobstructed; and
5. Liaising with the owner and/or their agent in respect to the operation and management of the premises.
6. Ongoing cleaning of communal areas.
7. Pressure cleaning of the garbage storage area.
8. Liaising with the owner and/or their agent in respect to contract, pest and building maintenance.

Furthermore, as per Schedule 1 National Regulatory Code (Section 15 (2) (a)) As a community housing provider, EMAG Apartments undertake to conduct management in the following manor;

Tenant and housing services

The community housing provider (EMAG Apartments) is fair, transparent and responsive in delivering housing assistance to tenants, residents and other clients particularly in relation to the following:

- a) determining and managing eligibility, allocation, and termination of housing assistance,
- b) determining and managing rents,
- c) setting and meeting relevant housing service standards,
- d) supporting tenant and resident engagement,
- e) facilitating access to support for social housing applicants and tenants with complex needs,
- f) managing and addressing complaints and appeals relating to the provision of housing services,
- g) maintaining satisfaction with the overall quality of housing services.

Housing assets

The community housing provider (EMAG Apartments) manages its community housing assets in a manner that ensures suitable properties are available at present and in the future, particularly in relation to the following:

- a) determining changing housing needs and planning asset acquisitions, disposals and reconfiguration to respond (strategic asset management),
- b) setting and meeting relevant property condition standards,
- c) planning and undertaking responsive, cyclical and life-cycle maintenance to maintain property conditions (asset maintenance),
- d) planning and delivering its housing development program (asset development).

Community engagement

The community housing provider (EMAG Apartments) works in partnership with relevant organisations to promote community housing and to contribute to socially inclusive communities, specifically in relation to:

- a) promoting community housing to local organisations that work with potential residents, tenants or clients, and
- b) contributing to place renewal and social inclusion partnerships and planning relevant to the provider's community housing activities.

4. REGISTRATION AND ORIENTATION OF LODGERS

Prior to occupation of any room, the managing agent is to obtain satisfactory information and reference checks. Contact details will be provided to the on-site manager who will provide orientation for the premises.

1. Every lodger at the premises is to complete the necessary registration to the satisfaction of the managing agent. An Occupancy Agreement and House Rules Agreement is to be signed by each lodger confirming agreement to be bound by those terms as a condition of occupation of the boarding house.
2. The boarding house has adopted a “No Signature – No Entry” Policy
3. At time of registration, each lodger of the premises is personally identified by photographic identification (typically a passport, driver's licence). Where the person is an Australian resident and does not hold a drivers licence, the form of alternative identification is to be determined at the discretion of the managing agent.
4. All lodgers are registered in an electronic accommodation register. The lodger's particulars are to include (where available or known) the name, alternative residential address, employer contact particulars, details of the length of stay and the maximum number of all lodgers in each room. All paths of travel to required fire exits remain free of obstructions at all times.
5. Upon arrival lodgers are issued with an Information Sheet which particularises the following information:
 - a) General information about the boarding house premises;
 - b) Boarding house managers contact details;
 - c) c.House Rules;
 - d) After hours contact details;
 - e) Emergency contact numbers for essential services such as fire, ambulance, police;
 - f) Utilities contact numbers such as gas, electricity and plumbing;
 - g) Fire evacuation procedures including details of the locations of fire exits, fire hydrants and fire warning devices installed in the premises.
 - h) A note to respect the amenity of surrounding residential premises and that lodgers enter and leave the premises in a quiet and orderly manner.

5. COMPLAINTS AND INCIDENT REGISTER

The boarding house manager shall maintain a Complaints and Incident Register for the premises. The Register shall contain:

1. Sufficient information to document the Complaint/Incident including the date and time;
2. Name of person/police officer/council officer making the complaint or notifying of the incident;
3. The contact details of the complainant;
4. The nature of the complaint/incident and any other persons involved (including witnesses and their contact particulars);
5. The action taken or intended to be taken (by whom and when);
6. The outcome and/or further action required;
7. The date and time at which the complaint/incident was brought to the attention of the owner.
8. In this section, an 'Incident' includes:
 - a) any breach of this Plan; or
 - b) any complaint by any person about the operation of the Premises; or
 - c) any event that may cause alarm or concern to residents or persons passing or in the vicinity of the Premises as a result of the conduct or act of any person identifiable as a lodge or guest of a lodger of the premises at that time.

When an incident is reported the person reporting details of the incident will be advised that an incident may be reported within the Complaints/Incident Register on the premises and that Register will be made available to the Inner West (Marrickville) Council and the NSW Police and any other authorised person.

The Complaints Book must be updated within 24 hours of any incident.

Management shall be available at all times to deal with any incident as to the operation and management of the premises. Any such incident shall be dealt with as soon as possible.

If an incident relates to noise, the boarding house manager must:

- a. take immediate steps to rectify the substance of the complaint immediately;
- b. contact the individual who reported the incident to verify that the problem has been addressed;
- c. take all reasonable steps to stop or reduce the source of the noise so as to prevent future occurrences.

The boarding house manager must review the Complaints/Incident Register regularly and, where appropriate, implement changes to operating procedures to reduce the possibility of the incident recurring and/or to minimise the impacts of the incident should it recur.

The boarding house manager is to report all complaints and incidents to the owner and/or their appointed agent (AMAG Apartments Pty Ltd) by 5.00pm on the next business day.

6. HOUSE RULES

The House Rules are to be displayed at entrance of the premises, behind the entry door of each room and in all indoor communal areas.

It is a condition of occupancy that all lodgers comply with the House Rules and the Occupancy Agreement.

7. BOARDING ROOM OCCUPANCY

The boarding house comprises 131 rooms including one room accommodation for the boarding house manager. The following is the occupancy of the building :

Max. dual occupancy 115 rooms

Max. single occupancy 16 rooms

The boarding house shall not be occupied by more than 244 persons and one caretaker and their guest at any time (total max 246)

8. VISITORS

Any lodger inviting guests to the premises must take full responsibility for them and their behaviour. Visitors must comply with the House Rules of the boarding house. The boarding house shall not be occupied by more than 244 persons and one caretaker and their guest at any time (total max 246)

9. USE OF OUTDOOR COMMUNAL AREA

The use of the outdoor communal area shall be restricted to the hours of 7:00am and 10:00pm daily. Amplified music is PROHIBITED within the outdoor communal area.

10. SAFETY AND SECURITY

Access to Premises

Arrangements for initial access to the premises will be through the Boarding House Manager and/or managing agent.

Access to all rooms will be controlled via key provided to each lodger. Access to the premises and rooms will not be possible without the key.

Perimeter Lighting

Perimeter lighting shall be provided to ensure that there are no areas of concealment when entering or leaving the property.

11. OBSTRUCTION OF CORRIDORS IS PROHIBITED

The corridors and other hallways are paths of travel to exits from accommodation rooms. The obstruction of paths of travel which – in the sole discretion of the boarding house manager - may restrict the safe means of egress from the building is prohibited.

Offending items will be disposed without further notice.

12. WASTE POLICY

Lodgers are encouraged recycling of waste.

Behind each room door a sign will detail the waste recycling systems for the premises:

- Paper/ cardboard;
- General waste;
- and Aluminum, glass and plastic.

13. MISCELLANEOUS

Access Key

The access key to the boarding house shall not be given to anybody other than the occupant(s).

Alcohol

The consumption of alcohol in the indoor or outdoor communal areas is PROHIBITED.

Smoking

Smoking will not be permitted indoors. Waste disposal receptacles will be provided for disposal of cigarette butts.

Drugs

The boarding house policy is that the use, sale or possession of illegal drugs or any suspicion of such acts being performed in or about the premises by a lodger or any other person on the premises shall be immediately reported to the Police.

Misconduct

Any lodger found to be in breach of the Occupancy Agreement, House Rules and any cases of serious misconduct will be dealt with at the sole discretion of the boarding house manager. Offenders may be compelled to vacate the premises.

Examples of serious misconduct include, but are not limited to: drug or alcohol abuse, sexual, racial or religious harassment, theft, or violence.

Lodgers are instructed to call the police if any person is engaging in any illegal conduct or in such a manner that puts the safety of persons or property at risk.

Visitor Policy

Any lodgers inviting visitors to the premises must accept full responsibility for those guests and their behaviour. That responsibility extends to include reimbursement for damages.

In the event of any serious misconduct by the guest of a lodger, the lodger may also be directed to vacate the premises by the boarding house manager.

Noise

Live music on the premises is PROHIBITED.

Amplified music is PROHIBITED within the outdoor communal areas.

Recorded and/or amplified music is permissible indoors during daylight hours between 9:00am and 8:00pm Monday to Thursday and between 9:00am and 10:00pm Friday to Sunday.

Waste Disposal

Lodgers are to ensure all rubbish and recycling is to be deposited within the respective bins provided in the waste storage area.

Pets

Pets are PROHIBITED on the premises unless written permission has been provided by the managing agent

Nuisance

Activities likely to cause a nuisance to other lodgers, the management or neighbours will not be tolerated.

Any lodger failing to observe the rules and/or involved in serious misconduct will be dealt with by the boarding house manager and may result in the termination of the occupancy agreement.

14. FIRE SAFETY

Evacuation Plan

Building layout indicating, position of lodger rooms relative to the rest of the development, location of fire exits and firefighting equipment and emergency evacuation procedures shall be displayed in all rooms and common areas.

- In consultation with the owner of the premises, remove, repair and/or replace all hazards (such as broken chairs, loose carpets, missing lights);
- No item of plant or machinery is to be operated unless the safeguards provided are correctly in place, secured and operating effectively and the personnel to operate that machinery have been trained in its operation;
- Dangerous chemicals are to be handled in accordance with the manufacturer's specifications, properly labeled (MSDS), and locked in a secure storage area when not in use. Chemicals or substances that are labeled Hazardous Goods will have a Materials Safety Data Sheet on site;
- Communal areas are to be kept clean and tidy;
- Corridors and passageways are to be kept clear of obstructions at all times;
- Maintenance; Emergency systems are maintained as part of a maintenance contract by a qualified company. All equipment will be tested and checked in accordance with the relevant Australian Standards. Any faults are documented and rectified immediately.

Annual Certification

Annual certification of Fire Safety Equipment and preparation of the required Annual Certification is to be carried out by a suitably qualified fire consultant. Annual certification required of any of the equipment is to be overseen by the boarding house manager or the owner of the premises.

15. OCCUPATIONAL HEALTH AND SAFETY REQUIREMENTS

The boarding house manager and any staff are to be inducted in respect to responsibilities under relevant legislation including the Work Health and Safety Act 2011, Work Health Safety Regulation 2011 and the Innkeepers Act 1968.

The WorkCover website lists the Act and Regulations and other relevant information

– visit www.workcover.nsw.gov.au for boarding houses NSW.

The boarding house manager must meet the following safety guidelines/attend to the following matters:-

- Materials or products are not to be stacked higher than what is considered to be safe;
- Rubbish bins must be used to dispose of all rubbish;
- Excessive alcohol consumption or consumption of drugs not prescribed by a doctor are forbidden on the premises; and
- All no smoking rules are to be observed.

16. PUBLIC LIABILITY

The owners will maintain a public liability cover of \$10 million.

17. CONSEQUENCE OF BREACHES BY LODGERS

The boarding house manager is responsible for ensuring the House Rules are adhered to. If any lodger does not respect the House Rules this will be cause for termination of accommodation.

18. AMENDMENT

The owner is at liberty to amend this Plan of Management from time to time as is necessary for the orderly operation of the boarding house.