

Plan of Management

762-764 Forest Road and 21 Prospect
Road, Peakhurst

Seniors Housing Hostel Facility



Operational Plan of Management (Incorporating the Hostel Rules)

for a Seniors Housing Hostel at
762-764 Forest Road and 21 Prospect Road, Peakhurst
December 2020

1. The Premises

1.1 This plan of management ("Plan") relates to the Seniors Housing Hostel at Nos. 762-764 Forest Road and 21 Prospect Road, Peakhurst ("Premises").

2. Objectives

2.1 The objectives of this Plan are to:

- (a) ensure that the Premises is managed to allow an acceptable level of amenity and accommodation to meet the needs of residents, the operator and neighbours;
- (b) provide operational guidelines and "Hostel Rules" with regard to use of indoor and outdoor communal areas;
- (c) ensure the appropriate level of fire safety on the Premises;
- (d) make available to all relevant persons including the community and regulatory authorities ("Stakeholders") a written record of the management practices and procedures which will be applied in the management and operation of the Premises;
- (e) provide a mechanism by which the management practices and procedures can be assessed and improved on an ongoing basis to provide an acceptable outcome to all Stakeholders;
- (f) minimise and where possible eliminate antisocial behaviour within the Premises and in the vicinity of the Premises; and
- (g) ensure that the operation of the Premises does not unreasonably impact upon or detract from the amenity of the surrounding residences and the neighbourhood.

2.2 Where there is any conflict between the provisions of this Plan and the objectives the conflict will be resolved in a way which best gives effect to the objectives.

2.3 A copy of this Plan will be provided to each resident, kept in a readily accessible place within common property on the Premises, at the building entries and exits, will be provided to all persons involved in the operation and management of the Premises and made available for inspection by any other Stakeholder upon request.

3. Accommodation

3.1 A maximum of 1 resident shall occupy each room at any given time.

3.2 All residents are subject to the Management Plan and its procedure and rules – a copy of which will be provided to new residents, is located at building entry and exits and is also available for viewing upon request.

3.3 Residents are not permitted to own pets whilst residing at the Hostel, without permission from the Operator.

3.4 No smoking will be permitted in any internal area within the Hostel.

3.5 No smoking will be permitted within the primary communal open space fronting Forest Road.

3.6 All residents are to be provided with one set of room keys as well as a key (or card key) for the entrances and basement parking.

3.7 The entrances to the Premises and any other gates are to be secured at all times.

3.8 The basement door to the Premises is to be secured at all times.

3.9 Where private kitchenette and bathroom facilities are available, they will be in good working order within each room.

3.10 Where shared facilities are provided, including laundries, sanitary facilities and the like, they will be in good working order.

3.11 The Hostel will accommodate a maximum of 70 residents in 70 rooms.

3.12 Rooms will be furnished with the following items:

- One bed each with a base, a waterproof mattress and a mattress protector
- Wardrobe
- Mirror
- A night light or other approved illumination device
- Waste Container
- A dead latch on the door
- Blinds or similar privacy device
- Phone line and Internet

Where kitchenettes are provided in individual rooms, these will include:

- Sink with running hot and cold water
- Microwave
- Lockable storage cupboard for dry goods
- Bar fridge
- Bench top space

Where bathrooms are provided in individual rooms, these will include:

- Shower with hot and cold running water
- Washbasin with hot and cold running water
- Mirror cabinet
- Toilet

Common Areas

The common outdoor areas are only used between the hours of 7.00am and 9.00pm on weekdays and 7am to 10.00pm on weekends.

The communal living area in the ground floor of the new building will include:

- Seating
- Tables
- Benchtops
- Services
- Kitchen facilities

The communal living area(s) within the heritage item will include:

- Seating
- Tables
- Entertainment and activity
- Services
- Kitchen and meal service facilities

The communal outdoor spaces will include:

- Outdoor tables and chairs

All common areas, including corridors, the stairwells, and entrance lobbies will be cleaned by a professional contractor.

4. Management

4.1 Operator will be contactable throughout the week via telephone or email.

4.2 Operator shall be responsible for the operation, administration, cleanliness and fire safety of the Premises including compliance with all terms and conditions of this plan.

4.4 The name and contact of the Operator is to be prominently displayed at the entry, exit and common spaces of the Premises.

4.6 The Operator of the Premises shall appoint commercial services to clean and maintain the Hostel.

4.7 The contact details of the Operator will be displayed at the front of the building. Adjoining neighbours will be given a copy of these details. This will ensure ongoing communication with adjacent property owners and residents aimed at identifying and addressing matters of concerns.

4.8 A notice board located in the ground floor of the heritage item and lobby of each floor within the new building and will notify residents of revisions to the Hostel Rules, any matters of concern with neighbours, garbage and recycling collection and scheduled maintenance.

4.9 The Operator will regularly review this Plan to ensure it is up to date and responds to all complaints per the complaints procedure contained in this Plan.

4.10 Operator responsibilities

Generally, the Operator has the following responsibilities:

- Receiving complaints and complaint resolution;
- Recording and responding appropriately to misdemeanours and disturbances;
- Scheduling maintenance and repairs; and
- Ensuring the Hostel Rules are followed.

The Operator will be responsible for successful operation of the Hostel. The Operator will be in frequent contact and are to formally liaise quarterly to discuss any management issues that arise in relation to the Premises.

In addition to the above, the Operator responsibilities also include:

- Ensuring that the maximum number of residents residing in the Premises is consistent with this Plan.
- Ensure one staff member is on-site 24 hours a day, 7 days a week.
- Support resident lifestyle and activity opportunities in the Hostel.
- Ensuring nursing care, physical and mental support is available to the residents.
- Ensuring that meal services are offered to residents.
- Ensuring that laundering services, cleaning services and the like operate on a regular basis.
- Ensuring that there is a record of all resident details including name, room number and length of stay.
- Supplying residents with a key to their individual room, entrance doors, security gates and common areas of the building.
- Supplying the fire brigade with a key to the security entrance door in case of emergency.
- Ensuring residents have read or understood the Hostel rules prior to signing the lease agreement with particular emphasis on non-smoking, noise, cleanliness and fire evacuation procedures.
- Ensuring that the Hostel rules, the Operator's contact phone number and emergency services phone numbers are fixed to the inside face of entry doors to the Premises, to all rooms, including the common living area.
- Ensuring all residents are familiar with the fire safety procedures including location of fire extinguishers/blankets, evacuation procedures and assembly areas.
- Ensuring that all entry doors to rooms have an evacuation plan fixed to the inside face.
- Maintaining a fire safety plan including details such as the location and number of fire extinguishers, smoke alarms, emergency lighting and records of maintenance.

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- Ensuring fire safety inspections are undertaken annually.
 - Ensuring all fire safety equipment is working.
 - Ensuring the Premises is kept in a clean, including all common areas through the use of contract cleaner.
 - Ensuring contract cleaners move waste and recycling bins to the footpath for collection and are returned.
 - Ensuring rubbish such as furniture and household items not able to fit within the allocated bins is removed from site by a private contractor.
 - Ensuring all waste and recyclable bins including bin storage areas are kept clean by the contract cleaner.
 - Ensure residents are aware of the strict noise measures to be implemented so the Premises does not unreasonably impact upon neighbours.
 - Ensuring that good relations are maintained with neighbours through the complaints procedure.
 - Ensuring that Operator contact details are provided to the residents and owners of neighbouring properties and to the Council.
 - Inform residents that common outdoor areas are only used from 7am to 9pm on weekdays and 7am to 10pm on weekends.
 - Maintaining a complaints register and an incident report register.
 - Ensuring furniture and fittings are maintained in good working order.
 - Ensuring rooms are cleaned and that a cleaning service is available.

5. Staff and Personal Care

5.1 One staff member is to be available on-site, 24 hours a day, 7 days a week to manage services at the Premises.

5.2 The full-time equivalent staff are trained in first aid and various general emergency care procedures. These are available to residents at all times.

5.3 Registered nurses are available Monday to Friday, 9am to 5pm or at the Operator's discretion, via contractor.

5.4 Care services are to be managed by the Operator.

5.5 Subject to the consent of the resident concerned, a plan for each resident's personal in-home care can be arranged with the Operator.

5.6 Staff are to assist in resident's day-to-day physical and mental health.

5.7 The Operator and staff are to facilitate ongoing care for residents if required and liaise with private medical professionals and families regarding respite, in house care or on-site rehabilitation services

5.8 Personal care will be available via contractor to provide relevant services. Service provisions will be the subject of reasonable user charges.

6. Meal Services

6.1 A delivered meal service will be available. This will be operated by the Hostel.

6.2 The Hostel has a commercial kitchen within the Heritage building. Meals are to be prepared and offered to residents on an on-demand basis.

6.3 Additional delivered meals will be available to order 7 days per week for breakfast, lunch and dinner.

6.4 A weekly menu is to be provided to residents.

6.5 Meals are to be subject to reasonable user charges.

7. Housekeeping Services

7.1 Housekeeping services, as stipulated in this Plan, will be arranged by the Operator via contractor. This will provide cleaning, laundry, changing of sheets and towels.

7.2 Special services are available to residents subject to reasonable user charges.

7.3 The Operator will offer cleaning services to the rooms.

7.4 All communal and shared facilities shall be cleaned to a professional standard at least three times a week

7.5 Garbage bins are to be provided in indoor and outdoor areas as well as the kitchen and bathrooms. These are to be cleared out no less than three times a week and are to be the responsibility of the resident and contract cleaner.

7.6 Checking of rooms are to be undertaken on a regular basis, to be nominated by the Operator.

7.7 Operators are to employ contract cleaner to ensure garbage bins are placed in the appropriate location for collection on designated days and are to be taken in and returned to the storage area within 5 hours of collection

8. General Use of Communal Spaces and Facilities

8.1 All residents of the Premises are to have access to communal space and facilities within the Premises at all times.

8.2 Operator to ensure the cleanliness and maintenance of all communal spaces through a contract cleaner.

8.3 Operator to ensure all facilities within the Premises are in good working order at all times.

8.4 Indoor communal facilities to be available at all times to residents of the Premises.

8.5 All outdoor common areas are to only operate from 7am to 9pm on weekdays and 7am to 10pm on weekends. There is to be no amplification of noise within the internal and external common areas.

8.6 No smoking is permitted within the internal communal spaces and primary outdoor communal open space.

8.7 Signs are to be erected in the common areas advising that the common facilities are provided for the benefit and enjoyment of all residents. Residents are requested to ensure that if they use the facilities, that they leave them in a clean and tidy state.

8.8 Signs are to be erected in the common indoor and outdoor areas requesting residents to respect the amenity of neighbours by minimising noise.

9. Heritage Item – Communal Uses

9.1 The communal spaces on the ground and first floor will include dining and lounge rooms available to the residents between 7am to 9pm on weekdays and 7am to 10pm on weekends.

9.2 The dining room on ground floor will offer meal services in accordance 6. *Meal Services* of this Plan. This will be determined based on demand of residents.

9.3 The communal rooms, when not offering meal services, will be available to residents for general use or specific activities operated by the Hostel.

9.4 Bathrooms within the heritage item will be available to residents and cleaned by contractors employed by the Operator.

9.5 Rooms within the communal space can be booked for gatherings (or the like) upon approval of the Operator. This will be subject to reasonable user charges

9.6 The use of the communal rooms is to be in accordance with 8. *General Use of Communal Space and Facilities*.

9.7 The outdoor communal open space (in front of the heritage item) will be available to all residents between 7am to 9pm on weekdays and 7am to 10pm on weekends. This space will operate in accordance with the measures of this Plan.

10. Heritage Item –Office Spaces

10.1 Office spaces are provided at ground and level 1 within the heritage item, and will serve Staff members.

10.2 The office space will utilised by at least one staff member, 24 hours a day, 7 days a week.

10.3 A staff room is provided for use of staff members on their lunch breaks and downtime.

10.4 The communal spaces within the heritage item will be monitored by staff as required.

11. Parking Facilities and Transport

11.1 There are 14 parking spaces within the basement.

11.2 There are 2 parking spaces access from Forest Road.

11.3 One ambulance space is provided in front of the heritage item.

11.3 On-site transport can be provided upon discretion of the Operator based on demand and requirements of the residents. If provided, this will offer services to the surrounding centres.

12. Hostel Rules and Regulations

12.1 Residents are not to interfere or disrupt with the peace and quiet of other residents.

12.2 Noise, television volume or such must be kept at a reasonable volume which will not disturb other residents.

12.3 Doors and windows are not to be slammed in any event.

12.4 Residents are responsible for the behaviour and actions of their visitors at any given time.

12.5 No smoking is permitted within any internal areas.

12.6 No smoking is permitted within the primary outdoor communal open space.

12.7 Outdoor open spaces are to operate from 7am to 9pm on weekdays and 7am to 10pm on weekends.

12.8 All Hostel Rules are to be located within each room, provided to all residents (upon occupation) and all common spaces and building entries.

12.10 Residents shall not obstruct any walkways, entrances, corridors, services, lifts, stairs or the like.

12.11 The Resident shall report any property or equipment requiring maintenance to the Operator in writing.

8.12 The Resident shall take all reasonable steps to ensure that invitees do not behave in a manner likely to interfere with the peaceful enjoyment of other occupants of the Hostel or of any person lawfully using the common areas.

12.13 Residents are required to ensure the cleanliness of common areas is maintained.

12.14 The Resident shall give written notice to the Operator if the room is to be left vacant for more than seven (7) consecutive days.

13. Complaints and Incidents

13.1 The Operator is to maintain an Incident book at all times and ensure it is up to date, in order and ready for viewing if and when necessary,

13.2 'Incidents' may include breaches in this Management Plan, complaint from a resident or neighbour or an event/accident which takes place within or in the vicinity of the Premises.

13.3 Any incident is to detail time of the incident, detailed description of the event, actions (if any) taken or made, persons involved and any other details deemed necessary.

14. Induction Programme

14.1 Induction Programme

As part of the resident induction programme the Operator will:

- Ensure residents have read and understood the Hostel rules;

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- Ensure residents are aware of conditions and lease agreements; and
 - Ensure residents are aware of their responsibility to maintain a good relationship with adjoining neighbours.

15. Hostel Rules

15.1 A set of Hostel Rules will be enforced. All residents are required to comply with the Hostel Rules throughout their stay. Guest behaviour is controlled through the establishment of Hostel Rules.

15.2 Any resident failing to observe the rules in any cases of serious misconduct will be dealt with by the Operator.

15.3 The Hostel Rules, Operator contact details and emergency contact details will displayed within each room.

15.4 A copy of the Hostel Rules is to be provided to all residents. These are provided below:

1. Occupation rate

A maximum of one person may occupy a room.

2. Smoking

Smoking is not permitted in any room or any indoor common areas.

Smoking is not permitted in the primary communal open space.

3. Alcohol

The consumption of alcohol must occur in a responsible manner. There is to be no consumption of alcohol in any common areas including the indoor/outdoor communal living areas without the express permission of Operator.

4. Noise

At all times residents are to consider the amenity of other residents and neighbours when participating in any activity that generates noise. Residents will be required to ensure activities occur in accordance with the Hostel rules and government regulations concerning noise emission. Excessive noise or unruly behaviour will not be tolerated.

5. Visitor Policy

No visitors are permitted on the Premises after 10pm or before 7am. No keys are to be provided to visitors without the express permission of management.

6. Hours of Use of Areas

To minimise noise disturbance to neighbours and residents the doors to the outdoor communal areas will only operate from 7am to 9pm on weekdays and 7am to 10pm on weekends.

7. Pets

No pets of any kind are permitted on the Premises without the written approval of the Operator.

8. Hygiene

Individual rooms, common areas and facilities are to be kept in a clean and hygienic state at all times. Residents are to maintain their rooms in a clean and tidy manner and place their waste in the respective waste and recycling bins. Cleaners are available and will be employed by the Operator.

9. Inspections

Rooms are to be made available for inspection upon notice from the Operator.

10. Parking

There is provision for fourteen (14) car spaces within the basement and two (2) spaces accessed from Forest Road. Residents must only park their vehicle in the place allocated to them. Access to on-site parking will form part of an agreement at registration in order that conflict over ad hoc use of spaces is avoided.

11. Theft

The Operator is not responsible for the theft of any belongings from the Premises. Please keep your room door locked at all times to prevent theft. Should you have had articles stolen on the Premises please advise the Operator. Incidents of theft will require an incident report to be filled out and the police notified.

12. Fire precautions

No smoking is permitted in rooms.

In the case of fire follow the fire safety procedures as indicated on the fire safety evacuation plan. The evacuation plan will show the Premises' fire exits and fire assembly points will be prepared and displayed in accordance with Building Code of Australia (BCA) requirements.

Copies of the evacuation plan shall be attached to the inside of all bedroom doors and in the common rooms and will be provided to each tenant with the lease.

The phone numbers of emergency services will be displayed in each room and the common rooms.

Generally this procedure is as follows:

- Alert other residents if you see smoke or flame.
- If possible evacuate the building via the exit.
- Remain at the assembly area.
- If unable to evacuate the building stay in your room and signal your presence from a window.

13. Mail

Residents will have an allocated mail box corresponding to their room number. They will be issued with a key to access the mailbox. Keys will be the responsibility of the resident.

14. Unruly Behaviour

Unruly behaviour that is likely to offend or cause nuisance to other residents or neighbours will not be tolerated.

15. Balconies

Balconies and courtyards are to be kept clean and tidy at all times. The hanging of clothes, towels or any other item from balcony balustrades is not permitted.

16. Waste Management

Waste within each room will be the responsibility of the resident, noting cleaners are available. Any concerns regarding the cleanliness of the common areas and facilities will be reported to the Operator. Residents are requested to place waste into the correctly sorted waste bin.

17. Common Areas

Common facilities, including indoor and outdoor areas are provided for the use and enjoyment of all residents. Residents are requested to ensure that if they use the facilities that they leave them in a clean and tidy state. No amplified noise is permitted from the internal or external areas and must not operate outside of the permitted hours.

16. Community Liaison

16.1 In order to engage with stakeholders and continually refine operations of the facility, the Operators will make provisions for regular contact and discussions with a community liaison officer from Georges River Council, NSW Police Local Area Command, Housing NSW local office and neighbours as necessary.

17. Complaints Management

17.1 An "Incident" includes:

- any breach of this Plan; or
- any complaint by any person about the operation of the Hostel or conduct of persons on the Premises; or
- any event that may cause alarm or concern to residents or persons passing or in the vicinity of the Hostel as a result of the conduct or act of any person identifiable as a resident or visitor of the Premises at that time.

17.2 The Operator must maintain a "Complaints Book" recording details of any Incident that occurs including the time of the Incident, a detailed description of the Incident and any actions taken in response to the Incident. All complaints must include the details of the person reporting the incident including a contact phone number so that management may follow up any complaint. The option will be given to a complainant as to whether a complaint is confidential or non-confidential.

17.3 The Complaints Book must be updated within 24 hours of any Incident. The Operator must review and acknowledge in writing all entries made in the Complaints Book.

17.4 The Complaints Book must be made available to Council officers or the NSW Police for inspection upon request.

17.5 Complaints must remain in the Complaints Book for a minimum period of two years from the date of reporting.

17.6 Operators shall be available throughout the week 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.

17.7 If an Incident relates to noise, the Operator must:

- take all reasonable steps to stop or reduce the source of the noise to prevent future occurrences.
- attempt to rectify the situation.
- contact the individual who reported the Incident to verify that the problem has been addressed.

17.8 The Operator must review the Complaints Book regularly and where appropriate amend this Plan or any Hostel Rules so as to eliminate the possibility of the Incident recurring or to minimise the impacts of the incident should it recur.