

Boarding House Management Plan

102 BROOMFIELD STREET, CABRAMATTA

30 July 2019 (Rev B)

1. Objectives

The primary purpose of this plan is to outline how the proposed boarding house accommodation will maintain a high level of amenity for neighbouring properties and for all lodgers residing on the premises whilst ensuring preference is given to people on low and moderate incomes.

2. Site and Context Details

The subject site is located at 102 Broomfield Street, Cabramatta and is legally described as Lot 7 Section F, DP 4420.

The suburb of Cabramatta is predominantly residential with the main commercial area centred on Railway Pde.

The immediate locality is characterised by:

- Restaurants, Supermarkets and local shops
- Residential flat buildings

3. Background

This plan was prepared on 30 July 2019.

The owner/operator of the boarding house is Broomfield Developments Pty Ltd who have significant experience in the development of boarding houses.

The primary use of the premises is for a boarding house comprising thirty-six (36) boarding rooms including one (1) manager's room with associated common areas.

The boarding house has the capacity to accommodate eighty-two (71) residents.

4. Operational Details

4.1 Boarding House Manager

The boarding house accommodation is to be managed by an on-site manager appointed by the owner who will be responsible for ensuring that the site is regularly monitored.

The Boarding House Manager will reside within the building.

The Boarding House Manager is to work in partnership with the owner of the premises to achieve the objectives set out in this Plan of Management. The particular responsibilities of the Boarding House Manager will include:

- Accepting and assessing applications for residence in conjunction with the site owners.
- Enforcing Boarding House Rules
- Attending to any resident complaints
- Preparation of rooms for new residents
- General maintenance

With the exception of an initial security deposit (see below for details) the Boarding House Manager is not required to accept payments from residents. Rental payments are to be organised through electronic means and paid directly to the nominated account of the owner/operator of the Boarding House.

The Boarding House Manager has the authority to evict a resident who is refusing to comply with the House Rules.

The Boarding House Manager must not discriminate against residents on grounds of their race, religious beliefs, ethnicity, gender, sexual orientation or age. The Boarding House Manager must treat residents in a respectful manner and must not under any circumstances, use physical violence other than in self-defence or defence of another person if required.

The Boarding House Manager must not use illegal drugs or engage in any illegal activity. The Boarding House Manager must not consume an excess of alcohol, such as to prevent them from meeting their responsibilities.

The name and 24-hour contact number of the Boarding House Manager will be displayed externally at the front of the premises.

An up-to date accommodation register will be maintained by the Boarding House Manager. This will include the resident's details, length of stay, emergency contact and other information. It will be provided to Council officers upon request.

4.2 Complaints Register

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

- Complaint date and time
- Name, address and contact details of person making the complaint
- Nature of the complaint
- Action undertaken to resolve the complaint
- Follow up and outcome

All complaints will be dealt with by management with 24 hours of notification.

If residents, either within the development or from surrounding properties, have complaints of enquiries, the Boarding House Manager will listen to and address those. If required, the Boarding House Manager will liaise between residents and the owner of the property.

The complaints register will be made available to Council or Police upon request.

4.3 Occupancy Agreement

Any person who is to occupy a room in the boarding house is to sign an Occupancy Agreement. The Occupancy Agreement that will be used on site is based on the Standard Occupancy Agreement for General Boarding Houses under the NSW Boarding Houses Act 2012.

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

- provide a copy of this Plan of Management to all new residents. The Boarding House Manager will advise the new resident/s that they must read and understand the resident obligations that are set out in the Plan of

Management. The new resident/s must sign a statement to the effect that they understand and will abide by those resident obligations.

- advise the residents that they may potentially be evicted if they breach the resident obligations.
- enter the ID particulars of the resident (for example, the driver's license number or Passport number) in the Boarding House Accommodation Register.
- confirm with a prospective resident that they are obligated to reside within the boarding room for a period of no less than three months.

4.4 Visitors

Visitors will obey the rules of the boarding house accommodation and the respective resident will take full responsibility for the actions of their visitors.

4.5 Use of Outdoor Communal Area

The use of the outdoor communal areas shall be restricted to between the hours of 8:00am and 10.00pm every day. No residents/visitors are to be gathered in the outdoor communal area after 10pm.

No amplified music is permitted at any time within the outdoor communal areas or rooms.

5. Criteria for Choosing Residents

The rooms will continue to be advertised on share accommodation websites as well as, where appropriate, newspapers and paper-based mediums. The manager, in conjunction with the owners, will review applications objectively and meet on-site with potential residents, with a preference being given to people on low and moderate incomes. A low to moderate income is defined as follows:

A potential boarder that has a gross income that is less than 120 per cent of the median household income for the time being for the Sydney Statistical Division (according to the Australian Bureau of Statistics) and pays no more than 30 per cent of that gross income in rent, or

A potential boarder that is eligible to occupy rental accommodation under the National Rental Affordability Scheme and pays no more rent than that which would be charged if the accommodation were to occupy rental accommodation under that scheme.

The potential boarders will be requested to provide proof of any income or lack thereof. (e.g. any Centrelink/ study support documentation, tax return/group certificate details, current employee details and/ or a copy of a current payslip) to the On-site Manager.

In addition, given the five disabled rooms, any availability of disabled rooms will firstly be communicated to local disability organisations, with any disabled applicants being given preference. Where multiple disabled applicants apply for the same disabled rooms, preference will be given to those on low and moderate incomes. The owners will make this decision in conjunction with the manager.

The incidents and complaints register will be referred to prior to renewing any Occupancy Agreement.

6. Minimum furnishings and Max Occupancy

Each room will be provided with the following:

- Kitchen with stovetop, oven, tap and sink
- Laundry with combination washer and dryer
- Flat screen TV
- Refrigerator with integrated freezer
- Laundry with combination washer and dryer
- A waste bin with separate compartments for general waste and recyclables and capable of holding at least a single day's waste.
- Bed
- Wardrobe and mirror
- Curtains/blinds
- Desk
- En-suite

Maximum occupancy: 1 person per room.

The common room is to be provided with a lounge suite, chairs and flat screen TV.

A broom, bucket and mop are to be kept in the 'cleaner's room' for use by lodgers as necessary.

Each boarder shall advise the On-site Manager of any broken furniture or faulty services. The On-site Manager will be responsible for replacement of furniture as required.

7. House Rules

House rules will be displayed at entrance of the property, behind each entry door of each room and in the indoor and outdoor common areas.

Lodgers are to respect other lodgers and neighbouring residents and to keep noise at a reasonable level.

Lodgers are to use the lobbies ONLY to access their rooms and not to congregate or socialise. For security reasons lodgers will be asked to keep their doors closed which will reduce noise spillage from inside the rooms to the lobby.

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

Alcohol is not permitted to be consumed in the indoor or outdoor communal areas.

Smoking will not be permitted indoors.

The use, sale or possession of illegal drugs or any suspicion of such acts being performed in or about the premises or any person found using drugs shall be immediately reported to the Police.

Any lodger failing to observe the rules and any cases of serious misconduct will be dealt with by the Boarding House Manager who may require the lodger 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 another lodger is performing illegal acts on the property.

Any lodgers inviting visitors to the premises must accept full responsibility for them and their behaviour. In the event of any serious misconduct by the visitor of a lodger, the lodger may also be asked to vacate the premises and be asked to pay for damages, where required.

Live music will not be permissible on the premises at any time.

Loud music or loud television is not permissible.

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

No visitors are permitted after 10.00pm.

No parties or gatherings are permitted upon the premises after 10.00pm.

There shall only be one party at any one time. Management is to be notified 7 days in advance of any party, the number of persons attending and the reasons for the party. Partygoers shall adhere to all house rules.

No pets are allowed within the boarding house accommodation at any time.

Car and Bicycle parking spaces are available on a first come first use basis.

The 'House Rules' are to be displayed in each boarding room.

8. Safety and Security

Residents will ensure their guests are aware of, and abide by the House rules.

The owner/operator and/or the Boarding House Manager will not enter residents' rooms other than as allowed under the Act.

Security cameras are permitted to be installed in the common areas.

All residents will be provided with a security key/swipe card (or similar) upon arrival. The security key / swipe card will provide 24 hours access into the premises, to each respective level and entry to individual residents' rooms. The security key/swipe card will not be given to other persons.

Residents must not tamper with (or change) any locks on the premises, or make copies of or obtain additional security keys/swipe cards without the permission of the Boarding House Manager.

9. Waste Management

Bins will be provided in the Garbage Room for the separation of the following waste:

- General waste;

- Paper, cardboard; and
- Glass, aluminium cans and plastic bottles.

Signs in each boarding room will encourage residents to recycle.

Boarding House Manager will ensure the common areas are kept clean.

The Boarding House Manager is to ensure that wastes are properly contained within the bins within the waste area. Bins will be taken to the street for collection as required.

The Boarding House Manager is to ensure that any rubbish left around the site is disposed of in an orderly and timely manner.

Pest control inspections of the Garbage Room will be undertaken by the Boarding House Manager with quarterly inspections and maintenance being undertaken by a licensed pest-control professional.

10. Professional Cleaning and Vermin Control

Shared facilities including common rooms and kitchen will be cleaned twice daily. Individual rooms will be cleaned weekly by a professional cleaning service. All bathrooms will also be cleaned weekly.

On a weekly basis, sheets will be laundered and changed by the professional cleaning service.

A contracted gardener/ cleaner shall be engaged every 2 months to maintain the appearance and health of all landscaped areas.

All boarders shall be responsible for disposing their waste into the relevant internal garbage bins.

Professional pest control will occur yearly for general maintenance purposes.

Waste will be managed in accordance with the waste management program.

11. Fire Safety

In the instance of an emergency evacuation, the Boarding House Manager will direct residents to emergency exits and the emergency assembly point.

Smoke Detectors will be installed in every boarding room, the Boarding House Managers' room and all internal common areas.

In the event of a fire, the fire alarm will sound. It is the duty of the Boarding House Manager to check all rooms and ensure all people leave their rooms. An assembly point will be designated.

An emergency evacuation plan prepared will be prepared by a competent person and that emergency evacuation plan will be displayed in each boarding room and the communal room.

The premises shall at all times comply with the fire safety provisions of the NSW Environmental Planning and Assessment Regulation 2000.

The premises will be checked regularly to ensure that fire safety and essential fire safety measures in the building are maintained and that all required exits and egress paths are clear and free of obstructions. The On-site Manager is responsible

for ensuring that all common egress pathways within the buildings are kept clear of all combustibles.

A list of emergency telephone numbers (plumbers, electricians, police, fire, ambulance) is to be provided within each boarding room.

Annual certification of fire safety equipment is to be carried out by the operator of the boarding house.

All doors to the boarding rooms shall be self-closing and shall be lockable but shall be openable from the inside without the need for a key.

Combustible furnishings and fittings will not be permitted on the premises.

Annual certification of Fire Safety Equipment will be carried out by a qualified fire consultant and overseen by the landowners. A copy of the Annual Fire Safety Compliance statement and current fire safety schedule for the premises must be predominately displayed in the reception area.

12. Signage

A sign with the name and contact number of the manager, as well as the name and contact number of the owners, will be placed near the front entry of the property and in a visible position to the public.

A sign with emergency contact numbers for essential services including fire, ambulance, police and utilities such as gas, electricity, plumbing and the like will be placed near the front entry of the property and in a visible position to the public.

A room identification number will be clearly displayed for each boarding room.

Signs reminding residents to minimise noise at all times and NOT to gather and socialise in the lobbies, shall be installed at entry and hallways of the boarding house and the common room.

Internal signage will be displayed in the common room, and will include:

- Maximum number of lodgers per room
- A copy of this management plan
- House rules
- Annual fire safety statement
- Fire safety schedule
- Emergency egress routes
- Evacuation plan

Schedule showing numerical designation of each room and maximum number of lodgers permitted to accommodate said room is to be displayed on the external wall face of pedestrian entry security points and at lift and fire stair entries on basement level.

13. Public Liability

The owner will maintain adequate public liability cover.

14. Declaration

A signed declaration must be provided from the licensee/ On-site Manager and each boarder indicating that they have read, understood and will ensure compliance with the approved Plan of Management.