



## Plan of Management

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NEW GENERATION BOARDING HOUSE – 94 KINGSFORD DRIVE, BRUNSWICK HEADS

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## Plan of Management Overview

This Plan of Management has been prepared for the operation and management of a Boarding House at 94 Kingsford Drive, Brunswick Heads.

The Boarding House comprises 48 rooms, with each room accommodating a bathroom, kitchen, living area, sleeping area, and a private courtyard/balcony to each room. The proposal also provides for vehicle parking, common laundry facilities; a bicycle storage space, and a motorcycle parking space. There is a total accommodation limit of 48-96 persons based on the room sizes and the provisions of the Affordable Rental Housing SEPP.

This Plan of Management identifies appropriate strategies and procedures to address potential social or environmental impacts associated with Boarding Houses. The Plan of Management embraces current best practice methodologies such as casual surveillance, clear contact points and procedures, complaint handling processes, articulation of responsibilities, and agreed house rules.

A plan of management is an accepted concept in environmental law and can be used in a range of circumstances. This plan of management assists in addressing the amenity impacts on the neighbours and integrating the proposed development with the existing development in the street.

The plan of management assists in addressing any adverse impacts on the amenity and characteristics of the established residential area. It provides a procedure to receive and resolve complaints and requires the appointment of a management company who will be contactable 24 hours a day, 7 days per week.

The measures outlined in this plan of management will be of assistance in maintaining the amenity of the development and characteristics of the local area.

## Management

The boarding house will be managed by The Collective (**the 'Management Company'**). The Collective will appoint an on site manager who will be contactable 24 hours a day and 7 days per week.

The Collective, in conjunction with a licensed local property management agent, will administer the process to screen potential occupants, manage complaints efficiently and ensure maintenance of common property is systematic and thorough.

The Collective will be able to respond within short timeframes, and be responsible for contracts and contacts with maintenance persons and companies, and establish relationships/contacts with security companies and services such as the NSW Police Force,

NSW Ambulance Service and NSW Fire Brigade.

Any matters that require urgent and potentially life threatening responses are the responsibility of either police, ambulance or fire services.

The Management Company must:

- Oversee all residential leases and ensure that no boarding room is occupied without a current lease.
- Ensure that the period of occupancy under the lease be no less than six (6) months. Longer leases are preferred.
- Organise building and landscaping maintenance as required through the engaging of contractors to undertaken maintenance, landscaping and cleaning functions.
- Promptly address and respond to tenant issues and building operation and maintenance matters.
- Ensure that the lease agreements specify the maximum occupancy of the room, which is regulated by room size.
- Maintain an incident register and record any complaints. The register is to be made available to Council.
- Ensure that the total occupancy of the boarding rooms pursuant to the leases does not exceed 48-96 lodgers.
- Provide the tenant with a copy of the Resident Information Brochure and House Rules with any new lease.
- Undertake periodic inspections of the boarding rooms to ensure that they are being maintained in a clean and tidy fashion and that maximum occupant numbers are maintained.

## Community Relations

The Management Company is responsible for establishing contact and maintaining a relationship with the neighbours of the Boarding House within a 100m radius by undertaking the following tasks:

- Upon appointment letterbox drop all mail boxes within 100m radius of the Boarding Housing advising of their appointment and nominating all methods to contact them should any matter arise that warrants addressing.
- Provide a clear sign at the front of the Boarding House, that is visible to the public, identifying the name of the management company and the methods of contacting the company in the event that there is a matter that warrants addressing.

## Rental Terms

Rental rates and terms will remain strictly confidential between the tenant and the managing agent.

Rent is to be paid at the agreed rate and kept two weeks in advance. Rental reviews will occur annually.

All rental terms shall be in accordance with the Residential Tenancies Act 2010 as amended from time to time and the Consumer Trader and Tenancy Tribunal shall have competent jurisdiction in this regard.

## Fire Safety and Infrastructure (PHIL /DUNC to discuss)

A Fire Safety Schedule (FSS) will be prepared prior to occupation of the boarding house. The FSS will list the building's fire safety features and essential maintenance requirements. The FSS will be updated and renewed annually. A local fire services contractor will be engaged to undertake the essential maintenance and testing requirements.

The phone numbers of appropriate contacts will be prominently displayed throughout the premises e.g. NSW Police, Security Company, NSW Fire and Rescue, NSW Ambulance Service and other local emergency assistance services.

Phone numbers are also to be provided for appropriate support infrastructure service providers such as Telstra, Electrical Authority, Water Authority, local Council, etc.

## Security

Crime Prevention through Environmental Design (CPTED) is a recognised model which provides that if development is appropriately designed it can reduce the likelihood of crimes being committed.

By introducing CPTED measures within the design of the development, it is anticipated that this will assist in minimising the incidence of crime and contribute to perceptions of increased public safety.

The safety and security of the tenants and the local community is of paramount importance to the amenity of the facility

Specific CPTED Measures:

- Windows facing the Torakina Road and the internal common pathways.
- Strong delineation between private and communal spaces.

- The development is divided into three distinct buildings with a separate entrance to each residential component, to assist with territorial reinforcement.
- External lighting after dark

## House Rules - Amenity of the Neighbourhood and Control of Noise

The draft “House Rules” for the Boarding House are attached to this Plan of Management. It is noted that the document is a draft as it outlines the minimum requirements to be implemented by the management company; however it may be appropriate to amend and add to the House Rules as the Boarding House operations evolve.

The House Rules are to be prominently displayed in the common areas. Each new tenant is to be provided with a copy of the House Rules when signing their leasing agreement and agree to be bound by the House Rules.

House Rules relate to –

- the emission of noise (from within the boarding house and also the external spaces);
- prohibition of large gatherings and parties on the premises;
- interference with the peace and quiet of other residents and neighbours;
- control of alcohol intake and prohibition of illegal substances; and
- anti-social behaviour.

The emission of noise and appropriate hours for noise emission is dictated in legislation and enforced by parties such as the local Council. The Management Company is to be familiar with the legislative requirements and rules and be aware of the relevant authorities that are responsible for enforcement of noise issues.

## Complaint Management

The task of the Management Company is to ensure that all neighbourhood complaints are recorded and management responses documented. A Management Diary and an Incident Register is to be kept.

The Management Company will listen to complaints or respond to correspondence and detail procedures to the persons complaining as to how the Boarding House intends minimising any further impact in the future.

The procedures detailed in this Plan of Management are designed to minimise complaints.

The Management Company is to deal with empathy and respect to any person making a complaint.

## Cleaning and Waste

A weekly cleaner will be employed, at the cost of the Management Company, to ensure that the common property is clean and bins are ready for collection.

Cleaning will also include regular inspections for vermin control.

## Maintenance

The Management Company is to employ the services of professional maintenance companies to undertake regular maintenance of the building. The maintenance companies are to enter the premises regularly and complete all maintenance required.

Any damage of internal or external property is repaired immediately together with all wear and tear items.

## Smoking and Alcohol

No smoking is permitted within the Boarding House studios or private balconies.

No alcohol is to be consumed within the Boarding House common areas.

## Other

There is to be no keeping of animals on the premises as this may compromise the health and/or safety of other residents and will impact upon maintenance and cleanliness requirements within the Boarding House.

## Conclusion

This Plan of Management has been prepared for the operation and management of a Boarding House at 94 Kingsford Drive, Brunswick Heads.

This Plan of Management identifies appropriate strategies and procedures to address potential social or environmental impacts associated with Boarding Houses and is supported by the draft house rules.

This Plan of Management is an accepted concept in environmental law and can be used in a range of circumstances. This Plan of Management assists in addressing the amenity impacts on the neighbours and integrating the proposed development with the existing development in the street.

The measures outlined in this plan of management will be of assistance in maintaining the amenity and characteristics of the area.

### HOUSE RULES

**The following rules are a condition of your lease – Any breach of these rules will result in termination of your lease and further action by the CTTT. The local council may also take its own action against you including issuing fines**

- No Parties or any other noise generating activity is to occur after 9:30pm Sunday to Thursday and after 12pm Friday and Saturday
- At any time noisy activities are occurring, occupants should keep doors and windows closed where possible to reduce noise emission
- Television, music players and any other sound emitting device should be kept at a moderate level and not be audible from neighbouring properties
- No Smoking is permitted in common areas
- No Alcohol or illegal substances are to be consumed or brought into common areas at any time.
- Occupants are not to congregate in groups in any part of the common property, especially the external common property. Anti-social behaviour of any kind is prohibited and will be referred immediately to the police.
- Each resident is required to keep common areas clean. After using common facilities such as the laundry, residents are to clean up after themselves. Residents are encouraged to use their own private kitchen and bathroom where possible.
- Each occupant is required to ensure that other occupants of this boarding house as well as surrounding neighbours are allowed to peacefully and quietly enjoy their own premises. Each occupant is required to ensure they do not do anything or allow anything to occur that will impact on the quiet enjoyment of each tenant and neighbour of this boarding house.
- Each tenant of this boarding house is responsible for themselves and their visitors. Tenants should ensure their visitors enter and exit the site in a quiet and respectful manner, having regard to the time of day or night they are entering or exiting the site.
- Occupants of each boarding room shall make their boarding room available for inspection by the property manager. This shall be by appointment with 24 hours' notice. However, in the case of an emergency, no notice is required and the property manager may use the spare key to enter the premises
- Any breach of the house rules will result in warnings initially, and in the case of persistent and serious breaches, termination of your lease and eviction from the premises.