

Attachment B

<p>Plan of Management and Noise Management Plan</p>
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Veriu Hotel, 39A Elizabeth Bay Road, Potts Point

Hotel Plan of Management and Noise Management
Plan – April 2018




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INTRODUCTION

1. Overview

1.1 Introduction

This Plan of Management has been prepared on behalf of the proposed Veriu Hotel at 39A Elizabeth Bay Road.

Information contained within this Plan of Management outlines how the hotel will be managed and operated.

This Plan of management has been prepared in accordance with:

- Schedule 2 (Standards for Places of Shared Accommodation) of the Local Government (General) Regulation 2005 under the Local Government Act 1993;
- Sydney DCP 2012

SITE ANALYSIS

2. The Subject Site

- The site is located at 39A Elizabeth Bay Road, Potts Point and is legally described as Lot 2 in DP 181132.

2.1 Site Details

- The site is generally rectangular in shape, and has an area of approximately 189sqm.
- The subject site is located at the western side of situated on the eastern side of Elizabeth Bay Road, and consists of a four storey brick building.
- The property has no rear lane access and is bounded by adjoining properties on three sides.
- The site is located within the City of Sydney.

The site is identified in **Figure 1** of this SEE. A site survey is at Appendix A.



Figure 1: The site is located within the Sydney CBD (Source: Six Maps)



OPERATIONAL OVERVIEW

3. Overview

The following provides an insight into the proposed operation of the hotel.

3.1 Number of Staff and Security Personnel

The total number of staff for the hotel present at any given time varies between 10 to 15 people which includes housekeeping, reception and back of house staff.

No Security Personnel will be present at the site. Restaurant staff and management will undertake patron management.

The hotel will be staffed 24 hours a day, with a member of management contactable if any instances arise that requires their guidance.

3.2 Location of Waste Storage Area

General waste is stored in garbage bins located in the garbage room of the premises. Waste is removed from the site by private contractor with all waste bins cleaned and transported to the designated pick up location by contracted staff. Hotel staff will clean the bin storage areas on a daily basis, and ensure waste is sorted into recyclable and general/food waste.

Waste removal from the premises of bottles and glass to the garbage storage area will be restricted to after 7am and retained on the premises overnight.

3.3 Availability of Transport

The hotel is highly accessible via Sydney's public transport network. Hotel staff will be fully trained to ensure patrons are made aware of the available public transport options to them and will provide directions to patrons.


Hotel staff will call taxis on behalf of guests as required.

3.4 Car Parking

No on-site car parking is available for guests. Guests who drive to the hotel will be directed by hotel staff to utilise available on street car parking, or the public car parking station located adjacent the Kings Cross Police Station on Ward Avenue.

3.5 Maximum number of occupants and maximum permitted stay

The number of occupants (not including children under the age of 5 years) will not exceed the maximum number of persons determined by the council to be accommodated in each bedroom and in the whole premises.



The maximum permitted stay will be 3 months. Where accommodation is provided for more than 28 consecutive days, no more than two adults and one child are permitted per room.

3.6 Notices

A sign indicating the permissible maximum length of time during which a person may stay in the premises will be displayed within the hotel reception.

A schedule showing the numeral designating each bedroom and the number of persons permitted to be accommodated in each will be displayed on the premises.

Each bedroom must be numbered in accordance with the schedule and there must be displayed clearly on the door of or in each bedroom the maximum number of persons allowed to be accommodated in the bedroom.

3.7 Light and ventilation

Adequate light and ventilation will be maintained in the premises to each guest room and common areas.

3.8 Kitchen facilities

Any kitchen facilities and utensils for the storage or preparation of food will be kept in a clean and healthy condition, in good repair, free from foul odours and, as far as practicable, free from dust, flies, insects and vermin.

The floor of any kitchen will have an approved impervious surface.

3.9 General cleanliness

All parts of the premises and all appurtenances (including furniture, fittings, bedsteads, beds and bed linen) will be kept in a clean and healthy condition, and free from vermin.

Pans, receptacles or other waste storage devices will be kept covered and all waste will be deposited in appropriate pans, receptacles or other waste storage devices.

3.10 Furniture and fittings

Appropriate furniture and fittings will be provided and maintained in good repair. No bunk beds will be supplied in rooms, and all rooms will consist of single tier beds.

3.11 Toilets and Showers

All toilet and shower facilities, are to be screened for privacy.

3.12 Storage

All rooms will be fitted with storage for clothing and personal items. Upon checkout storage of luggage is available in back of house areas for no longer than a period of 12 hours.



3.13 Co-operation with External Stakeholders

Veriu are currently trading in other areas of the City of Sydney and are able to demonstrate good management and commitment to ensuring that nearby residents and community members are not unreasonably impacted upon by the guests of the hotel, and the patrons of the restaurant.

The hotel is committed to working alongside community stakeholders (including local Police) to ensure that the proposed hotel contributes positively to the locality, and does not adversely impact upon neighbourhood amenity.

3.14 Unloading/loading of Service and Delivery Vehicles

The loading and unloading of service and delivery vehicles will occur kerbside directly off Elizabeth Bay Road. Loading and unloading times for bottle collection are restricted **to hours after 7am daily**. This will limit any disturbance to patrons in the premises or the amenity of the surrounding area.

3.15 Hours of Operation

The hotel will operate 24 hours a day, 7 days a week.

3.16 Incident Report

An Incident Report will be required to be completed on all incidents that necessitate action by an emergency service, fire brigade, police and maintenance called in after hours. In addition, an executive of the Veriu is required to be informed.

3.17 Registering of Complaints

Any complaints received will be documented and followed up by the management. If a complaint is received management will call via telephone or visit the complainant in person to understand the extent of each complaint.

If the complaint is warranted management will investigate the cause of the issue and assess appropriate action and consider potential future mitigation measures to ensure complaints of the same or similar nature are not received in future.

If complaints require intervention from NSW Police, then management will notify the NSW Police and fully brief them on their understanding of the matter in question.



NOISE MANAGEMENT PLAN

4. Overview

This Part of the Plan of Management provides details on the noise management details of the new Hotel.

4.1 Noise Upon Departure and Arrival

The potential impacts of noise have been considered in relation to the operation of the hotel which is not likely to produce adverse noise impacts given the following are proposed to be adopted by the operators:


- Management controls will be utilised to manage guest departure particularly at night to ensure patrons leave the premises in a prompt and orderly manner. Staff will ensure guests are provided with transport through calling taxis or hire cars to ensure that they are at the front of the premises to collect guests. All guests will be encouraged to wait inside the foyer/lobby until their pick-up has arrived.
- All staff will ensure guests are provided with clear directions to reach public transport in the quickest possible route to ensure no noise to surrounding residents.
- Prominent notices shall be placed to remind guests that a minimum amount of noise is to be generated when leaving the premises.
- Staff will approach patrons who are leaving in a noisy manner and request they refrain from creating noise in the interest of surrounding residents and hotel guests.
- If noise continues beyond staff's requests outside the premise then staff may notify authorities to assist in reducing noise emissions from patrons.
- No antisocial or offensive behaviour at the front of the premises will be tolerated, and if necessary the relevant authority will be notified.
- The operators of the hotel are committed to addressing any issues raised by residents having regard to operations associated with the hotel. This will be achieved through engaging and working with the community to resolve the problem and ensure it does not reoccur.

4.2 Noise from Guest Rooms

- Guests who play loud music from their rooms will be asked by staff to turn volumes down to ensure no disturbance to other hotel guests and neighbouring properties.
- Any complaints from guests or neighbouring residents in relation to noise or antisocial behavior coming from guest rooms will be promptly addressed by the duty manager, who will insist upon noise levels being reduced. We behavior is antisocial or aggressive in nature guests will be asked to vacate the hotel with the assistance of relevant authorities if necessary.

4.3 Noise Associated with the Communal Roof Terrace

- The duty manager will lock access with a key to the communal roof terrace at 8pm nightly and reopen access at 8am the following morning.

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- Any complaints from guests or neighbouring residents in relation to noise or antisocial behavior coming from the communal roof terrace will be promptly addressed by the duty manager, who will insist upon noise levels being reduced, or if necessary close access to the roof terrace at their discretion.

4.4 Noise from Guest Room Terraces/Balconies

- All guest rooms with a terrace/balcony will have signs posted on or adjacent the door to the terraces that remind guests of neighbouring residents and hotel guests, and that discourage their use after 8pm each night, until the following morning.
- Any complaints from guests or neighbouring residents in relation to noise or antisocial behavior coming from the guest room terraces will be promptly addressed by the duty manager, who will insist upon noise levels being reduced.

4.5 Noise Complaint Handling

The operators of the hotel will manage and respond to any complaints received in relation to activities associated with hotel operations or guest behaviour. A complaint register will be kept and all complaints will be dealt within a 24 hour period.

4.6 Cleaning of Premises

Hotel staff will be responsible for the clean-up of the internal and external areas of the building on a daily basis. This will be closely monitored by management.

All external cleaning will occur only within daylight hours to avoid any unnecessary external noise during antisocial hours.

4.7 Noise associated with Plant and Equipment

All plant and equipment will be operated in accordance with manufacturers specifications. Any faults or repairs that result in additional increased noise will be addressed immediately through the provision of appropriate servicing.



CONCLUSION

The above procedures outlined in this Plan of Management and Noise Management Plan as they relate to the proposed will be implemented by management and staff of the hotel.