

# **Attachment E**

<h2><b>Plan of Management</b></h2>
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## **Operational Plan of Management** **82 City Road Chippendale**

### **Introduction**

This Operational Plan of Management (OPM) accompanies a Development Application for an existing boarding house at 82 City Road, Chippendale. This OPM outlines how the premises will operate. Three of the rooms use shared bathroom facilities and two of them have their own self-contained bathroom. The operator of the boarding house will comply with this OPM and with conditions of development consent that may be issued for the boarding house by City of Sydney Council.

### **Objectives**

- Maintain the safety and comfort of residents
- Outline use of the facilities across the site
- Manage noise impact or disturbances to adjoining properties
- Outline measures to ensure the property is well maintained

The boarding house operates as a registered premises under the NSW Boarding Houses Act 2012 and the operation of the boarding house is to be in compliance with that Act at all times.

Responsibilities of management include:

- A. Liaising with existing and potential guests
- B. Enforcing Guest policy
- C. Maintaining the daily operational functions of the building
- D. Addressing complaints (internal and external)

#### **A. Liaising with existing and potential guests**

Showing rooms, rentals transactions, identity checks, addressing individual room request and general enquires.

#### **B. Enforcing Guest policy**

This policy is displayed alongside the fire evacuation procedures displayed in each room and communal areas.

1. No overnight visitors permitted to stay in any rooms. Only registered guests
2. No smoking is permitted in any internal areas
3. Use of candles, open flames, bar heaters, incense or similar is prohibited
4. No cooking is permitted in any rooms other than a microwave
5. Noise levels should be kept to a minimum. Drunken or disorderly behaviour will not be tolerated.
6. Minimum stay of 3 months.
7. Rent must be paid on time. Please contact management for electronic transfers to obtain your rent code
8. Please keep all share facilities clean and tidy after use.
9. To hang items on walls, please contact management for free blue-tack.
10. All waste is to be placed in bins provided in the communal bin storage area.
11. Please notify management at least 1 week prior to your expected checkout to arrange deposit refund.

12. For lockouts 24 hours a day / 7 days a week please contact the following numbers: #####.

13. The use of the outdoor communal area is restricted to 8:00 am to 10:00pm daily.

Note: Entrances and communal areas are fitted with surveillance cameras to maintain the safety and security of all guests.

Guest policy is reviewed on *(date)*: #/#/#

### **C. Maintaining the daily operational functions of the building**

#### *Fire Safety*

Ensure fire safety measures are up to date at all times.

Maintain an emergency evacuation plan prepared by a competent person shall be prepared and that emergency evacuation plan shall be displayed in each boarding room and in the foyer.

#### *Security*

CCTV cameras will be installed at the front building entrance (City Road) and the rear door (Maze Lane) to provide appropriate level of security. Cameras at the rear will be positioned to face each direction of Maze Lane to monitor doors, yet more importantly support a reduction of illegal dumping and antisocial behaviour currently present in the lane. Access to CCTV footage will be made available to Police, City of Sydney Council or other government authorities via written request.

Liaising with police, fire brigade, Council and contractors as required.

#### *Waste*

Rooms are kept clean by guests and that all waste is removed to bins provided at an appropriate location within the property. Intermittent room inspections are to be undertaken to ensure cleanliness and room condition.

Move waste bins for weekly collection

Bins are to be taken to the established street collection point for collection as required.

#### *Maintenance*

Routine maintenance of the premises for internal and external upkeep shall be carried out. The premises are to be kept in a clean and tidy state at all times.

#### *Preparation of rooms for new residents*

Administer occupancy agreements.

If a room becomes vacant, the boarding house manager is to clean that room and ensure that the fixtures, fittings and furniture are in good order and otherwise replace or repair items as required.

### *General maintenance*

If basic repairs are required, such as new light bulbs required to common areas and such like, the boarding house manager is to attend to those. A small toolkit and small and basic supplies will be provided to the boarding house manager by the property owner if required.

Listed contractors engaged with other boarding houses will be sent across for service calls and maintenance.

### *Common areas*

Cleaners are contracted to visit the property and clean communal areas. This includes bathroom, laundry, hallways and stairs, courtyards and landscaping.

The common bathroom facilities are to be cleaned and sanitised daily.

### **D. Addressing complaints (internal and external)**

A complaints register is administered on the property

If residents, either within the development or from surrounding residents, 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.

Date	Issue	Raised by	Progress/ Resolution	Status
1/1/2016	Loud noise from Room 3 past midnight disturbing multiple rooms - music	Int – Rooms 2 +6	Issued warning to room 3	Closed
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