

# **Attachment D**

## **Plan of Management**

## Hotel Operation Plan of Management

29 Pyrmont St  
Pyrmont, 2009

DA Submission  
Revision 03  
17/09/2024

## Introduction

This Plan of Management (POM) has been prepared for future boutique hotel use at 29 Pyrmont St, Pyrmont. It outlines hotel management policies and addresses security protocols for the operation.

## Site Location

The site is in City of Sydney Local Government Area and as part of the Pyrmont Peninsula. The property faces Pyrmont Street

The surrounding area is characterised by a mix of land uses including commercial, casino, church, short-term accommodation and residential.



## Operational Management

### Hotel Booking

Hotel bookings will be all online, via website and third-party booking platforms like Booking.com, Expedia, Agoda, and Google Hotels. Phone or email reservation requests will be sent a link to complete the booking process.

The hotel will use online cloud based key system and CCTV for additional security, There will be no need for reception to handle keys. All ID information will be collected online prior and during the reservation process. Payment will also be made via online.

As housekeeper will carry out daily servicing of the rooms, they will also be able to assist guests with any request, otherwise guests can contact management via a dedicated service number.

### Hours of Operation

The hotel will operate for accommodation purposes 24/7.

### Maximum Capacity and Occupancy

The maximum capacity of the hotel will be 19 visitors. A maximum of 2 patrons per hotel room is permitted, this will be communicated in online room listings. Entry to the hotel will be restricted by passcode given only to guest.

### Waste Management, Storage and Collection

All staff and hotel patrons will be encouraged to minimise waste through staff induction, hotel signage and messaging. Each hotel room will have two bins, one in the bathroom and one in the bedroom. Hotel staff members will collect linen and waste from all rooms and common areas once a day and store in the designated areas. On waste collection day, the hotel staff member will wheel out the bins to Pyrmont street for collection.

Bins will be wheeled out to the kerbside, twice a week, in early morning on the days of collection only. The bins will be collected by a private contractor.

## Staffing

The boutique hotel will employ one part-time staff member to maintain the hotel and extra casual staff as needed, during peak periods. The Part-time Staff member will clean rooms and replace linen.

## Cleaning and Maintenance

The hotel will be cleaned regularly, with staff also responsible for monitoring and maintaining the areas surrounding the premises to ensure it is kept tidy. Hotel rooms will be cleaned on a daily basis when occupied.

The building, façades and entries will be regularly maintained. This includes light fittings, and any mechanical plant and equipment, to ensure that it does not cause any impacts to the amenity of surrounding properties.

The roof cavity in the heritage cottage will only be accessible via a lock access hatch at room 3 & 4. Staff will only be required to access this area in the event of any building services or roof maintenance is required.

## Emergency Management Evacuations and Fire Safety

Floor layouts and emergency evacuation information will be posted on each level of the hotel (including rooms), ensuring patrons are aware of fire safety information. All staff members will be trained to manage events of emergency evacuations and act as the fire warden.

All egress paths, internal areas and corridors will be kept free of any obstructions and cleaned regularly. Relevant contractors will visit regularly to check on smoke detectors, sprinklers and fire extinguishers.

DDA Access will be provided with the proposed wheelchair platform stair lift.

## Pick-up and Drop-off Guest

The hotel will not be providing pick-up or drop-off services. However, if hotel guest arrange for their own pick-up or drop-off this could be undertaken on Pyrmont street.

## Site Entries and Access

Pedestrian and patron entry to the hotel will be from Pyrmont Street only. The hotel will not provide any shuttle service so there will be no pick up and drop off services to guest. There will be no on site vehicle access or site parking is provided. DDA Access will be provided with the proposed wheelchair platform stair lift.

## Noise Management

The hotel will be managed to minimise the potential for noise impacts. All management staff are aware of the hours and noise restrictions so that they can ensure they are enforced. The operational details and potential noise impacts are to be included as part of any staff induction. Staff will be encouraged to report noisy behaviour and include any incidents in the incident register held on-site. It is anticipated that noise mitigation measures such as closure of doors and openings, restrictions on sound systems, incorporating sound amelioration and restriction on patron numbers in certain areas will be implemented.

This development will not have a licensed food and beverage area. There will not be music played, nor will there be speakers installed. As part of the hotel booking terms and conditions, hotel guest will agree to keep noise levels down throughout their stay.

## Period of Stay

The maximum permitted length of stay for the hotel rooms is three (3) months. Where accommodation is provided for more than 28 consecutive days, no more than two patrons are permitted per room. Maximum 2 patrons for all stays

## Security Measures

All staff will monitor patron and guest behaviour on the site and surrounds. This will be assisted by CCTV. Areas of activity and entrances will be monitored for patron behaviour and security of guests. All entries, the lobby and all common areas will be monitored 24 hours a day via CCTV monitoring, as well as by hotel staff during business hours. **The CCTV Camera will be mounted on the ceiling at the South-East Corner of the verandah. It will be pointed at the entrance.** The footage of CCTV will be kept for a period required to be available for inspection by relevant authorities if required. No cash will be accepted or kept on site.

## DDA Access

A permanent wheelchair platform lift has been proposed to allow for autonomous DDA access. When patrons book a room online, they will be asked if they require special assistance travelling up the entrance stairs. In the event that special assistance is required, the hotel can arrange for a staff member to meet with the guest at agreed date and time.

## Cabana Use

The cabana is provide to guest to use as a common outdoor area. Signs will be placed in the cabana to remind guest to keep noise levels down. Bulk Waste Goods will be stored in the cabana on a temporary basis, only pending their pick up by a contractor