

Friday 3rd May 2019

Our Ref: 1330 BHM Plan

Penrith City Council

PO Box 60

PENRITH NSW 2751

77 Lethbridge Street, Penrith, Proposed Boarding House**Management Plan****Introduction**

Boarding houses are subject to the NSW Boarding Houses Act 2012 and typically are required to be registered with the Department of Fair Trading. The Act requires that registerable boarding houses are inspected by the local council.

Boarding houses are either 1) General Boarding Houses that provide boarders and lodgers with a principal place of residence and have beds for 5 or more residents. 2) Assisted Boarding Houses – which provide accommodation and other services to people with disability who need a high level of care.

Residents of boarding houses may have either a rental agreement or an occupancy agreement under the Boarding Houses Act which sets out the conditions and rules of the occupancy of the boarding house, and the monetary cost and time frame of the occupancy and various rights and remedies of the occupant and the boarding house management.

This boarding house is a General Boarding House and has accommodation suitable for disabled persons to comply with the Disabled Access requirements.

A Plan of Management will be provided to establish rules for the satisfactory running of the premises.

The development does not require an onsite manager, and will be administrated by an offsite Management group. The Management group will appoint a housing manager who is responsible for the day to day running of the site.

It is the role of the Boarding House Management and manager to ensure that the various conditions of the Management Plan are adhered to, to maintain amenable living conditions for all boarders and neighbouring dwellings.

The Plan of Management / House Rules may be amended by the owner / manager of the premises at any time at its absolute discretion. If the Management Plan is amended the Tenants will be given a new copy of the plan / rules and a new copy will be displayed in the communal area.

The manager will keep a record of all complaints received and these will be able to be used in any proceedings of eviction of a resident.

The Boarding House will have a Tenancy Manager or organisation responsible for tenancy management who will be accessed via phone or email.

It is anticipated that the Boarding House manager and Tenancy manager will visit the premises on a regular basis apart from programmed inspections.

Boarding House Management Plan Principles Generally

The Plan of Management will be given to each tenant at the start of their tenancy and will be annexed to the Residential Tenancy Agreement. This plan will be prominently displayed in the common area of the property at all times.

The Boarding House Management group is the responsible authority for the site.

1. Residents will report any non-urgent issues to the Housing Manager between 9-5pm Monday to Friday.
2. Urgent issues requiring plumbers, electricians, locksmiths etc. out of hours should be reported to the dedicated out of hours emergency line as noted in the Residential Tenancy Lease on the contact list in the common room.

The Housing Manager's contact details will be provided in the Management Plan and displayed in the common room.

Noise Management

Generally, obtrusive noise from residents of the proposal will be controlled by lease conditions.

The lease conditions will include clauses that will prohibit residents from making excessive or obtrusive noise from within their rooms, or from common areas of the premises for the benefit of other residents and adjoining properties. The lease conditions will specify that amplified music is not allowed in the common or BBQ areas and that external gatherings are to cease at 10:00pm.

A record of infringements would be kept by management and there will be provisions within the tenancy agreements to allow for eviction of repeat offenders.

Control of residents' activities and noise generation will be vested in the manager, and it is in the interest of all concerned that noise generating activities are kept to reasonable and responsible levels to ensure long term satisfactory living conditions of the residents.

Suitable signage restricting noisy activities would be displayed in the common room areas and signage advising residents to be considerate of surrounding residential neighbours would be displayed in the driveway and parking areas.

Pest and Cleaning Management

Residents will be responsible for the cleaning of their own rooms and of common areas after activities. General cleaning and maintenance, both periodic and specific of common areas, garden areas and building generally as needs arise would be carried out the site management.

Management would also carry out tenancy inspections of housing rooms at typical 3-6 monthly periods. These inspections would target room maintenance and cleanliness and insect or other pest problems. Council inspection of the whole facility to be done each 12 months.

Tenants found to be in breach of the tenancy agreement conditions would be subject to penalty or eviction in accordance with the Boarding House Act 2012.

Safety and Security

Access to the premises by boarders will be via security key to the building and individual rooms to prevent unauthorised access.

Car park areas and access pathways and main entry will be provided with automatic sensor lighting systems to promote safety and security.

Annual Fire safety statement and fire safety schedule to be displayed in common room. Emergency egress route plans shall be permanently fixed on interior of unit access doors.

Proforma House Rules

The House Rules will be given to each tenant at the start of their tenancy and will be annexed to the Residential Tenancy Agreement. The rules will be prominently displayed in the communal area of the property at all times. The House Rules may be amended by Management at any time at its absolute discretion. If the rules are amended the Tenants will be given a new copy of the rules and a new copy will be displayed in the communal area. House rules will follow these proforma rules.

1. The main door should remain closed at all times and access is controlled by Residents only.
2. The communal living room should **not** be used between 11.00pm and 8.00am during the week and from 12.00 midnight to 9.00am at the weekends. The common open space not to be used 10.00pm to 8.00am week days and 11.00pm to 9.00 am weekends.
3. Use of the common area for sleeping is not permitted.
4. No inappropriate behaviour is permitted in the common areas.
5. No smoking in the communal living room or hallways etc. Smoking is permitted in the external communal areas only. Cigarette butts should be disposed of thoughtfully and fully extinguished to prevent a potential fire hazard.
6. No drinking alcohol in the communal living room or hallways etc.
7. All tenants should keep the common areas clean and tidy and remove all rubbish.
8. Children shall not be allowed to play in the public hallways or stairs.
9. Furniture is not to be removed from common areas.
10. Residents to be responsible for the behaviour of their guests. A violation of the house rules by a guest will be treated as a violation by the tenant.
11. Recreational drugs are not permitted on site.

12. Any complaint is to be directed to the House Manager who shall keep a register of complaints available for regulatory authority inspection.

Tenant Selection Process

Resident selection will involve doing a check on previous rental history. Applicants to supply references.

Length of tenancy is able to be variable from short term with 1 month minimum to 12 months with security bond payable. Lease agreements would be required to be renewed as required and controlled by a leasing agent such as local real estates or community organisation.

Outlining of the rules of the boarding house, to be carried out with new residents, and ensure the applicant understands them. Also, advise that there will be a regular inspection of the room.

The Housing manager is to outline the contractual and price arrangements clearly during the initial interview and provide a copy of the house rules.