

Grant Robinson PROPERTY SERVICES

Plan of Management

A management plan for 12 Room Boarding house.

75 Castlereagh Street
Penrith

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Plan of Management

This plan of Management is for a proposed new generation boarding house located at:
75 Castlereagh St, Penrith

The intention of this plan is to ensure that all residents of the new building live harmoniously with each other and provide a positive experience for neighbouring properties and the local community.

To create an environment that is positive and beneficial relies on

1. Selecting the right people to live in the proposed new building
2. Ensuring that the people selected want to stay and become long term tenants by providing a clean safe and comfortable space for them to live.

Long term tenants

It has been shown that longer term leases although they attract a slightly lower weekly income they are more profitable in the long term as the management of people coming in and out of a building incurs extra cost. The goal of the building owners is to find tenants that will make the space home and who would like to live in the space on an ongoing long term arrangement. The intention is to have a quite building that is easy to live in as it is close to all amenities. All tenants will be offered either six month or 12 month lease agreements using the Standard residential tenancy agreement. The plan is to attract and maintain long term tenants who will take pride and ownership of the space in which they live.

Security Locks

- Electronically controlled door locks with fob keys that need to be swiped to gain access shall be used on all doors that allow access to the building. The benefit of this style of system is that when a past tenant moves out the access locks to the building do not need to be changed.
- Other benefits include the ability to limit access to areas such as the outdoor common area at times when this space is not to be used. 10am through to 7am
- Although more expensive to install the ongoing cost savings far outweigh the initial cost.
- Another benefit of using electronic fob key access is that it prevents tenants from duplicating keys.

The Penrith Councils DCP requires a Plan of Management to include particular information. For clarity these items have been included in bold italic text as seen in item 'a.' below.

Staffing arrangements

a. boarding house staffing arrangements, including the location of 24/6 contact details for any on-site manager or resident caretaker, who has overall responsibility for the operation, administration, cleanliness, maintenance and fire safety of the premises.

On-site manager.

The proposed boarding house has a maximum occupancy rate of 19 people. In accordance with the state government SEPP no on-site manager is required however through our experience of building and managing boarding houses we have found that managing each property through real estate agencies and property maintenance companies we have not needed an on-site manager. On-site managers may be needed if the management plan would be to offer short term rentals however this is not part of the management plan.

Local Real Estate agency

To ensure the right people are chosen, as tenants, a local real estate company with a proven track record will be selected to manage the incoming tenants, leases and payments. Using a local real estate agency will mean the management team will have access to a database of potential residents. Their database and local knowledge will allow them to screen out any potentially unsatisfactory tenants. In addition to this local real estate agencies operate a professional run service with the latest in software to manage data.

The Local Real Estate agency office number will be the contact during business hours. Outside of business hours the Local Real Estate agency will have a mobile phone number allocated for the emergency contact number.

Contact Details Sign

The contact details of the managing real estate agency will be sign posted near to the front door in a easy to see place for anyone who is interested to see who manages the property. Having the contact details easily accessible will give local residents the power to contact the manager if ever there is any issues with the building or tenants. An example of the sign is included under the heading 'signage'.

Surrounding Residents

It will also be the responsibility of the Local Real Estate agency to contact via a mailed letter the surrounding residents to notify them of the managing agents contact details. This letter will encourage the surrounding residents to contact the Local Real Estate agency during business hours and also provide an after hours number that they can contact in an emergency. If these contact phone numbers ever change it will be the responsibility of the Local Real Estate agency to re-notify the surrounding residents of the change via a mailed out letter.

Noise or amenity impacts

It will be the responsibility of the Local Real Estate agency to ensure that all residents do not create excessive noise or disruption to other residents in the building or surrounding neighbours. The Local Real Estate agency will be the communication lead when any complaints are raised. All facts around any complaints will be recorded in the complaints register. Attached is a copy of a page from the complaints register.

House Policy and Rules

House Rules

b. house rules and how they will be publicised to residents, including details of

- I. guest behaviour;***
- II. activity and noise;***
- III. visitor policy;***
- IV. the use of alcohol and/or drugs;***
- V. cleaning of communal spaces following use, and***
- VI. location of smoking area.***

The property manager shall ensure that a copy of the 'House Rules' is attached to the rear of the entrance door of each room, together with the required emergency evacuation plan. The House Rules are in addition to the standard residential agreement. A copy of the house rules shall be included in the residential lease agreement and all new resident will be required to sign that they understand the house rules.

These rules are for the benefit of all tenants and the operator. They are intended to give clear guidance on how this boarding house operates and can be used in NSW Civil and Administrative Tribunal (NCAT) hearings.

House Rules

- a. Your room must be kept clean, tidy and free of clutter
- b. The inventory must be signed for and all furniture and fittings left in good condition other than normal wear and tear
- c. Any repairs and maintenance must be reported as soon as practical to the property manager.
- d. The occupants and visitors must ensure orderly conduct with no disturbances to neighbours
- e. No guests after 10pm
- f. Tidy and wipe down common kitchens and bathrooms after usage

- g. The outdoor common area must be used in a quiet and peaceful manner at all times
- h. No motorcycles shall be 'driven' onto the site. They must be turned off before crossing the footpath and wheeled to the parking areas provided.
- i. No smoking is permitted in any rooms including the common room. Smoking is only permitted on private balconies.
- j. No alcohol is to be consumed in any common areas.
- k. Any evidence of illegal drugs or illegal activities will result in immediate termination of your lease arrangement.
- l. Peace and quiet is to be upheld at all times. Abusive language, excessive noise, privacy, parties and other anti social behaviour will not be tolerated and may result in termination of your lease arrangement.
- m. Pets - no pets are to be kept on the premises without prior written approval from management.
- n. Residents must not tamper with or change a door locks.

Occupancy rate, Facilities and Access

c. plans outlining the occupancy rate for each sleeping room, room furnishings, provisions of communal areas and facilities, and access and facilities for people with disabilities.

Occupancy

Each room shall be limited to the specific occupancy rate allowed in the room. This shall be noted in the residential tenancy agreement.

Room furnishings.

Since the objective is to build and maintain long term tenants no furniture shall be provided. This will allow the tenants to bring their own furniture and make their space feel like home.

Provisions of communal areas and facilities.

Kitchen, bathroom and laundry areas will not be communal. Each room shall have its own kitchen and laundry. This greatly reduces the requirement to manage kitchen, bathroom and laundry areas.

The internal communal areas shall be furnished with some comfortable seat, tables and bookshelves with books and boardgames. Television is considered antisocial and requires someone to choose what to watch and as a result televisions will not be provided in any communal areas. The common area will be supplied with a range of games for the tenants to use. Suggestions are chess, monopoly, cards and other board games.

The outdoor communal area shall be provided with tables and chairs, planter boxes for growing herbs and other growing of plants by the residents.

Access and facilities for people with disabilities

Wheelchair access has been designed into the building. Both of the internal common areas as well as the outdoor common area have been designed in a way that a person in a wheelchair can access these areas. All doorways and pathways meet the Australian Standards for disability access.

Outdoor Common Areas

d. Measures to minimise unreasonable impact to the habitable areas of adjoining properties, including the management of communal open spaces, which, for boarding houses within residential areas or where adjoining sites contain residential activities, should be restricted to 10pm.

The outdoor common open space is located on the southern corner of the site away from neighbouring properties. This area will only be available for use between 7am and 10pm. The use of key fobs and computer control security door locks shall control when this area is available to be accessed.

Waste Management

e. Waste minimisation, recycling and collection arrangement are to be identified.

An area for waste bins has been allocated in the carpark area, which, is easily accessible by all residents including those in wheel chairs. The bins shall be standard 240L wheelie bins as provided by the council. Further notes on how this bin area shall be kept clean can be found in a document called the waste management plan.

Each week on the night before bin collection day the property maintenance company will be responsible for wheeling any of the general waste bins that have been used to the kerb for collection. Should that week be a recycling collection week then any of the recycling bins that have been used will also be wheeled to the kerb for collection. If it is not a recycling bin collection week then the green waste bin will be taken to the kerb for collection.

Notes on the calculation of the number of bins has been documented in a separate document called the waste management plan.

Maintenance Strategy

f. Maintenance strategy including, but not limited to:

- I. Monthly gardening and pruning of vegetation**
- ii. Pest management plan**
- III. cleaning and sanitation program including end of lease arrangements**
- IV. Quarterly external clean and graffiti removal**
- V. Waste management plan; and**
- VI. Indicative arrangement for council officers 12 month inspection, required under the**

boarding house act 2012

Gardening and pruning of vegetation

In addition to having a local real estate office to manage the building a local property maintenance company will be engaged to manage the following.

- Maintain the gardens and general upkeep of the common areas. This is important to maintain a high calibre of residents which respect the space.
- Be available outside of the real estate agency office hours.
- Taking the bins out on bin night.
- Bring the bins back in after collection.
- Mowing the lawn area
- Weeding gardens and lawns
- Watering of gardens when needed
- Trimming trees and hedges
- Sweeping path
- Maintenance and cleanliness of the common room.
- General maintenance to doors, locks, and fixtures and fittings including any maintenance requests by tenants.
- Overseeing maintenance work being performed by tradesmen.

Pest Management Plan

Part of a good pest management plan is removal of anything that attracts pests. One of the main areas that attracts pests in any building is the bin area. Large commercial grade bins although they have lids to keep pest out are often so heavy that they are left propped open. The best approach is to use the readily available

and easy to manage 240L bins. These bins have light self closing lids. There is a regular bin collection service provided by the council. The weekly collection ensure the removal of anything that attracts pest.

To ensure the bin area is maintained in a clean and tidy state. The designated area shall have a floor waste and hose cock to allow easy cleaning of the bin area and bins.

Despite all of this pest do still make their homes in our buildings to combat this all resident will be able to contact the managing agent to have any outbreak of pest dealt with before they become a problem.

Cleaning and sanitation program including end of lease arrangements

Standard end of lease arrangements that existing within the residential tenancy agreement will apply. Tenants will be expected to have a professional cleaning company perform a bond clean when they leave. A bond will be held so that any cleaning or repairs cost can be paid for from the bond moneys. Since bedding and furniture will not be provided there is no need for sanitation of these items.

Cleaning within the rooms will be the responsibility of the tenant. Any tenant not maintaining their space in a clean and tidy manor shall be given a warning by the managing agent or asked to vacate for breach of agreement.

External cleaning and graffiti removal

- Note - it is not recommended to leave graffiti removal to quarterly time periods as suggested by the Penrith DCP. Graffiti or any vandalism as noted in the crime prevention through environment design report should be removed or repaired within 24-48. Leaving damage for a longer time period risks the building becoming a target for more criminal activity. External fences that could be targets for graffiti have been designed to reduce their appeal by planting of wall climbing plants adjacent to the walls. This reduces any areas that graffiti can be applied. Fences have been designed with this in mind.
- The external walls of the building will be pressure cleaned as required however quarterly cleaning of external walls would be too often. Gardens paths and other areas shall be maintained fortnightly.

Waste Management Plan

A separate document called the waste management plan has been provided in this DA.

Indicative arrangement for council officers 12 month inspection, required under the boarding house act 2012

Contact details of the managing agent shall be provided to the council. In addition the contact details of the managing agent shall be sign posted near the front door of the building. Council are welcome to carry out inspections at time that suit them and as the need arises.

Signage

g. internal signage arrangement, including;

- I. the name and contact number of the property caretaker or manager;***
- II. emergency contact numbers for essential services;***
- III. house rules;***
- IV a copy of the annual fire safety statement and current fire safety schedule***
- V floor plans that will be permanently fixed to the inside of the door of each sleeping room which indicate the available emergency egress routes from the respective sleeping room, and***
- VI. information on local social services.***

Signage shall not be limited to internal signage only as suggested by the Penrith DCP. Signs shall include.

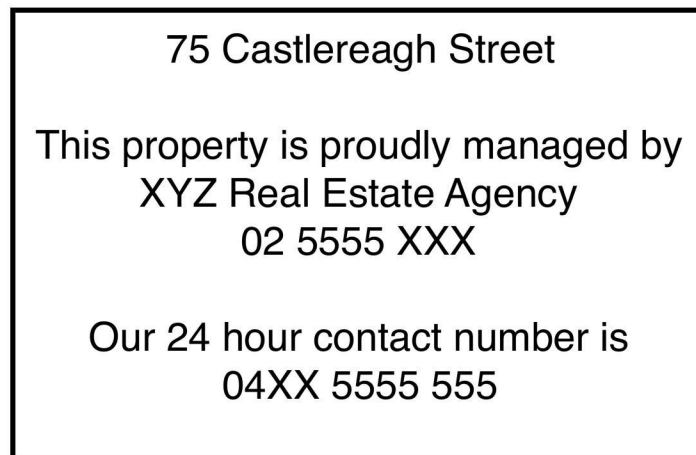
- I. The name and contact number of the local real estate agency including office hours numbers and after hours numbers. These signs shall be posted on the internal door of each room as well as in a prominent place on the exterior. See Sign Type 1 and Sign Type 3
- II. Emergency contact number for essential services and information on local social services shall be posted on the internal door of each room. See Sign Type 3
- III. House rules shall be posted to the internal door of each room. See Sign Type 3
- IV. A copy of the annual fire safety statement and current fire safety schedule shall be posted in the lobby or foyer area of the building. To be installed and maintained by the Local Real Estate Agency.

V. A fire escape plans shall be posted to the internal door of each room and also in the common rooms. Fire escape plan sign shall be created when final floor plan has been approved by Penrith Council.

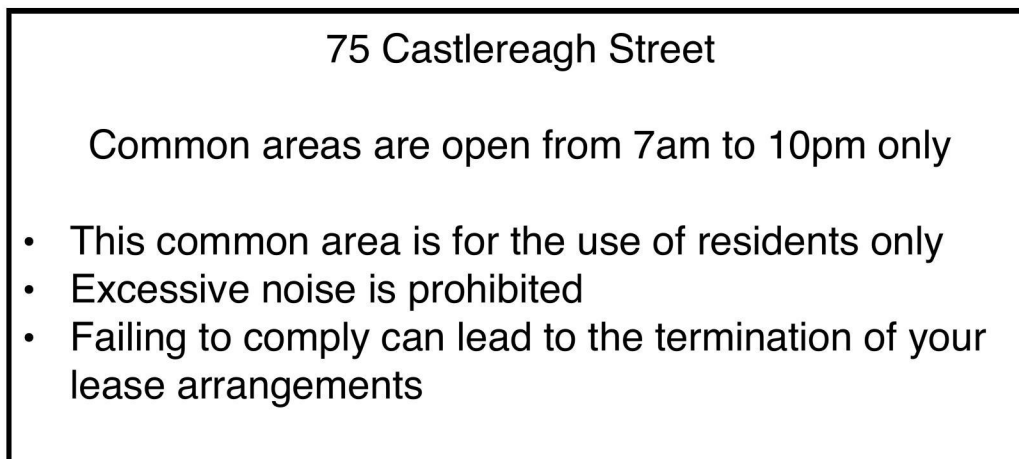
VI. See item II. See Sign Type 3

The following signs will be located around the building as follows.

Sign Type 1 - Located on the front fence and close to the front door.



Sign Type 2 - Located within the common area and at the entrance to common areas



Sign Type 3 - Located with each sleeping room

Emergency Contact Numbers
Police, Ambulance or Fire - 000

Building Manager - 04XX 555 XXX
Plumbing - 04XX 555 XXX
Electrical - 04XX 555 XXX

Social Services - 02 5555 XXXX

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- a. Your room must be kept clean, tidy and free of clutter
- b. The inventory must be signed for and all furniture and fittings left in good condition other than normal wear and tear
- c. Any repairs and maintenance must be reported as soon as practical to the property manager.
- d. The occupants and visitors must ensure orderly conduct with no disturbances to neighbours
- e. No guests after 10pm
- f. Tidy and wipe down common kitchens and bathrooms after usage
- g. The outdoor common area must be used in a quiet and peaceful manner at all times
- h. No motorcycles shall be 'driven' onto the site. They must be turned off before crossing the footpath and wheeled to the parking areas provided.
- i. No smoking is permitted in any rooms including the common room. Smoking is only permitted on private balconies.
- j. No alcohol is to be consumed in any common areas.
- k. Any evidence of illegal drugs or illegal activities will result in immediate termination of your lease arrangement.
- l. Peace and quiet is to be upheld at all times. Abusive language, excessive noise, privacy, parties and other anti social behaviour will not be tolerated and may result in termination of your lease arrangement.
- m. Pets - no pets are to be kept on the premises without prior written approval from management.
- n. Residents must not tamper with or change a door locks.

Lease Periods

h. minimum lease period with conditions including;

I. resident agreement to comply with boarding house rules;

II. Minimum lease period of 3 months; and

III. 6 and 12 month rental terms available.

- I. All new tenants shall be required to sign a standard residential tenancy agreement. At the same time they will sign to say they understand and agree to the boarding house, house rules.
- II. 3 month lease periods will not be offered by this boarding house.
- III. All tenants shall be encouraged to sign a 12 month lease agreement. 6 month agreements will be available if a tenant requests a shorter term.

Social Impact Assessment

i. a social impact assessment

A social impact assessment is not consider part of a plan of management and has not been included in this Plan of Management. A social impact assessment has been included in a seperate document.

Complaints Register

j. a complaint register that is available for inspection by Council.

A copy of a page from an example complaints register has been included in this plan of management. The complaints register shall be managed by the local real estate agency and will be made available to the council upon request.

Council Monitoring

k. indicative arrangements for Council monitoring and review of required management actions; and i. any further relevant consideration. Council may request further information to be provided.

Building on previous successful boarding house designs we have worked out what works and what does not work. We have completed a number of successful boarding house developments that have required no further ongoing reviews of how we manage the buildings. This is mostly due to the design of the building. Having no shared kitchens, bathrooms or laundries allows the tenants of these building to live independently. This design strategy greatly reduces the need for ongoing micro management that older style boarding houses with shared facilities had.

Our building designs have been successful because they have considered the impact on the locals. Our buildings are quiet and well maintained. Our tenants are proud of the buildings they live in. We provide a quality affordable housing option to those that are looking to live in a smaller spaces to save money.

Condition Report and Inventory

Castlereagh Street

Room: _____

Room item	Tick if clean & in good order	Notes
Condition of room		
Walls/ceiling		
Doors/windows		
Lights/power points		
Floor coverings		
Blinds/curtains		
Condition of bathroom/laundry		
Walls/ceiling		
Doors/windows		
Light/power points		
Tiling		
Mirror/cabinet/basin		
Toilet		
Other		
Condition of cooking area		
Walls/ceilings		
Doors/windows		
Lights/power points		
Floor coverings		
Cupboards/drawers		
Benchtop		
Sink/taps		
Other		

Comments:

Signed & dated by tenant: _____

Signed & dated by witness: _____

Condition Report and Inventory – Furnishings

Room: _____

Furnishing item	Tick if clean & in good order	Notes
Bed		
Bed linen		
Side light		
Bedside table/drawers		
Chest of drawers		
Cupboards		
Bookshelf		
Kitchen table		
Kitchen chairs		
Coffee table		
Lounge		
Fridge		
Microwave		
Oven		
Cooktop		
Washing machine		
Crockery, cutlery, jug etc		
Rug		
Heater		
Other		

Comments:

Signed & dated by tenant: _____

Signed & dated by witness: _____

Register of Tenants

This register is to be kept onsite and to be available for inspection by public authorities when requested.

[illegible]

Register of Complaints

This register is to be kept onsite and to be available for inspection by public authorities when requested.

Date:_____ Time:_____ Complaint Number:_____

Complainant is under no obligation to reveal details however in order to keep communication open to resolve any ongoing issues it is sometime helpful to have a record of the complainants details

Complainants Name:_____ Contact Number_____

Details of Complaint.

Room number causing complaint:_____

Resulting Action:_____

Date:_____ Time:_____ Complaint Number:_____

Complainant is under no obligation to reveal details however in order to keep communication open to resolve any ongoing issues it is sometime helpful to have a record of the complainants details

Complainants Name:_____ Contact Number_____

Details of Complaint.

Room number causing complaint:_____

Resulting Action:_____