



fresh hope
care

Level 1, 3 Rider Boulevard
PO Box 3571
Rhodes NSW 2138

(02) 8719 2603

admin@freshhopecare.org.au
www.freshhopecare.org.au

ABN 41 041 851 866

RETIREMENT VILLAGE

PLAN OF MANAGEMENT

1. THE PREMISES

This plan of management ("Plan") relates to the Retirement Village at 154 Stafford Street, Penrith ("Premises").

2. OBJECTIVES

The objectives of this Plan are to set out the various requirements and responsibilities of the management and residents and includes:

- (a) Management and staff arrangements to ensure an acceptable level of management, services, amenity and accommodation to meet the needs of residents;
- (b) The provision of "village rules" with regard to use of indoor and outdoor communal areas;
- (c) The provision to all relevant persons including the community and regulatory authorities ("Stakeholders") a written record of the management practices and procedures which will be applied in the management and operation of the Premises;
- (d) Evidence of an appropriate and compliant level of planned fire safety on the premises;
- (e) provide a mechanism by which the management practices and procedures can be assessed and improved on an ongoing basis to provide an acceptable outcome to all Stakeholders;
- (f) ensure that the operation of the Premises does not unreasonably impact upon or detract from the amenity of the surrounding residences and the neighbourhood.

Where there is any conflict between the provisions of this Plan and the objectives the conflict will be resolved in a way which best gives effect to the objectives.

3. ACCOMMODATION

The Retirement Village will consist of 35 Villas over two building levels comprising of:

- 6 1 bedroom villas,
- 24 2 bedroom villas,
- 5 3 bedroom villas

Each Villa will be allocated a car parking space plus a storage cage within the underground basement space.



Villa's will each include:

Modern open plan Kitchens

Modern Bathroom facilities

Dining areas

Lounge areas

Bedrooms (numbers vary depending on unit mix)

Some units include Study areas or alcoves.

All units include outdoor private terraces

Rest areas adjacent to the entrance door

Laundry facilities. In addition, exterior resident use community clothes lines will be provided in select areas of the site

Split system Air-conditioning to each living room

Nurse call alarms

Passenger lifts (two off)

Access to a community (communal) room, library, and quiet room

Access to a Community garden

4. PARKING AND TRANSPORT

The Village will accommodate at least 34 car spaces in an underground carpark. The car spaces will be offered to residents to purchase on a lease arrangement.

The Village will provide 2 unallocated car spaces in the underground carpark. Of these, 2 will be designated as Disability Parking with appropriate signage.

5. COMMON AREAS

The Village common and shared amenity areas are available to residents and their visitors at any time subject to compliance with the Resident Service Agreement, Village Rules and any relevant Council or other regulation.

The Village common areas will include:

- a) All gardens and grounds, which will be classified as common areas
- b) Designated *Edible Garden* with raised vegetable beds
- c) Designated clothes hanging area with clothes lines installed
- d) Village Hall including:
 - i) Management and services office space with flexibility to accommodate various services
 - ii) Library area
 - iii) Village Noticeboard and communication area
 - iv) Restroom
 - v) Storage cabinets for resident activity resources
 - vi) Lounge area with gas fireplace
 - vii) Dining area for Village functions
 - viii) Kitchen and bar extending to outdoor kitchen with BBQ facilities

All internal common areas, including corridors, the stairwells, and entrance lobbies will be cleaned by a professional contractor or staff member at least once per week.

6. FIRE SAFETY

A Fire Emergency Strategy that includes an evacuation plan, fire hydrants, fire sprinklers to living areas, fire blanket and fire extinguisher locations will be developed and displayed in prominent locations.

All villas will contain an evacuation plan and interconnected photoelectric smoke alarms.

All community amenity buildings will contain an evacuation plan, appropriate quantities of fire safety equipment including fire sprinklers, fire blankets and extinguishers and interconnected photoelectric smoke alarms.

Annual inspection and certification of fire safety equipment will be carried out by a fire safety specialist. A copy of the annual fire safety compliance statement shall be displayed on the notice board in the ground floor lobby.

Annual fire evacuation exercises will be conducted with staff and residents in accordance with Retirement Village Act Legislation and documents recorded to evidence this.

7. MANAGEMENT

The contact details of the Fresh Hope Care and Churches of Christ will be displayed at the front of the building. All residents will be given the contact details for Village Management and Fresh Hope Care Management.

8. VILLAGE MANAGER RESPONSIBILITIES

A Retirement Village manager will be employed to manage the village and be on site a minimum of two days each week. During periods of leave or absence, the owner will make arrangements for all village management duties to be completed for that period. The Village Manager will be responsible for the operation of the retirement village including the following specific responsibilities:

- Ensuring all maintenance is completed in a timely manner;
- Maintaining the administration records for resident information, feedback and village activities;
- Supplying residents with keys to their Villa, entrance doors and any other form of entry requirement (such as a key code, fob or card) as required to access the Village amenities
- Ensuring residents have read and understand the Village rules prior to signing the Resident Service Agreement
- Ensuring that all entry doors to rooms have an evacuation plan fixed to the inside face.
- Maintaining a fire safety plan including details such as the location and number of fire extinguishers, smoke alarms, emergency lighting and records of maintenance.
- Ensuring fire safety inspections are undertaken annually.

- Ensuring all fire safety equipment is working on a regular basis.
- Ensuring that the Village Rules, the manager's contact phone number and emergency services phone numbers are provided to all residents on entry.
- Ensuring waste and recycling bins are placed at the kerb for collection and returned.
- Ensuring communal furniture and fittings are maintained in good working order.
- Ensuring the grounds and gardens are maintained and external access points are kept clear and clean
- Manage the Village Budget in accordance with the Retirement Village legislation
- Support resident lifestyle and activity opportunities within the Village

9. VILLAGE RULES

A set of Village Rules will be established and enforced as part of the resident agreements. All residents will be required to comply with the Village Rules throughout the duration of their stay. A copy of the Village Rules is attached, (Annexure A).

10. COMMUNITY LIAISON

In order to engage with stakeholders and continually refine operations of the facility, the owner or Village Management will make provisions for regular contact and discussions with a community liaison officer from local community groups and neighbours as necessary.

The Owner (or their staff) will make efforts to establish and maintain open ended relationships with local amenities such as Libraries, Swimming Pools or Gyms in order to provide beneficial options for local services to the residents.

11. COMPLAINTS MANAGEMENT

Complaints will be managed in accordance with NSW Retirement Village Act 1999 Legislation and associated Regulations and as dictated by the Fresh Hope Care Feedback Policy and Fresh Hope Care Retirement Living Feedback Procedure. This includes but is not limited to:

- That a Feedback Register is used to record all feedback including suggestions, compliments and complaints and is maintained
- That Feedback Forms be made available in common areas for resident use
- That the Feedback Process, including Complaint Management and escalation, be made publicly available to residents in hard copy on site and on the internet
- That complaints may be lodged in a confidential manner or non-confidential, as the complainant sees fit.

Village Rules

These rules have been made to maintain a peaceful, comfortable and enjoyable village environment for all residents, staff, visitors and guests.

1. The Resident shall not in any way obstruct or permit the obstruction of any walkways, pavements, entrances, passages, courts, corridors, service ways, vestibules, halls, roads, docks, stairways, elevators, hoists, escalators, fire or escape doors or other parts of the common area or any appurtenances or conveniences therein.
2. The Resident shall not mark, paint, drive nails or screws or the like into or otherwise damage or deface any part of the Village without the approval in writing of the Owner.
3. The Resident shall report any property or equipment requiring maintenance to the Owner in writing.
4. The Resident shall:
 - (a) Not damage any lawn, garden, tree, shrub, plant or flower situated in the Village;
 - (b) Not use for his own purposes as a garden any portion of the Village except with the prior written consent of the Owner;
 - (c) Co-operate fully with the owner in the preservation of the garden.
5. The Resident when upon the common areas shall be adequately clothed and shall not use language or behave in a manner likely to cause offence or embarrassment to other occupants of the Village or to any person lawfully using the common areas.
6. The Resident shall take all reasonable steps to ensure that his invitees do not behave in a manner likely to interfere with the peaceful enjoyment of other occupants of the Village or of any person lawfully using the common areas.
7. The Resident shall not within the Village create any noise likely to interfere with the peaceful enjoyment of other occupants of the Village or of any other person using the common areas.
8. The Resident shall not allow any accumulation of rubbish in the Villa.
9. All blinds, shades, awnings, windows, ventilators and other similar fittings and fixtures installed by the Resident with the consent of the owner in or upon the Villa and visible from outside such premises shall conform to the reasonable requirements and standards of the Owner as to design, quality and appearance.

Annexure A

10. The Resident shall not keep any dog or cat in the Villa except with the written consent of the Owner. The Owner may in its absolute discretion consent to the keeping of any other animal, fish, or bird in the Villa. The Owner may withdraw consent at any time without assigning any reason for the withdrawal of such consent and the Resident shall forthwith remove such animal, fish or bird from the Villa. The Resident shall ensure that his invitees do not bring any animal or bird upon the Villa or the common areas.
11. All doors of the Villa shall be securely fastened on all occasions when the premises are left unoccupied and the Owner reserves the right for its agent, caretaker, employees, servants and workmen to enter and fasten the same if left insecurely fastened.
12. The Resident shall give written notice to the Owner if the Villa is to be left vacant for more than seven (7) consecutive days.
13. The Resident shall give the Owner written notice if any other person or persons shall intend to reside in the Villa for more than two (2) weeks or if it is intended that any person under the age of eighteen (18) is to reside in the Villa, and, in either case the owner shall in its absolute discretion be entitled to grant or refuse consent to such intended residence.
14. In any case where pursuant to these Rules the doing or executing of any act, matter or thing by the Resident is dependent upon the consent or approval of the Owner such consent or approval may be given or withheld by the Owner in its absolute uncontrolled discretion unless otherwise herein provided.
15. The Owner has the right to hire out community facilities within the Village at its absolute discretion, subject to the Residents having a priority for bookings for community facility made prior to any other party seeking a booking at a similar time and the Owner shall utilize all income derived from the hiring out of such community facilities for the operating costs of the Village.