

# Operational Plan of Management 10-11 Railway Street, Werrington



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## 1. Introduction

This Plan of Management ('PoM') has been prepared in accordance with relevant development controls of the Penrith City Council's ('Council') Development Control Plan for Boarding Houses and applies to the 10-11 Railway Street, Werrington ('the Site').

The subject Boarding House comprises 69 rooms, two levels of basement carparking, and affords internal communal living spaces on ground floor and landscaped outdoor open spaces in the front side and rear areas of the property.

This PoM outlines the operational guidelines for the Boarding House, including the staffing arrangements, house rules, details of the lodging rooms, measures to minimise unreasonable impacts to adjoining sites, management of operational waste, site maintenance strategy, house and lodging room signage, lease conditions, the complaint register and indicative arrangements for Council to monitor the operation of the Boarding House.

This PoM is a draft document that will become effective when the final occupation certificate has been issued. Each lodger will be provided with a copy of this PoM.

This document will be reviewed and updated on an annual basis, taking into consideration the lodgers' ongoing needs and expectations.

## 2. Objectives

The primary purpose of this PoM is to make certain the Boarding House provides a high degree of residential amenity for neighbouring properties and for all lodgers' living on the premises.

To achieve this, the following matters have been considered:

- a) Ensuring the Boarding House is appropriately staffed, including making certain the Site Manager is available 24 hours a day for all lodgers' enquiries or concerns.
- b) To ensure the Site is managed appropriately, including garden maintenance, so that the lodgers can enjoy the communal indoor and outdoor spaces.
- c) To ensure the operation and management of the Boarding House does not detract from the amenity of surrounding properties and the wider community of Werrington.

- d) To provide all lodgers with a copy of this document and a copy of the House Rules to which the lodgers are to always adhere to while on the premises.
- e) To provide Council with all relevant documentation relating to the operational practices of the Boarding House.
- f) To ensure appropriate fire safety measures for the Boarding House are implemented, including an Emergency Management and Evacuation plan.
- g) To reduce anti-social behaviour between the lodgers on, and in the vicinity of, the premises.
- h) To create a Complaints Register, including procedures to respond to any complaints.

A copy of this PoM will be kept in an accessible location on the premises so all stakeholders involved in the operation and management of the boarding house including lodgers and Council can review the document.

### 3. Staff Arrangements

The Boarding House will be managed by an on-site Manager who will be responsible for ensuring the site is regularly and appropriately managed at a high level at all times.

The Site Manager will be available to all lodgers and neighbours by telephone on a 24-hour basis. The name and contact number for the Site Manager will be displayed in all private rooms (mounted to the door), at the entrance to the Site Manager room (mounted to the wall adjacent to the door) and in the foyer at the entrance of the premises (wall mounted).

The Site Manager will have overall responsibility for the operation, administration, cleanliness, maintenance, and fire safety of the premises.

The Site Manager's room will be provided on the ground level of the Boarding House and will be accessible for lodgers who have enquiries, complaints or to report any maintenance issues.

## 4. House Rules

The House Rules will be displayed at the entrance to the premises, behind each entry door per room, as well as in all indoor and outdoor communal areas. The House Rules displayed outdoors will be protected from the natural elements so the lodgers and any visitors can clearly read the rules.

The House Rules will ensure that all lodgers will create positive social settings within, and in the immediate vicinity of, the premises in order to facilitate a quiet and safe environment whereby all lodgers can enjoy their privacy.

It is the responsibility of the Site Manager to ensure all lodgers are made aware of the House Rules upon entry to the premises, and to ensure adherence to the House Rules.

The House Rules and Tenant Agreement will be signed by each lodger upon entry to the premises.

See **Attachment 1** for the House Rules.

## 5. Details of Each Boarding Room

The boarding rooms will accommodate a minimum of one lodger, but no more than two.

Each boarding room will be equipped with private kitchen, bathroom, and laundry facilities. In addition to these private facilities, there will be communal kitchen and living facilities on the ground floor, of which will be equipped with typical kitchen and living room furniture and appliances. A communal open space is provided on the ground level within the front yard, with access obtained from the internal communal living area.

All levels with boarding rooms will be equipped with at least two accessible rooms which will be appropriately constructed to facilitate accessibility.

Each boarding room achieves compliance with the minimum room size, excluding kitchen, bathroom, and laundry areas.

**Boarding rooms** will be furnished with the following items:

- Bed (including a base, mattress with dimensions of 138cm x 188cm and mattress protector)
- Wardrobe
- Mirror
- Table and chair

- A night light, or any other illumination apparatus, with easy access from each bed
- Waste container
- Appropriate safety latch device on the door
- Curtains, blinds, or any other type of privacy device affixed to the window

Pillows, and bed linen must be provided by the lodger.

The **kitchen** will include the following items:

- Mini combination fridge and freezer
- Sink
- Bench space for food preparation
- A 2-burner stove top
- Storage
- Microwave
- Items for cleaning (including but not limited to: dishwashing detergent, scrubbing brush, plug for the sink and dishwashing gloves)
- Dinnerware items (including but not limited to: cutlery, plates [small and large], glass tumbler and mug)
- Cooking utensils (including, but not limited to: tongs, spatula, wooden spoon, saucepan and frying pan).

The **bathroom** will include the following items:

- Toilet
- Shower
- Sink
- Mirror
- Towel rail and toilet roll holder.

The **laundry** will include the following item:

- Washing machine
- A clothes dryer, or space for a clothes dryer

## 6. Measures to Minimise Unreasonable Impacts

To ensure the Boarding House does not unreasonably impact upon the amenity of adjoining residential properties, House Rules have been prepared (see **Attachment 1.**).

Lodgers, the Site Manager, and all visitors are to respect each other and neighbouring residents and to keep noise at a reasonable level, particularly when entering and existing the premises at all times.

## 7. Operational Waste Management Policy

Each boarding room, and the indoor and outdoor communal areas, will be equipped with instructions detailing how to dispose of certain waste appropriately. The bins in each boarding room, and communal areas, will have display signs indicating what waste goes where, including:

- General waste; and,
- Recycling:
  - Paper and cardboard; and,
  - Aluminium cans, glass and plastic bottles.

## 8. Site Maintenance Strategy

### 8.1 Landscape Maintenance

The proposed landscaping works will be maintained by a suitably qualified landscape gardening service on monthly basis, or where more regularly where specific work is requested.

### 8.2 Pest Management Plan

Where necessary, appropriate pest management will be implemented throughout the premises, including within communal and private spaces. Lodgers are encouraged to speak with the Site Manager if more specific pest management procedures are required.

### 8.3 Cleaning, Sanitation and End-of-lease Arrangements

All lodgers will keep their room clean and sanitised. At the end of their lease, the lodger will ensure their room, and all its furnishings, will be in a similar condition to which they found it.

### 8.4 Quarterly External Cleaning and Building Maintenance

External cleaning and building maintenance will be conducted on a need's basis.

The Site Manager will be responsible for inspecting the external surfaces and communal areas of the site and, where necessary, will employ the relevant services to properly clean the external surfaces of the site, or undertake maintenance work.



## 8.5 Waste Management Plan

A Waste Management Plan has been prepared for the Development Application. The House Rules further ensure that all waste generated in private rooms and communal spaces are disposed of appropriately in private waste collection bins and, when full, in the waste storage area on Basement Level 1.

The Site Manager will be responsible for the placement of the Council bins on the footpath for collection. Further, the Site Manager will return the bins from the footpath to the waste storage area on Basement Level 1 **on the same day** after the waste collection.

## 8.6 Council's 12-month inspection

Once the Boarding House has commenced operation, the Site Manager will contact Council and organise a time and date for a Council Officer to inspect the premises. This date and time will remain in perpetuity.

However, if this needs to be changed, whoever is making the change must do so at least 4 weeks prior to the inspection date and the change must not be more than 1 week before/after the original inspection date.

## 8.7 Complaint and Incident Register

The Site Manager will deal with all complaints and incidents. This register will contain:

- The date of complaint or incident; and,
- The contact details of the person making the complaint. The complaint may come from nearby residents, tenants, the Police or a Council Officer; and,
- The name of the person who received the complaint or notice of incident; and,
- Outline the details of the complaint or incident; and,
- Detailed actions taken to address the complaint or incident; and,
- The status of the complaint or incident.

The Site Manager will endeavour to address the complaint or incident within 24 hours of receiving the complaint or incident notification. If the Site Manager will take longer than 24 hours, they must notify the complainant.

# 9. Internal Signage and Arrangements

The following details will be included in all private rooms and communal areas:

- Site Manager details (name and contact number)

- Emergency contact numbers for essential services
- The House Rules
- A copy of the fire safety statement current fire safety schedule
- Information on local social services (including bus and train timetables)
- Floor plans of the building, including the basement levels, will be permanently fixed to the inside of the door for each sleeping room. These plans will indicate the available emergency egress routes from the respective sleeping room.

## 10. Lease Conditions and Tenancy Agreements

Prospective tenants will be given an option of leasing periods, with a minimum of 3 months, as well as 6 and 12-month rental terms.

The House Rules will be included in the tenancy agreement, which any prospective tenant must read, understand and sign upon entry to the Boarding House.

## Attachment 1. House Rules

All lodgers, the Site Manager, and any visitors to the premises must sign the House Rules document upon entry to the premises and must conduct themselves in accordance with these rules.

### 1. Access Key

- a. The access key to the front door of the Boarding House will not be provided to anyone other than the Boarding House occupants.
- b. Every lodger is responsible for their access key(s). If the lodger loses their access key(s) then they incur the fees for replacement.

### 2. Activities and Noise

- a. Live music must not be performed at any time on the premises.
- b. Loud music is not be permitted at any time in all communal areas.
- c. Lodgers are permitted to play music in their private rooms between the hours of **8am and 8pm Monday to Thursday**, and between **8am and 10pm Friday to Sunday**.

### 3. Visitor Policy and Tenant Behaviour

- a. All tenants and visitors must be cognisant of other lodgers on the premises and must be quiet when always entering and existing the premises.
- b. Lodgers are permitted to have friends in their room. However, no visitors are permitted on the premises between the hours of **10pm and 6am**.
- c. Any lodger inviting friends to visit will be responsible for their visitor (including their safety on the premises) and their behaviour while on the premises.
- d. In the event of serious misconduct by a visitor, the lodger will be held responsible and may be asked to leave the premises and their tenancy agreement may be terminated.
- e. In the event of any part of the property being damaged by the visitor of a lodger, the lodger may be asked to pay to fix the damages.
- f. At the end of their lease agreement, all lodger's will ensure their room and all furnishings are clean and sanitised and in a similar condition to which they were given.

### 4. The use of alcohol and/or drugs

- a. Alcohol may be consumed by lodger's, 18 and over, in the privacy of their own room. This must be done in a respectable and responsible manner.

- b. The consumption of alcohol in communal spaces (both internal and external) is, under no circumstances, permitted.
- c. The use, sale or possession of any illegal substance, or the suspicion of any such acts being performed in or about the premises, or any person found using drugs, shall be immediately reported to the Police, and their tenancy agreement will be terminated immediately.

**5. Use of Communal Areas**

- a. The communal outdoor open space in the north-western area of the site is not to be used between **10pm and 6am**, 7 days a week. The Site Manager will be responsible to restrict all access to the communal open space at the appropriate times.
- b. The communal open space will not be used for parties, or other similar activities, at any time of the day/night.
- c. All lodgers will be responsible for cleaning up after themselves following their use of the communal area.

**6. Location of smoking area.**

- a. Under no circumstances will smoking be permitted indoors (this includes in the basement levels, waste storage rooms, lifts, stairwell, foyer, hallways, boarding rooms and internal communal areas).

**7. Pets.**

- a. No pets are allowed within the boarding house at ANY time.

**8. Misconduct**

- a. Any lodger that fails to adhere to the House Rules, and any cases of serious misconduct, will be dealt with by the Site Manager who may request the lodger leave the premises immediately and will terminate the tenancy agreement. And, depending on the extent of misconduct, the Police may be notified.
- b. Serious misconduct includes, but is not limited to:
  - i. Drug or alcohol use; and,
  - ii. Sexual, racial, or religious harassment; and,
  - iii. Theft; and,
  - iv. Violence; and,
  - v. Continued disregard for the House Rules.
- c. Lodgers, as well as the Site Manager, are strongly encouraged to call the Police if they feel unsafe as a result of another lodger's actions, or if another lodger is performing an illegal activity on the premises.

**9. Disposing of Waste**

- a. Lodgers must ensure that all rubbish and recycling generated in their rooms will be deposited in the respective bins provided in the waste storage areas on Basement Level 1.
- b. The Site Manager must ensure that any waste collected in the communal areas, is deposited in the respective bins provided in the waste storage areas on Basement Level 1.

**10. Parking**

- a. There is the provision of 36 car spaces (7 accessible), 14 motorcycle spaces and 14 bicycle spaces, with access obtained from Railway Street.
- b. Tenants must only park their vehicle, motorcycle or bicycle in the space allocated to them in their tenancy agreement.
- c. It is the responsibility of bicycle owners to secure their bicycle to the racks provided and lock their vehicles and motorcycles to ensure safety.
- d. The Site Manager and/or owner of the Boarding House will not be responsible for any damage or theft of a vehicle, motorcycle or bicycle when parked on the premises.

**11. Mail**

- a. Tenants will be allocated a lockable mailbox.
- b. If the tenant misplaces or loses the key to their mailbox, they will be charged the replacement cost for the key, the lock, or both.

**12. Internal Inspections**

- a. All private rooms must be made available for inspection upon written request from the owner(s) or Site Manager.

**13. Occupancy of Private Rooms**

- a. The occupancy of private rooms is allocated **only** to the tenant(s) who signed the Tenancy Agreement.
- b. Private rooms cannot be sublet to another tenant.

Attachment 2. Complaint Register

BOARDING HOUSE  
COMPLAINT & INCIDENT REGISTER

Date	Contact Details	Received by	Details of Compalint / Incident	Actions Taken	Status