

Plan of Management

Proposed Boarding House

Lot B2 in DP161921 and Lot 18 in DP122079

#1 Station Lane

Penrith

Station Lane Pty Limited ATF The Station Lane Trust
March 2021

Job Ref: 049-2019

Version: 04-049/2019 (POM FINAL)

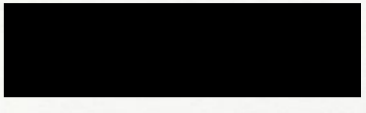



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Urban Design & Development Services

ACN No: 075 903 669 ABN No: 80 075 903 669

Document Control Sheet

Document and Project Details					
Document Title:	Plan of Management Proposed Boarding House Lot B2 in DP161921 and Lot 18 in DP122079 #1 Station Lane at Penrith				
Author:	Matthew Wales				
Project Manager:	Matthew Wales				
Date of Issue:	30 th March 2021				
Job Reference:	#049 – 2019				
Summary:	Plan of Management for Proposed Boarding House				
Client Details					
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Document Distribution					
Version Number	Date	Status	Distribution – Number of Copies (p = print copy; e = electronic copy)		
			Client	Council	Other
01-049/2019	16.05.19	Draft			1e
02-049/2019	12.06.19	Draft	1e		1e
03-049/2019	11.07.19	FINAL	1e	1e	1e
03-049/2019	30.03.21	Amended FINAL	1e	1e	1e
Document Verification					
Checked by:			Issued by:		
					
D. Wales			Matthew Wales		

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1.0 INTRODUCTION

This Plan of Management is to ensure that the Station Lane Boarding House achieves the general objectives set out below.

This Plan of Management forms part of the approved development and its provisions are to be satisfied by the operator of the business at #1 Station Lane at Penrith. In the event there is a change in the ownership of the premises, the Penrith City Council is to be notified in writing within 3 weeks of such change of ownership. The letter of notification is to provide Council the details of the new operator (name, address and contact phone number).

Whilst providing a choice of accommodation in the lower end of the market, the expected rental rate of \$380/week will suit a tenant receiving a higher income than someone on social welfare. The boarding house business model has been prepared to retain high rental returns and therefore provide a safe, respectable establishment with minimal noise intrusion and low impact on amenity. This will ensure a high residential retention rate and protect adjoining amenity. This will ensure a well-managed facility that will minimise impacts on adjoining residents.

No children will be accommodated within the premises under any circumstances.

2.0 DESCRIPTION OF SUBJECT PREMISES

Address: #1 Station Lane at Penrith

Operator: Station Lane Pty Limited ATF The Station Lane Trust

2.1 Services and Facilities

The boarding house has been designed to accommodate the following single persons target market consisting of:-

- (i) single employed persons;
- (ii) self-funded students;
- (iii) self-funded retirees; and
- (iv) NDIS applicants

2.1.1 General

The following services and facilities are to be provided:-

- (i) boarding house accommodation utilising rooms for single and couples persons;
- (ii) shared accommodation is not provided;
- (iii) fully secured rooms;
- (iv) laundry facilities in each room;
- (v) shared communal room and kitchen;
- (vi) shared clothes washing and drying facilities;
- (vii) some shared on-site parking including 3 x motorbike, 2 x bicycle and 12 x car spaces;
- (viii) fully trained on-site manager that will live on the premises; and
- (ix) contract cleaners and part time staff

2.1.2 Room Facilities

Rooms will be equipped with the following:-

- (i) single/double bed with single bedside table;
- (ii) chest of draws;
- (iii) television;
- (iv) wardrobe;
- (v) carpet and blinds/curtains to external windows;
- (vi) kitchen with combi oven/microwave, cooktop, bar fridge and sink;
- (vii) washing machine/dryer; and
- (viii) tiled bathroom with shower, toilet and vanity sink

2.1.3 Special Needs

This facility will **NOT** operate as an assisted boarding house (ie: to accommodate people with special needs). No specialist care is to be provided. NDIS applicants will be considered on a needs basis and only if the facility and support service provision is deemed to be adequate by a specialist service provider. It is not the role of this facility to provide case management support.

2.2 Hours of Operation

The premises operates 9:00am – 6:00pm 7 days a week.

2.3 Record Keeping

Management shall maintain and keep secure a record of all residents.

3.0 GENERAL OBJECTIVES

3.1 Aims

This Plan of Management aims to ensure:-

- (i) the continued health and safety of all residents of the premises at all times;
- (ii) that the premise operates with minimal impact upon the surrounding area;
- (iii) the presentation, maintenance and repairs of the premises;
- (iv) the cleanliness of the premises;
- (v) the safety and security of the premises;
- (vi) restricting access to the premises;
- (vii) control of illegal activities on the premises;
- (viii) control of any anti-social behaviour on the premises and
- (ix) updating and carrying out of emergency procedures.

The proprietor has overall responsibility for ensuring that the premises achieve the objectives set out in this plan, and in accordance with any conditions of development consent.

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The proprietor is responsible for the overall management of the premises and overseeing the implementation of all policies and procedures, the recruitment, training and supervision of staff, and whose roles and responsibilities include:-

- (i) upholding and implementing all policies and procedures set out in this plan with particular reference to monitoring access, illegal activities and difficult and/or anti-social behaviour;
- (ii) monitoring the entrance to the premises;
- (iii) communicating with police or other emergency services as required;
- (iv) overseeing emergency procedures for evacuation in the case of fire or other emergency;
- (v) induction and supervision of all personnel;
- (vi) staff roster;
- (vii) education and training of all personnel;
- (viii) resolving any issues of conflict;
- (ix) oversight of all health, safety and security measures;
- (x) oversight of all cleaning and maintenance;
- (xi) regular evaluation of the premises for maintenance, repairs, and replacements;
- (xii) implementation of EEO requirements, NSW Health and WorkCover NSW requirements and regulations;
- (xiii) oversight of stocktaking with reference to ensuring a well-stocked supply of cleaning products and linen;
- (xiv) oversight of maintenance of incident and accident/injury registers; and
- (xv) liaise with neighbours as required to ensure the premises operates in a manner that does not adversely impact on the social amenity of surrounding residents.

3.2 Staff Roles and Responsibilities

A Manager is to be appointed to run the premises on a day-to-day basis. Any Manager must have undergone a criminal record check prior to being appointed to the position.

The Manager will be responsible for:-

- (i) day to day running of the premises;
- (ii) conducting interviews with potential residents and direct communication with residents, including resolving any problems that may arise;
- (iii) ensuring repairs and maintenance works are carried out quickly;
- (iv) maintain hygiene standards within the premises and ensuring regular cleaning of rooms and the premises;
- (v) enforcement of house rules; and
- (vi) communicating and building a positive relationship with neighbours

The roles and responsibilities of the floor staff include:-

- (i) assisting in upholding and implementing all relevant policies and procedures with reference to monitoring underage access, illegal activities and difficult and/or anti-social behaviour;
- (ii) contribute to the monitoring of the entrance of the premises;
- (iii) spot cleaning of common areas on a needs basis;
- (iv) laundering of sheets and towels;

- (v) emptying of waste baskets in rooms after each service;
- (vi) cleaning and disinfecting the wet areas with bleach after each use to prevent the spread of fungal infections;
- (vii) maintenance of cleaning schedules and spot cleaning checklist; and
- (viii) act under instructions of the manager/proprietor in case of an emergency and/or evacuation of the premises.

All bed linen shall be washed in water at least 70 degrees Celsius, and with a sterilizing additive added to the wash.

3.3 Cleaning of Premises

The cleaning must ensure that all dirt, dust and substances are collected and removed. All sanitary facilities and surfaces are cleaned first with neutral detergents and any bleach or disinfectants are used strictly in accordance with the manufacturer's instructions.

All equipment used for mopping including mop and bucket are to be cleaned with warm water and detergent after use and the equipment is then stored to dry with buckets placed upside down and mop supported off the ground.

Warning signs are posted in areas where floor surfaces may be damp or slippery during and after the floor cleaning activities.

3.4 Complaints Procedures

All complaints and incidences will be logged and actioned by the on-site manager in accordance with the Plan of Management objectives and procedures. All residents will be provided with a direct mobile number and indirect drop box for complaints and suggestions.

3.5 Tenancy Agreements

All residents must enter into a tenancy agreement with Management (or managing agent) stating that they agree to the House Rules and the fees payable. Residency agreements will be minimum three (3) months.

4.0 IMPLEMENTATION OF PLAN OBJECTIVES

The above Plan objectives will be achieved via the following in-house management policies and procedures.

4.1 Health and Well-Being

Management will be responsible for the regular inspection of rooms. In the event that bed bugs are reported in a room, the infested room must be emptied and treated. Management will be responsible for regular pest control.

All new residents will be provided with an information pack containing the following:

- (i) a locality map;
- (ii) public transport options;
- (iii) information on local community services (council services, doctors, pharmacies, etc.);

- (iv) shopping centre location; and
- (v) House Rules

House Rules will be prepared and adopted covering the following issues:-

- (i) rental payment;
- (ii) policies regarding alcohol, illegal drugs, smoking in the property and illegal activities;
- (iii) peace and quiet, abusive language, excessive noise and anti-social behaviour;
- (iv) behaviour in communal areas;
- (v) frequency of room inspections and cleanliness of rooms; and
- (vi) contact details for emergencies

4.2 Safety and Security

The following safety and security measures are to be implemented:-

- (i) perimeter lighting is to be provided as required;
- (ii) the entrance to the premises shall remain fully illuminated after dark during all times of operation on the premises;
- (iii) rooms adjacent to the communal area will have higher surveillance to accommodate more vulnerable residents;
- (iv) surveillance and security cameras are to be provided at all entry locations and common areas;
- (v) any door used for entry to or exit from a resident's room must be fitted with a lock operated by a key from the outside, and can be unlocked from inside without a key;
- (vi) resident's windows must have a covering that provides privacy and can be opened and closed by the resident;
- (vii) a landline is to be made available for residents to ring emergency services

A Manager is to be on site and available at all times.

The internal signage is to be provided with the following details:-

- (i) the name and contact number of the property caretaker or manager;
- (ii) emergency contact numbers for essential services;
- (iii) the House Rules;
- (iv) a copy of the Annual Fire Safety Statement and current fire safety schedule; and
- (v) floor plans that are to be permanently fixed to the inside of the door of each bedroom to that indicate the available emergency egress routes from the respective bedroom

In addition, the following procedures will be implemented:-

- (i) fire and other emergency evacuation plan. All personnel are trained in emergency evacuation procedures;
- (ii) emergency services number is coded into the telephone for easy access to Police and other emergency services;
- (iii) fire extinguishers, smoke detectors, exit signs and emergency signs serviced regularly. All personnel are familiar with the use of fire extinguishers;

- (iv) all gas installations and fittings must be checked at least once every two years by a licensed gas fitter;
- (v) all electrical installations and fittings must be checked at least once every five years by a licensed electrician;
- (vi) all power outlets and electrical circuits must be connected to circuit breakers that comply with the applicable Australian Standard;
- (vii) any shared bathroom or toilet must be fitted with a privacy latch that can be securely latched from the inside without a key;
- (viii) each resident will have access to and use of food preparation facilities provided in a shared kitchen that includes – food preparation area, sink, oven and cook-top and a refrigerator with at least 80 litres capacity;
- (ix) each resident will have access to a washing machine and drying facilities within the rooms;
- (x) training is provided in dealing with difficult or intoxicated persons;
- (xi) good lighting for security purposes is provided in accorded with any CPTED report approved with the development;
- (xii) counter staff maintain the premises incident book and accident/injury register. Any breach of security or related episode is entered into the incident book and reported to the Manager. The incident book is to be provided to NSW Police if and when requested; and
- (xiii) all cash money is to be kept in a safe/strong box in the office on the premises. Cash is to be banked daily.

4.3 Managing Visitors

Visiting hours will be limited to between 10:00am to 9:00pm.

Residents must sign in any visitors to the premises and no visitors will be allowed to enter the premises without a resident.

Any non-resident found on the premises not in the company of a resident will be asked to leave immediately.

4.4 Illegal Activities on the Premises

The Management Policy on illegal activities including the sale, use, and supply of illicit drugs and/or intoxicated behaviour on the premises is prominently display at the entrance and in the reception area of the premises. The policy contains the following:

*Illegal activities including the sale, supply and/or use of illicit drugs
on the premises is strictly prohibited
Anyone visibly affected by drugs or alcohol shall not be permitted entry
The Management shall report any illegal activity to the Police*

Signed Management

Any residents found involved in any illegal activity will be evicted immediately. Any visitors found involved in any illegal activity will be instructed to leave the premises immediately and the matter will be reported to NSW Police by Management.

4.5 Control of Anti-Social Behaviour

Prevention of anti-social behaviour is the first course of action. Visitors are personally asked to restrain their behaviour. In the event of continuing anti-social behaviour, the Police will be called immediately.

In the event of an incident occurring within the premises all personnel are instructed never to escalate the situation, but to always wait for the Police.

A back to base duress alarm is to be available in the front office/reception area.

4.6 Maintenance and Repairs

Staff and contact cleaning personnel report to the Manager on any property damage and/or obvious signs of wear and tear. The Manager undertakes quarterly evaluation of the premises for maintenance, repairs, and replacement purposes which include:

- (i) All paint finishes: Any paint used will be of a wash and wear product standard;
- (ii) Tiling: Tiling in bathrooms, around hand washbasins staff tea and coffee making area. Any chipped or broken tiles will be replaced;
- (iii) Floor coverings: All floor coverings will be kept clean and replaced when worn.
- (iv) Mattresses: Mattresses will be repaired and replaced as required;
- (v) Furniture and fittings: These items will be repaired and replaced as required;
- (vi) Evidence of anti-social behaviour and vandalism (ie: graffiti, broken glass) to be removed within 24 hours;
- (vii) Repairs: Broken fixtures and fittings such as lights to be repaired / replaced within 12 hours; and
- (viii) Gardens and landscaping: Gardens to be maintained.

4.7 Emergency Procedures

All personnel are trained in emergency procedures as part of ongoing personnel training including familiarity with fire exits and position of fire extinguishers throughout the premises. In the event of fire or other emergency requiring evacuation of the premises, the manager and/or the counter staff will implement fire evacuation procedures. All persons will be removed from the premises immediately. The Manager or the counter staff will report the fire immediately to the appropriate service via the pre-coded number in the telephone.

A first aid kit and instructions on CPR are to be maintained in a readily accessible location on the premises.

Station Lane Pty Limited ATF The Station Lane Trust