

PLAN OF MANAGEMENT FOR THE BOARDING HOUSE AT
87 Palmerston Road, Hornsby

INTRODUCTION

This Plan of Management is for a Boarding House providing 11 boarding rooms (including a manager's room) at No. 87 Palmerston Road, Hornsby.

The Objectives of the Management Plan are:

- a) To detail the nature of the operation so as to ensure compliance with Council's approvals.
- b) To ensure that the occupants of the Boarding House are safe.
- c) To ensure that the premises operates in a manner which maintains a high level of amenity for both the boarding house residents and the residents within the surrounding neighbourhood.
- d) To ensure that there are no adverse impacts arising from the use and operation of the boarding house premises on any adjoining property or the neighbourhood.

The Plan: -

- Identifies the everyday operation of the site, including its use;
- Establishes "house rules" for all persons who stay within the premises;
- Establishes a monitoring system that ensures the objectives of this plan are met;
- Ensures ongoing communication with the neighbours, Police, and Hornsby Council; and
- Sets out procedures for the management of the establishment to resolve any operational issues that may arise.

This Management Plan is divided into the following sections:

- Monitoring System
- House Rules
- Roles and Responsibilities of On Site Manager
- Operational Management Issues

SECTION 1 - MONITORING SYSTEM

To ensure that all the conditions of the development consent are adhered to, a Complaint Monitoring System has been established as part of this Plan.

The development includes a Manager's residence located on the ground floor level at the south east portion of the building. An on-site manager will reside on the premises in a full-time capacity.

The contact details of the Manager of the boarding house are to be supplied to local residents/landowners, the NSW Police and Hornsby Council.

A copy of the Plan of Management will be kept on site and will be available for inspection by request to the Manager.

Complaints may be made to the Manager of the operation who will then directly action the problem.

The Manager will then notify the complainant of the action taken to rectify the problem.

The following procedure is adopted for the handling of any complaint: -

1. Complaints can be made to the Manager of the premises by any of the following means:
 - telephone,
 - mobile phone,
 - email,
 - facsimile,
 - mail.
2. Complaints to the Manager should include the following information to assist in the investigation of the potential problem: -
 - exact nature and details of the incident;
 - date and time of the incident; and
 - full name and address of complaint.
3. The details of all complaints are to be recorded in a Complaints Register including the above information. The Register shall also be updated to record the action taken by management to resolve the complaint.
4. The Complaints Register shall always be retained on the boarding house premises and shall be produced upon request to any Hornsby Council officer, any officer of the NSW Police Service, and any officer of the NSW Department of Fair Trading.
5. In receiving a complaint from a resident/land owner, the Manager is to adhere to the following guidelines: -
 - When taking a telephone call or a personal visit, ensure that you remain polite and the visitor or enquirer is given every reasonable assistance.
 - If the comment/complaint is about a problem that is actionable immediately, appropriate action is to be taken to alleviate the problem immediately and the details are to be recorded in the Complaints Register of the action taken.

- If the problem is not actionable immediately, the complainant is to be contacted and informed of what action is proposed to resolve the issue and a time frame provided – again such action is to be recorded in the Complaints Register.
- Once all actions are completed, final details are to be recorded in the Complaints Register.

SECTION 2 - HOUSE RULES

The following house rules apply to all residents and their visitors.

The rules consist of behavioural requirements as well as operational issues that need to be managed on site at all times.

The rules below are listed in no particular order of importance.

House rules can be amended by management to resolve issues that arise due to operational issues resulting from complaints and/or general management changes required as part of the everyday running of the operation.

The house rules will be displayed in each room and in all common areas and will form part of the tenant's agreement that are signed by all occupants.

The rules are as follows:

1. All residents must comply with any notice or warning issued verbally or posted in any area of the building. Failure to comply may result in eviction.
2. Accommodation is granted subject to and upon acceptance of all terms and conditions and house rules.
3. These terms are to be used in conjunction with and not in place of any relevant laws.
4. Management has full discretion to decide who to accommodate.
5. Management reserves full discretion to rescind an offer for accommodation upon any review of any aspect of a resident tenancy.
6. Drugs – illegal drugs are banned. Possession or usage of drugs will lead to eviction, police reporting and possible prosecution.
7. Alcohol – residents must act in a responsible and considerate manner at all times. Drunken behaviour may result in eviction.
8. No smoking is permitted within the internal communal area, hallways, or any of the boarding rooms.
9. Parties – no parties are permitted on the premises.
10. Management has the right to cease any gathering in the common room/communal area at any time where it deems that the group is of a size that could cause a possible nuisance.
11. Residents are not to congregate on the street.
12. All activities within the building including music are to be confined so it does not exceed 3dB above the background level between the hours of 12 midnight to 7am.
13. Burning of candles/incense is not permitted. Cooking is not permitted in any area other than kitchens contained within the boarding rooms.

14. Anti-social behaviour is unacceptable. This includes threatening or demeaning any person within the building. Damage to any property, graffiti, theft of any property, physical or sexual harassment, or loud and rowdy noise. Any such behaviour can result in eviction and/or police intervention.
15. No animals or pets are allowed anywhere within the premises.
16. There is to be no more than 23 residents residing within the premises at any one time, including the on-site Manager.
17. Dress code – residents are not permitted to walk around the premises in any state of undress. Residents are to be mindful of other cultures.
18. Damage – in the event any guest or their visitor(s) cause damage to any area, fixture, fitting or furniture in the building, the cost of repair or replacement will be met by that person, including any damage created in the public domain.
19. Loss – management takes no responsibility whatsoever for any loss suffered by any resident/visitor. Management will not be responsible for any theft from any rooms. Keep money and other valuables on your person at all times.
20. Heating & cooling – electric bar heaters, radiators and fan heaters are not permitted.
21. A maximum of 17 boarding house residents are permitted to use the indoor communal areas at any one time including the on-site Manager.
22. All signage within the premises directing residents to adhere to these House Rules, fire safety procedures etc shall be obeyed.
23. When noisy activities are occurring in the indoor communal area, doors and windows must be closed. The volume of the television or any noise generating device must be kept within reasonable levels.
24. Time restrictions will be implemented to certain communal areas if a reduction in noise level is not feasible.
25. Bicycles are to be kept in the dedicated bicycle parking area in the part basement.

SECTION 3 – ROLES AND RESPONSIBILITIES OF THE ON SITE MANAGER

1. The on site Manager is responsible for the day-to-day operation, administration, cleanliness and fire safety of the boarding house premises, including the ongoing compliance with the terms and conditions of this Plan of Management and the relevant Development Consent issued by Hornsby Council.
2. The on site Manager shall ensure that all boarding house residents enter into an appropriate residential lease agreement for a minimum of three (3) months before moving into any of the boarding rooms.
3. The on site Manager shall ensure that the approved occupancy rate as submitted in the Development Application is maintained at all times.
4. The on site Manager is to ensure that a copy of the House Rules is provided to each resident upon them entering into arrangements to lease a room within the premises. The Manager shall also ensure that the House Rules are kept up to date and that any updates to the House Rules are also provided to each resident.
5. The on site Manager shall ensure that a copy of the House Rules is attached to the back of the entry door to each boarding room and that if these House Rules are amended, the outdated copy is replaced with the updated copy in each room.
6. The on site Manager shall ensure that public transport information and brochures are provided to each of the residents within the boarding house and are made available upon request.
7. The on site Manager shall ensure that the House Rules are adhered to by boarding house residents and any visitors at all times.
8. The on site Manager is to regularly inspect the premises and organise for cleaning to be done on a daily basis or as required. The on site Manager shall also ensure that all residents maintain their boarding room in a reasonably tidy manner and that bathrooms and kitchens are kept in a clean, hygienic condition at all times.
9. The common areas to be cleaned in the mornings and the evenings and all garbage receptacles emptied daily. All surfaces are to be wiped clean and floors are to be vacuumed/swept/mopped.
10. The on site Manager shall ensure that the Complaints Register is maintained in accordance with the procedure set out in Section 2 above.
11. The on site Manager shall ensure that pest control inspections are to be carried out on a 12 month basis as a minimum.
12. The waste area shall be kept in a clean and tidy manner. This area shall be thoroughly cleaned by the on-site Manager on a weekly basis.
13. All waste and recycling services will be provided by a licensed private waste collection contractor once per week.

14. The on-site Manager shall ensure that the CCTV cameras installed in all common areas, exit and entrance ways are maintained in full working order at all times and that any footage from the cameras is provided to any NSW Police Officer who requests access to such footage in accordance with all relevant legal requirements.
15. The on site Manager shall ensure that the secure key entry system to main entry door of the boarding house is maintained in full working order at all times and that the provision of keys to residents is fully recorded and monitored.
16. In the event of a fire, the on-site Manager will check all rooms and ensure all people leave the building and gather at the designated assembly point.
17. The on site Manager shall ensure that all required signage in the building is properly maintained and not tampered with.

SECTION 4 – OPERATIONAL MANAGEMENT ISSUES

Fire Safety

The owners of the boarding house premises shall ensure that the building complies with all relevant provisions of the Building Code of Australia at all times.

The building will be equipped with various signage such as:

- NO-SMOKING within the internal common areas, or within any of the boarding rooms.
- DO NOT Disconnect Smoke Detectors to smoke in rooms.

Appropriate signage stating the following (or similar):

- “Abuse of Smoke Detectors will result in the Fire Brigade being at your door step. FINE \$600 (and an additional \$50 processing fee) as this is what the Fire Brigade charges for False Alarms.”

A regular (Electronic Smoke and Heat Detector Back to Base) inspection contract will be entered into and maintained.

In the event of a fire, the fire alarm will sound. It is the duty of the on-site Manager to check all rooms and ensure all people leave the building. An assembly point will be designated at the site. All rooms will be provided with a fire evacuation plan and map.

The boarding house owners will ensure that the fire safety equipment within the premises is properly maintained, checked and certified and that the Annual Fire Safety Statement procedures required for the building are carried out and a copy of the Annual Fire Safety Statement is displayed in the entry area.

Building Manager:

The owners of the boarding house shall engage the services of a suitably qualified on-site Building Manager to reside with the premises and ensure that this person is responsible for the daily management of the Boarding House in accordance with the Plan of Management.

The owners of the boarding house shall ensure that the on-site Manager of the boarding house is appropriately trained to maintain the premises, enforce the House Rules above and undertake the duties and responsibilities set out in this Plan of Management.

The owners of the boarding house shall ensure that full contact details of the on site Manager are displayed by way of appropriate signage throughout the building (entrance area and common areas) and the actual rooms.

The contact information will be made available to the public. In this respect, a sign will be posted on the front door with a 24 hour contact number and details.

Neighbours are to be provided the on-site Manager’s 24 hr contact phone number. When a complaint is received, the Manager is to complete the Complaints Register as set out in the monitoring procedures above.

The owners shall review the Complaints Register on a regular basis to ensure that this being properly maintained in accordance with the terms and conditions of this Plan of Management.

Security:

The owners of the boarding house shall ensure that CCTV security system and cameras are installed in all common areas, exit and entrance ways.

The owners shall install a secure key system or the like at the main entry to the building.

The boarding house owners shall be responsible for all marketing of the boarding house premises, including any web page for the site, and shall ensure that all marketing material and information is current and maintained.

Other Matters:

VISITOR INFORMATION - Visitor information will be available in Common Areas.

REVIEW PROCESS - This document is to be reviewed annually, or as required should issues be identified, by the owners of the boarding house in conjunction with the on site Manager of the premises to ensure that this Plan of Management continues to be current and relevant to the operation of the premises and the effectiveness of the House Rules. A copy of any amended Plan of Management for these premises shall be provided to Hornsby Council.

PARKING - Lodgers are required to park wholly within the line marked parking spaces at the part basement level and parking should not occur anywhere else within the premises.

Vehicles not parked on-site shall be parked in accordance the NSW traffic regulations and road signs within the locality.

EMERGENCY AND EVACUATION PLAN – Emergency and evacuation routes are to be displayed on an Evacuation Notice that is to be posted on the back of each boarding room, in the common rooms, and in each hallway.

The manager, in the event of an emergency, will record in a logbook the presence of lodgers and visitors along with room number at the identified assembly point. At the request of emergency personnel this information will be provided.

Emergency contact details are to be displayed on the Evacuation Notice.

The on-site manager must maintain appropriate training for emergency evacuations.

LOCAL RESIDENTS/LAND OWNERS CONCERNS – RECORD

Reference No _____

DATE _____

TIME _____

RESIDENT/LAND OWNERS NAME: _____

RESIDENT/LAND OWNERS ADDRESS: _____

RESIDENT/LAND OWNERS PHONE No: _____

RESIDENT/LAND OWNERS CONCERN: _____

ACTION TAKEN: _____

ACTION COMPLETE: _____

DATE: _____

TIME: _____

BY: _____ (Manager Name)