



2A PARK AVENUE, WAITARA

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PLAN OF MANAGEMENT – BOARDING HOUSE

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REVISION B | DATE 4 MAY 2021

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## 1. Objective of this Plan

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The primary purpose of this plan is to ensure the premises maintains a high level of amenity for boarders of 2A Park Avenue, Waitara as well as residents of the general locality. The following matters have been addressed in this Plan:

- Boarding House Accommodation Occupancy
- Duties and Responsibilities of the Owner and Operator
- Cleaning and Maintenance
- Maintaining relations with Neighbours of the Site
- Security and Safety
- House Rules for Residents

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## 2. Boarding House Accommodation Occupancy

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- a) The boarding house is not to exceed the maximum lodgement rate approved in the Development Consent. The boarding house consists of 25 ('twenty five') rooms and a manager's room with a total maximum occupancy of 50 ('fifty') adults
- b) Each of the lodgers is to sign an Occupancy Agreement and House Rules agreement prior to occupation of a room. The Occupancy Agreement is to have a minimum term of 3 months. The manager is to maintain a register of all occupants.
- c) The occupancy agreement is to include details relating to the allocation of car, bicycle and motorcycle parking spaces within the basement. The lodger is to nominate the Car or Motorcycle license plate number for the vehicle which will occupy the allocated space on the premises. The operator is to keep a register of the vehicles allocated a space in the basement. Car, bicycle and motorcycle spaces are only to be let to Lodgers of the premises.
  - i. The accessible car spaces are to only be let to the occupants of Room 401 or 402 and only if the nominated room is let to a person who is eligible for a Mobility Parking Scheme permit.
- d) Each room is to be provided with the below listed facilities/items:
  - i. Electric Cooktop
  - ii. Microwave
  - iii. Bar Fridge
  - iv. Kitchen Sink
  - v. Integrated washing machine and dryer system
  - vi. Each of the rooms will be fitted with beds in accordance with the room type
  - vii. Bed

Note: The rooms will not be equipped with cooking utensils, linen or crockery
- e) The premises is to have signage at the front entry which details the below listed:
  - i. Annual Fire Safety Statement
  - ii. Fire Safety Schedule
  - iii. Occupancy Schedule
  - iv. Floor plans demonstrating emergency egress routes from each room
  - v. Emergency contact details
  - vi. The front entry door is to include signage of the managers name, 24/7 phone contact details which is to be visible from the outside of the premises to assist neighbours if there are any complaints
- f) The operator is to ensure that the common room is embellished with lounge seating, dining sets, kitchen facilities, crockery and eating utensils. The common room are to include bins.

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- g) The operator is to ensure that the Private Open Space area will be embellished with outdoor seating and tables. The common open space areas are to include bins.
- h) The on-site manager shall be responsible for ensuring that the private open space, communal rooms, lobby's, corridors and common areas are well kept and cleaned daily. The operator shall promptly address any cleaning or health issues should they arise.
- i. The Lodgers are to be responsible for the cleaning of their respective rooms and dispose of waste generated in those rooms in the bin room on ground floor.
- i) The Occupancy agreement is to be prepared to be consistent with the criteria of the Local Government Act 1993, the Public Health Act 1991, Boarding Houses Act 2012 and Boarding Houses Regulation 2013 as well as include the standards prescribed in Schedule 2 (Standards for Places of Shared Accommodation) of the Local Government (General) Regulation which have been referenced below:

## **Local Government (General) Regulation 2005**

### **Part 1 Standards for places of shared accommodation**

#### **1 Maximum number of boarders and lodgers**

*(1) The number of occupants (not including children under the age of 5 years) must not exceed the maximum number of persons determined by the council to be accommodated in each bedroom or dormitory and in the whole premises.*

*(2) The maximum number of persons accommodated in a bedroom, or in a cubicle of a dormitory, must not exceed the number determined by allowing a minimum floor area within the bedroom or cubicle in accordance with the relevant provisions under the Public Health Act 1991 for each person.*

*Note. On the commencement of this Regulation, the relevant provision was clause 22 of the Public Health (General) Regulation 2002.*

#### **2 Notices**

*(1) A sign indicating the permissible maximum length of time during which a person may board or lodge in the premises must be conspicuously displayed to public view outside the premises.*

*(2) A schedule showing the numeral designating each bedroom and dormitory and the number of persons permitted to be accommodated in each must be conspicuously displayed on the premises.*

*(3) Each bedroom must be numbered in accordance with the schedule and there must be displayed clearly on the door of or in each bedroom the maximum number of persons allowed to be accommodated in the bedroom.*

#### **3 Light and ventilation**

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(1) Adequate light and ventilation must be maintained in the premises.

(2) All partitions forming cubicles in a dormitory must be adequately constructed and provide adequate ventilation.

#### **4 Kitchen facilities**

(1) Any kitchen facilities and utensils for the storage or preparation of food must be kept in a clean and healthy condition, in good repair, free from foul odours and, as far as practicable, free from dust, flies, insects and vermin.

(2) The floor of any kitchen must have an approved impervious surface.

#### **5 General cleanliness**

(1) All parts of the premises and all appurtenances (including furniture, fittings, bedsteads, beds and bed linen) must be kept in a clean and healthy condition, and free from vermin.

(2) Pans, receptacles or other waste storage devices must be kept covered and all waste must be deposited in appropriate pans, receptacles or other waste storage devices.

#### **6 Furniture and fittings**

Appropriate furniture and fittings must be provided and maintained in good repair.

#### **7 Long term residences**

If the place is one in which persons may board or lodge for 7 days or longer, an adequate number of beds (each provided with a mattress and pillow and an adequate supply of clean blankets or equivalent bed clothing), adequate storage space and blinds, curtains or similar devices to screen bedroom and dormitory windows for privacy must be provided for the occupants.

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### 3. Duties and Responsibilities of the Manager and Owner/Operator

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- a) The Owner or Operator of the Boarding House must ensure registration with the NSW Department of Fair-Trading Registration must take place within 28 days of the opening the boarding house, this registration must be maintained during the operation of the premises as a Boarding House.
- b) The operator is to ensure that the common room are embellished with lounge seating, dining sets, kitchen facilities, crockery and eating utensils
- c) The operator is to ensure that the private open space areas will be embellished with outdoor seating and tables
- d) The owner or operator is to install CCTV surveillance cameras in the common room and outdoor areas of the premises. Management is to ensure that the coverage will be made available to NSW Police if required.
- e) The operator is to ensure that each room is to be provided with the below listed facilities/items:
  - i. Electric Cooktop
  - ii. Microwave
  - iii. Bar Fridge
  - iv. Kitchen Sink
  - v. Integrated washing machine and dryer system
  - vi. Each of the rooms will be fitted with beds in accordance with the room type
  - vii. BedNote: The rooms will not be equipped with cooking utensils, linen or crockery
- f) The owner of the boarding house is to maintain a public liability cover of \$10 million
- g) The Owner or Operator is to appoint a boarding house manager ('the manager') who will act as the on-site care taker of the Site. The Manager is to maintain the below roles and responsibilities:
  - i. His/her contact details will be made available to the boarders, neighbouring properties and all required government authorities. These details will also be listed on a board within the private open space and common room.
  - ii. The Manager and owner/operator shall maintain a 'House Rules', a copy of which shall be made available in the entry of the boarding house as well as attached to the rear of the entrance door of each room. Copies of the house rules will also be displayed in the Common Room and Common Open Space Areas. The house rules are to include a copy of the Emergency Evacuation and Safety Plan.
  - iii. The Manager is to brief each of the lodgers of the House Rules prior to them residing on the premises
  - iv. Manage any staff and/or any contractors that may be required to work in the premises
  - v. Act as a point of contact and assist during emergencies on the premises.

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- h) The manager is to also maintain signage in prominent locations relating to:
- Emergency contact numbers for essential services;
  - Emergency Evacuation and Safety Plan
  - House rules;
  - the name and contact number of the manager
  - Contact List
  - Schedule of cleaning and maintenance
- i) The manager is to ensure signage at the front entry of the premises is maintained which includes the below listed:
- i. Annual Fire Safety Statement
  - ii. Fire Safety Schedule
  - iii. Occupancy Schedule
  - iv. Floor plans demonstrating emergency egress routes from each room
  - v. Emergency contact details
  - vi. The front entry door is to include signage of the on-site managers name, 24/7 phone contact details which is to be visible from the outside of the premises to assist neighbours if there are any complaints
- j) The Manager is to ensure a complaints register is to be kept and maintained on Site, recording incidents and complaints by boarders and neighbours. The register is to record:
- i. Date
  - ii. Nature of the complaint
  - iii. Name and contact details of complainant
  - iv. Actions taken
  - v. Resolution/outcome of the matters
  - vi. Actions undertaken (if applicable)
  - vii. The complaint register is to be made available for inspection by Hornsby Shire Council and any recommendations made by Council in relation to a complaint are to be actioned
- k) The manager is to periodically inspect the boarding house so as to maintain acceptable amenity on the Site
- l) The Manager will manage mail and place items in secure mailboxes near the entry. Residents will be provided with access to their mailbox.
- m) The manager is to enforce the House Rules. The manager is to control and mediate any unacceptable behaviour and on-site disputes between lodgers
- n) The manager shall assist in managing any noise and amenity impacts caused by lodgers and staff
- o) The manager shall enforce a 'no smoking indoors' policy.
- p) The manager is to ensure the distribution of access card to the lodgers which provide access to the lobby, lift and basement so as to facilitate access to allocated car, motorcycle and bicycle spaces



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### 3.1 Cleaning and Maintenance

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- a) The Manager may employ other person(s) to undertake any aspect of site cleaning, security and maintenance services.
- b) The manager will be responsible for ensuring all waste bins are collected regularly and that they are well kept, placed out for collection services and returned to their storage positions after they have been emptied.
  - Waste bins are to be kept in the bin storage area except when being collected.
  - Lodgers are to ensure they dispose of their rubbish in the designated bin areas on ground floor
- c) The Manager will undertake periodic inspections of all rooms and the grounds to confirm the Site is maintained in accordance with this plan of management.
- d) The Manager is to ensure the periodic maintenance of the basement and services in it
- e) The Manager will ensure the periodic management of pests
- f) The Manager will ensure that a quarterly external clean and graffiti removal is undertaken to ensure the maintenance and appearance of the building
- g) Each of the boarding rooms are to include kitchenette utensils, laundry and drying facilities. Lodgers are to be responsible for the cleaning and maintenance of are to be responsible for the cleaning of personal items, kitchenette utensils and clothing
- h) The Lodgers are to be responsible for the cleaning of their respective rooms.
- i) The manager shall be responsible for ensuring the daily cleaning of the communal rooms, lobby's, corridors and common areas. The manager shall promptly address any cleaning or health issues should they arise.
- j) The manager is to ensure the ongoing monthly maintenance and preservation of vegetation, gutters, pavement and landscaping on the Site, these areas are always to be kept clean and free of litter at all times. The Manager may employ other person(s) to undertake the vegetation and landscaping on the Site.
- k) The manager is to restrict access to car parking spaces to only lodgers of the boarding house. Car spaces are not to be rented to non-residents.
- l) The manager is to ensure the maintenance of lighting and CCTV around the property. The lighting fixtures must consistent with the conditions of Development Consent and must not result in a nuisance to the adjoining properties
- m) The manager is to assist in the maintenance and replacement of the below listed facilities and items in the Rooms of the lodgers:
  - Electric Cooktop
  - Microwave
  - Bar Fridge
  - Kitchen Sink
  - Integrated washing machine and dryer system
  - Each of the rooms will be fitted with beds in accordance with the room type
  - Bed

Note: The rooms will not be equipped with cooking utensils, linen or crockery

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## 3.2 Maintaining relations with Neighbours of the Site

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- a) The Manager is to ensure good relations with neighbours of the Site
- b) The Manager shall act as a point of contact to the neighbouring properties and control and mediate any concerns that may arise.
  - Any complaint that cannot be addressed immediately will be recorded and actioned in accordance with the complaints register as per this Plan of Management
- c) Lodgers are to avoid any activities likely to cause a nuisance to neighbouring properties, such activities may be reported to the Manager who is to act upon the complaint and register any incidents in accordance with the complaints register

NOTE: In the event at the manager is to be away for an extended period the contact details of the nominated representative of the boarding house it to be made available to the boarders, neighbouring properties and consenting authorities as required.

## 3.3 Security and Safety

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- a) The manager shall provide a “first point of call” service for residents needing assistance with the exception of matters that are of concern to emergency services such as police, fire, ambulance, etc.
- b) Smoke detectors consistent with the relevant Australian Standards shall be maintained in good order in all rooms in the buildings. The Manager is to ensure the maintenance of the smoke detectors on the premises.
- c) The Manager and any staff are to ensure that their roles and responsibilities under the Work Health and Safety Act 2011 and Work Health and Safety Regulation 2017.
- d) The following general safety practices are to be adhered to by the manager and any of his/her staff:
  - i. Any hazards (including but not limit to broken amenities and lights) should be removed, repaired or replaced in discussion with the Manager.
  - ii. Ensure any dangerous chemicals (i.e. cleaning materials) are carefully stored in a secure area
  - iii. All work areas, passageways and common open space areas are to be kept clean and tidy to ensure safe manoeuvrability
  - iv. Materials or products are not to be stacked higher than what is considered to be safe;
  - v. All rubbish to be disposed of in the bins;
  - vi. Ensure there is no excessive alcohol consumption
  - vii. All drugs that are not prescribed by a doctor are forbidden on the premises
  - viii. No smoking indoors
- e) The manager is to ensure a suitably qualified Fire Consultant carries out annual certification of the Fire Safety Equipment as required. The owner/operator shall oversee the annual certification required of any of the equipment.
- f) The manager is to ensure the maintenance of lighting around the property. The lighting fixtures must consistent with the conditions of Development Consent and must not result in a nuisance to the adjoining properties

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- g) The Manager is to ensure the ongoing maintenance of the CCTV in the common room and outdoor areas of the premises. The Manager is to ensure that the coverage will be made available to NSW Police if required.

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## 4. House Rules

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The following house rules apply to visitors and lodgers of the Premises. These rules include behavioural and operational requirements. The manager, operator or owner of the Premises may add additional rules to this list. These rules must be displayed in the entry lobby, common room and common open space areas as well as attached to the rear of the entrance door of each room. These rules form part of the tenant's agreement and must be signed by each occupant of the Site.

The House Rules are as follows:

- a. Lodgers must have a minimum stay of 3 months
- b. Outdoor communal area use shall be limited to 7:00am to 6:00pm Monday to Saturday and 8:00am to 6:00pm Sundays. Any use of these areas between outside of these times may be reported to the manager of this premises.
- c. Access doors to the Common Lounge shall remain closed when not in use for entry and exit
- d. Lodgers are to avoid any activities likely to cause a nuisance to neighbouring properties, such activities may be reported to the Manager who is to act upon the complaint and register any incidents in accordance with the complaints register
- e. No amplified music is permitted to be played at any time in the outdoor common open space or common room areas
- f. Visitors are only permitted on the premises between 7:00am and 9:30pm. Lodgers inviting inviting persons to the have a responsibility to ensure they adhere to these house rules. A visitor that is undertaking in misconduct may be asked to leave the premises. In the event of damages, the lodger who invited the visitor may also be asked to vacate the premises and be asked to pay for the damages where required.
- g. Parties are prohibited on the premises
- h. Waste generated in the common room and common open space is to be disposed of in the bins located in those rooms. Waste must be placed neatly in the bins for the collection by the manager or their staff. Lodgers and visitors have a responsibility to ensure the cleanliness of these common areas.
- i. Lodgers are to ensure all rubbish and recycling is to be deposited from their rooms to the respective bins provided in the waste bin area on ground floor. The Lodgers have a responsibility to ensure the overall cleanliness of their rooms. Any personal sharp or sanitary waste created will need to be safely disposed. Lodgers are to advise of the manger if they require a 'sharps waste' disposal option. The Manager is to assist in the facilitation of this arrangement.
- j. Pets and animals will not be permitted on the premises
- k. Parking on the premises is strictly limited to those lodgers who have been allocated a space in their occupancy agreement. Car spaces are not to be rented to non-residents.

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- l. An access card is to be provided to the lodgers to provide access to the lobby, lift and basement so as to facilitate access to allocated car, motorcycle and bicycle space. Access key/card to each room shall not be provided to anybody other than the occupant of the subject room.
  - m. Any lodger failing to observe the rules or performing illegal acts on the premises will be dealt with by the manager and relevant authorities. The lodger may be vacated from the premises in justifiable circumstances including but not limited to theft, violence or harassment.
  - n. Lodgers and visitors must respect the residents of neighbouring properties when entering or exiting the Site
  - o. The use, sale or possession of illegal illicit drugs or any suspicion of such acts being undertaken within or close to the premises shall be immediately reported to the Police.
  - p. Alcohol is not permitted to be consumed in the indoor or outdoor communal areas
  - q. Smoking will not be permitted indoors on the Site
    - i. Smoking will be permitted only in the private open space areas