

## Plan of Management – Boarding House

2-18 Station Street, Marrickville





# Operational Plan of Management (Incorporating the House Rules)

for a Boarding House at  
2-18 Station Street, Marrickville  
October 2021



## 1. The Premises

This plan of management ("Plan") relates to the boarding house at 2-18 Station Street, Marrickville ("Premises").

## 2. Objectives

The objectives of this Plan are to:

- (a) ensure that the Premises are managed to ensure an acceptable level of amenity and accommodation to meet the needs of both boarders, owners and neighbours;
- (b) provide operational guidelines and "house rules" with regard to use of indoor and outdoor communal areas;
- (c) ensure the appropriate level of fire safety on the Premises;
- (d) make available 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;
- (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) minimise and where possible eliminate antisocial behaviour of boarders both within the Premises and in the vicinity of the Premises;
- (g) 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.

A copy of this Plan will be provided to each boarder, kept in a readily accessible place within common property on the Premises, will be provided to all persons involved in the operation and management of the Premises and made available for inspection by any other Stakeholder upon request.

## 3. Business Details

The boarding house is to be managed by EMAG Apartments which will appoint an onsite manager.

The business and contact details for EMAG Apartments is as follows:

EMAG APARTMENTS PTY LTD A.B.N. 98 103 622 279

SUITE 1 / 32-34 BUNN STREET

PYRMONT 2009

PHONE (02) 9660 2088

FAX (02) 9660 2677

EMAIL [emag@optusnet.com.au](mailto:emag@optusnet.com.au)

Furthermore, EMAG Apartments undertake to conduct management in the following manner:



### Tenant and housing services

EMAG Apartments is fair, transparent and responsive in delivering housing assistance to tenants, residents and other clients particularly in relation to the following:

- a) determining and managing eligibility, allocation, and termination of housing assistance,
- b) determining and managing rents,
- c) setting and meeting relevant housing service standards,
- d) supporting tenant and resident engagement,
- e) facilitating access to support for social housing applicants and tenants with complex needs,
- f) managing and addressing complaints and appeals relating to the provision of housing services,
- g) maintaining satisfaction with the overall quality of housing services.

### Housing assets

EMAG Apartments manages its housing assets in a manner that ensures suitable properties are available at present and in the future, particularly in relation to the following:

- a) determining changing housing needs and planning asset acquisitions, disposals and reconfiguration to respond (strategic asset management),
- b) setting and meeting relevant property condition standards,
- c) planning and undertaking responsive, cyclical and life-cycle maintenance to maintain property conditions (asset maintenance),
- d) planning and delivering its housing development program (asset development).

The owners of the boarding house will be responsible for boarder selection and administration relating to the building and its operation and maintenance.

The contact details of the owner or the owner's representative will be displayed at the front of the building. Adjoining neighbours will be given a copy of these details. This will ensure ongoing communication with adjacent property owners and boarders aimed at identifying and addressing matters of concerns.

All occupants will be given the owner's (or nominated agent's) and managers contact details.

## 4. Accommodation

The boarding house accommodation contains 88 rooms (including 9 accessible rooms) comprising the following mix of rooms:

- 16 single rooms;
- 65 double rooms;
- 2 on-site manager's rooms.

A maximum occupancy is 146 residents plus an onsite manager in 83 rooms.

There will be two live-in onsite managers responsible for the operations of the boarding house.

The premises will also comprise of the following:

- 2 communal living areas ;
- 2 common open spaces;
- 45 car parking spaces;
- 28 bicycle spaces; and
- 26 motorbike spaces.

The following limitations are imposed for the accommodation;

- A maximum of 1 resident shall occupy each single room and 2 residents shall occupy each double room at any given time.
- All residents are subject to the Management Plan and its procedure and rules – a copy of which will be provided to new residents, is located at building entry and exits and is also available for viewing upon request.
- Residents are not permitted to own pets whilst residing at the boarding house.
- No smoking will be permitted in any internal area within the boarding house.
- No smoking will be permitted within the communal indoor and outdoor spaces.
- All residents are to be provided with one set of room keys/card as well as a key/card for the building entrances. In addition, a back-up digital key card can be accessed from a smart phone.
- The building entrances to the premises and any other gates are to be secured at all times.
- The car parking doors to the premises is to be secured at all times.
- Private kitchenette and bathroom facilities to be available and in good working order within each room.

Rooms will be furnished with the following items:

- One bed each with a base, a waterproof mattress and a mattress protector
- Wardrobe
- Mirror
- Desk and chair/s
- A night light or other approved illumination device
- Waste Container
- Privacy lock on each rooms front door
- Blinds or similar privacy device
- Internet connectivity

Kitchenettes in rooms will include:

- Sink with running hot and cold water
- Microwave
- Cooktops
- Storage cupboard for dry goods
- Fridge
- Bench top space
- Combined washer / dryer

Bathrooms in individual rooms will include:

- Shower with hot and cold running water
- Washbasin with hot and cold running water
- Mirror cabinet
- Toilet

All boarders are to take responsibility for the cleanliness, safety and daily operation of the Premises.

## 5. Common Areas

The common outdoor areas are only used between the hours of 7.00am and 10.00pm. Common indoor areas will be accessible 24 hours a day.

The following is required regarding the communal spaces and facilities;

- All residents of the premises to have access to communal space and facilities within the premises at all times except between the hours of 10pm-7am for all outdoor communal areas. Access is to be locked between these hours and CCTV will monitor any activities.
- Doors to communal indoor and outdoor spaces are to be kept closed when not used for access.
- Owner/Operator to ensure the cleanliness and maintenance of all communal spaces through a contract cleaner.
- Owner/Operator to ensure all facilities within the premises are in good working order at all times.
- There is to be no amplification of noise within the internal and external common areas.
- No smoking is permitted within the internal and outdoor communal spaces.
- Signs are to be erected in the common areas advising that the common facilities are provided for the benefit and enjoyment of all residents. Residents are requested to ensure that if they use the facilities, that they leave them in a clean and tidy state.
- Signs are to be erected in the common indoor and outdoor areas requesting residents to respect the amenity of other residents and neighbours by minimising noise.

All communal living areas with kitchen facilities will include:

- Sink with running hot and cold water
- Microwave
- Cooktop
- Oven
- Storage cupboards for dry goods
- Fridge
- Bench top space
- Dining table and chairs

All communal living areas will include:

- Lounges
- Tables
- Chairs

All communal outdoor spaces will include:

- Outdoor table and chairs

All common areas, including corridors, the stairwells, and entrance lobbies will be cleaned at least once per week.

## 6. Cleaning and Maintenance

Each tenant is responsible for cleaning their own room during their stay. Upon leaving the premises commercial cleaner is to clean the room and any broken fixtures or fittings are fixed or replaced as required. Mattresses and other bulky furniture are to be replaced as required.

Lodgers are encouraged recycling of waste. Behind each room door a sign will detail the waste recycling systems for the premises including Paper/ cardboard, general waste and Aluminium, glass or plastic.

A contracted cleaning and maintenance team are available upon request to management. The contracted cleaners are to clean and maintain common interior and exterior spaces at least once per week. Commercial cleaning is to ensure high-touch surfaces are thoroughly cleaned to prevent spread of infectious diseases and other sicknesses.

Upon detection of COVID-19 or other diseases / pandemics, cleaning and/or isolation are to occur in accordance with NSW Health requirements.

Pest inspections and/or spraying are to be carried out quarterly.

## 7. Safety and Security

### Access to Premises

Arrangements for initial access to the premises will be through Management staff at reception and/or managing agent.

Access to all rooms will be controlled via key/card provided to each lodger. In addition, a back-up digital key card can be accessed from a smart phone. Access to the premises and rooms will not be possible without the key.

Access to indoor and outdoor communal areas will be controlled by electronic card access. Access outside of 7am-10pm all indoor and outdoor communal areas will not permit access.

### Perimeter Lighting

Perimeter lighting shall be provided to ensure that there are no areas of concealment when entering or leaving the property. Lighting will also be provided to the communal outdoor spaces.

### CCTV

The premises will be monitored with a closed circuit television (CCTV) system. The CCTV system will link to the ground floor level reception area where it will be monitored and recorded 24 hours a day. CCTV cameras are to be placed regularly in lobbies, communal indoor and outdoor spaces, hallways and other appropriate communal areas to ensure adequate surveillance is undertaken of the premises.

## 8. Fire Safety

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

Building layout indicating, position of lodger rooms relative to the rest of the development, location of fire exits and firefighting equipment and emergency evacuation procedures shall be displayed in all rooms and common areas.

- In consultation with the owner of the premises, remove, repair and/or replace all hazards (such as broken chairs, loose carpets, missing lights);

- No item of plant or machinery is to be operated unless the safeguards provided are correctly in place, secured and operating effectively and the personnel to operate that machinery have been trained in its operation;
- Dangerous chemicals are to be handled in accordance with the manufacturer's specifications, properly labelled (MSDS), and locked in a secure storage area when not in use. Chemicals or substances that are labelled Hazardous Goods will have a Materials Safety Data Sheet on site;
- Communal areas are to be kept clean and tidy;
- Corridors and passageways are to be kept clear of obstructions at all times;
- Maintenance; Emergency systems are maintained as part of a maintenance contract by a qualified company. All equipment will be tested and checked in accordance with the relevant Australian Standards. Any faults are documented and rectified immediately.

#### **Annual Certification**

Annual certification of Fire Safety Equipment and preparation of the required Annual Certification is to be carried out by a suitably qualified fire consultant. Annual certification required of any of the equipment is to be overseen by Management Staff or the owner of the premises. A copy of the annual fire safety compliance statement shall be displayed on the notice board in the ground floor lobby.

### **9. Occupational Health and Safety Requirements**

Management Staff and any other staff attending the site are to be inducted in respect to responsibilities under relevant legislation including the Work Health and Safety Act 2011, Work Health Safety Regulation 2011 and the Innkeepers Act 1968. The WorkCover website lists the Act and Regulations and other relevant information visit [www.workcover.nsw.gov.au](http://www.workcover.nsw.gov.au) for boarding houses NSW.

The boarding house manager must meet the following safety guidelines/attend to the following matters:-

- Materials or products are not to be stacked higher than what is considered to be safe;
- All communal corridors and access lobbies are to be kept clear of obstructions to enable emergency services responders to access the premises. Offending obstructions will be disposed of without notice;
- Rubbish bins must be used to dispose of all rubbish;
- Excessive alcohol consumption or consumption of drugs not prescribed by a doctor are forbidden on the premises; and
- All no smoking rules are to be observed.

### **10. Community Liaison**



In order to engage with Stakeholders and continually refine operations of the facility, the owner or owner's agents will make provisions for regular contact and discussions with a community liaison officer from Inner West Council, NSW Police Local Area Command, Housing NSW local office and neighbours as necessary.

### **11. Complaints Management**

An "Incident" includes:

- any breach of this Plan; or
- any complaint by any person about the operation of the Boarding House or conduct of persons on the Premises; or
- any event that may cause alarm or concern to residents or persons passing or in the vicinity of the Boarding House as a result of the conduct or act of any person identifiable as a boarder or visitor of the Premises at that time.





The manager must maintain a “Complaints and Incidents Register” recording details of any Incident that occurs. The Complaints and Incidents Register shall contain the following information:

1. Sufficient information to document the Complaint/Incident including the date and time;
2. Name of person/police officer/council officer making the complaint or notifying of the incident;
3. The contact details of the complainant;
4. The nature of the complaint/incident and any other persons involved (including witnesses and their contact particulars);
5. The action taken or intended to be taken (by whom and when);
6. The outcome and/or further action required;
7. The date and time at which the complaint/incident was brought to the attention of the owner.
8. In this section, an 'Incident' includes:
  - a) any breach of this Plan; or
  - b) any complaint by any person about the operation of the Premises; or
  - c) any event that may cause alarm or concern to residents or persons passing or in the vicinity of the Premises as a result of the conduct or act of any person identifiable as a lodge or guest of a lodger of the premises at that time.

When an incident is reported the person reporting details of the incident will be advised that an incident may be reported within the Complaints and Incident Register on the premises and that Register will be made available to Inner West Council and the NSW Police and any other authorised person.

The Complaints and Incident Register must be updated within 24 hours of any incident.

Management shall be available at all times to deal with any incident as to the operation and management of the premises. Any such incident shall be dealt with as soon as possible.

If an incident relates to noise, the management staff must:

- take immediate steps to rectify the substance of the complaint immediately;
- contact the individual who reported the incident to verify that the problem has been addressed;
- take all reasonable steps to stop or reduce the source of the noise so as to prevent future occurrences.

Management Staff must review the Complaints/Incident Register regularly and, where appropriate, implement changes to operating procedures to reduce the possibility of the incident recurring and/or to minimise the impacts of the incident should it recur.

Management Staff is to report all complaints and incidents to the owner and/or their appointed agent (EMAG Apartments Pty Ltd) by 5.00pm on the next business day.

## **12. House Rules**

A set of House Rules will be enforced. All Boarders are required to comply with the House Rules throughout the duration of their stay. Guest behaviour is controlled through the establishment of House Rules. The House Rules may be amended periodically.

Any boarder failing to observe the rules in any cases of serious misconduct will be dealt with by the owner or owner's agent who may require a boarder to leave the Premises. Examples of serious misconduct include, but are not limited to drug or alcohol abuse, sexual, racial or religious discrimination or harassment, theft or violence.

The owner's agent's contact details and emergency contact details will displayed within each borders room.

A copy of the House Rules is below:



### **1. Occupation rate**

A maximum of one person may occupy a single room, and a maximum of two people may occupy a double room. No more than 146 people may reside within the boarding house at any time.

### **2. Smoking**

Smoking is not permitted in any room or any indoor or outdoor common areas.

### **3. Alcohol**

The consumption of alcohol must occur in a responsible manner. Management reserves the right to terminate a lease agreement if there is alcohol abuse on the Premises.

### **4. Illegal Substances**

Illegal substances are not permitted on the Premises. Any boarder found to be supplying or in possession of illegal substances will have their lease agreement terminated.

### **5. Noise**

At all times boarders are to consider the amenity of other boarders and neighbours when participating in any activity that generates noise. Management will monitor all activities in accordance with the house rules and government regulations concerning noise emission. Excessive noise or unruly behaviour will not be tolerated and may result in the termination of the boarder's lease agreement.

### **6. Visitor Policy**

No visitors are permitted within common areas after 10pm or before 7am. No keys are to be provided to visitors without the express permission of management.

### **7. Hours of Use of Communal Areas**

The following restrictions apply to all communal areas:

- There is to be no music allowed at any time;
- The outdoor communal areas shall be closed between 10pm-7am seven days;
- The door of the communal room should remain closed except for ingress/egress.

### **8. Pets**

No pets of any kind are permitted on the Premises.

### **9. Hygiene**

Individual rooms, common areas and facilities are to be kept in a clean and hygienic state at all times. Residents are to maintain their rooms in a clean and tidy manner and place their waste in the respective waste and recycling bins.

### **10. Parking**

There is provision for 26 motorcycle spaces, 28 bicycle spaces and 45 car parking spaces.

Boarders must only park their vehicle in the place allocated to them. Access to on-site parking will form part of an agreement at registration of individual tenants in order that conflict over ad hoc use of spaces is avoided.





Occupants with a car parking space will be allocated a swipe card or equivalent to ensure no visitor or other vehicles can access the car parking.

It is the responsibility of bicycle owners to secure their bicycle to the racks provided.

#### **11. Theft**

Management is not responsible for the theft of any belongings from the Premises. Please keep your room door locked at all times to prevent theft. Should you have had articles stolen on the Premises please advise management. Boarders caught stealing will have their lease agreements terminated.

#### **12. Fire precautions**

No smoking is permitted in rooms or any indoor or outdoor communal areas.

In the case of fire follow the fire safety procedures as indicated on the fire safety evacuation plan.

Generally this procedure is as follows:

- Alert the manager if you see smoke or flame.
- If possible evacuate the building via the exit stairs.
- Remain at the assembly area until directed otherwise.
- If unable to evacuate the building stay in your room and signal your presence from a window.

#### **13. Unruly Behaviour**

Unruly behaviour that is likely to offend or cause nuisance to other boarders or neighbours will not be tolerated. Management reserves the right to terminate a boarder's lease agreement should the boarder not comply with the house rules.

#### **14. Balconies and Terraces**

Balconies and terraces are to be kept clean and tidy at all times. The hanging of clothes, towels or any other item from balcony balustrades is not permitted.

