

PLAN OF MANAGEMENT FOR SERVICED APARTMENTS AT  
315-321 ILLAWARRA ROAD, MARRICKVILLE

## INTRODUCTION

This Plan of Management is for a Serviced Apartment development incorporating 38 serviced apartments at 315-321 Illawarra Road, Marrickville.

The serviced apartments are for the temporary and short-term accommodation for tourists and visitors. The maximum stay for occupants is 3 months.

This Plan of Management accompanies a development application for the use and may need to be refined subject to formal development consent.

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 serviced apartments are safe.
- c) Establish operational rules of the serviced apartments.
- d) To ensure that the premises operates in a manner which maintains a high level of amenity for both the serviced apartment guests and visitors and the residents and businesses within the surrounding neighbourhood.

This Management Plan is divided into the following sections:

- Details of the Serviced Apartments
- Operational Details
- Complaint System
- House Rules

## **Details of the Serviced Apartments**

The serviced apartments are located on Levels 1-4 of the mixed use building at 315-321 Illawarra Road, Marrickville. A reception and lounge area with a concierge desk for the serviced apartments is located at ground level on the northern end of the premises, adjacent to the driveway. A back office is proposed toward the rear.

A total of 36 serviced apartments are proposed with self-contained bathrooms and kitchens. The serviced apartments are distributed with the following number of bedrooms:

- 30 x studio units
- 5 x 1 bedroom units
- 1 x 2 bedroom units

The serviced apartments are for the temporary and short-term accommodation of tourists and visitors with a maximum length of stay of 3 months.

Employees for the serviced apartments have been allocated 1 parking space within Basement Level 2.

## Operational Details

### Staff

A staff member will be stationed at the concierge desk on the ground floor outside of the lift lobby during general hours of operation. The staff member will be available for existing and new guests, enquiries, complaints and reporting of any issues.

The table below summarises the anticipated maximum staffing details:

<b>Staff Role</b>	<b>Anticipated Maximum On-Site</b>
Concierge/Reception Attendant	2
Cleaners	1
Maintenance Personnel	1

On site staff numbers in the above table are anticipated only and are not likely to all be present at the same time.

A manager or managing agent will be appointed and be available to guests and neighbours via telephone on a 24 hour basis. The manager will be responsible for the day-to-day operation, administration, cleanliness and fire safety of the serviced apartments, including the ongoing compliance with the terms and conditions of this Plan of Management and the relevant Development Consent issued by Inner West Council.

Contact information will be updated into the Management Plan upon their appointment and distributed to each apartment and to neighbours.

Upon check-in, a brochure is to be distributed to guests. The brochure is to include key information such as contact information for the concierge, manager or managing agent, emergency contacts, the complaints or incidents reporting process and the house rules. Guests are to be instructed to be respectful and considerate of other guests and neighbours by keeping noise to a minimum.

The manager or managing agent is to ensure that a copy of the House Rules is clearly displayed in common areas and in each of the serviced apartments. They 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 guest.

The House Rules exist to maintain respect and consideration of other guests within the premises and of those around.

The manager or managing agent shall ensure if the House Rules are amended, the outdated copy is replaced with the updated copy. The manager or managing agent will also be responsible for ensuring the rules are adhered to.

### Serviced Apartments

The serviced apartments comprise 30 x studio units, 5 x 1 bedroom units and 1 x 2 bedroom unit.

8 of the serviced apartments can be combined into 4 dual key arranged serviced apartments. These may be leased out subject to availability.

All serviced apartments have a bedroom or bed and living area, bathroom, kitchen and laundry cupboard. The apartments will be fully furnished with fixtures and fittings, including beds, chairs

and table, lights, linen, towels, fridge, a washer, kitchen including stove, microwave, kettle and associated crockery and cutlery, and curtains or blinds for the windows.

Check in is available after 2pm and check out by 10am.

Servicing and cleaning will be available on a daily basis or as requested.

### Car Parking

The serviced apartments are provided with 11 car spaces for guests, including 4 accessible spaces. No visitor spaces are provided.

The car spaces are allocated to guests as part of the booking process. Instructions on how to access the basement car parking will be provided with the booking confirmation package sent to guests. If all car spaces have been allocated to guests, no further car spaces can be offered.

### Accessibility

The serviced apartments are accessibility by two lifts from the ground floor lobby to Levels 1-5, and into the basement to access the car parking.

8 of the serviced apartments are accessible (102, 103, 104, 109, 202, 203, 204, 205).

### Cleaning

The manager or managing agent will appoint a cleaner to keep the common areas cleaned on a weekly basis.

Cleaning of the serviced apartments will be available on a daily basis or as requested.

The manager or managing agent is to ensure that pest control inspections are to be carried out on a 12 month basis as a minimum.

All waste and recycling services will be provided by a licensed private waste collection contractor. The building manager shall dedicate different collection days for the private contractors to ensure there is no conflict between the waste collection of the serviced apartments and the other uses within the building.

Laundrying of sheets, towels and the like will occur off-site by a private contractor. A collection vehicle will collect and return the laundry during off-peak periods.

### Deliveries

All deliveries associated with the serviced apartments are to occur from within the basement level and transfer the deliveries using the lift.

All deliveries are to be carried out during standard business hours.

### Security

A key card/pad or intercom system is to be installed to manage access throughout the development to guests. The key cards or codes will be distributed to guests upon available and collected upon completion of their stay and will be reset between individual bookings for each

room. The manager or managing agent will be responsible for the system to be maintained in full working order.

The manager or managing agent will be responsible for the installation and ongoing maintenance of lighting and CCTV in common areas and entrances and exits to the building.

Internal signage will be installed internally to the serviced apartments showing:

- The concierge contact number;
- The manager or managing agents contact number and name;
- Emergency contact numbers;
- An evacuation plan showing paths of egress from the individual units.

Access to the serviced apartment levels will be limited to staff, guests, and their visitors only.

### Fire Safety

The manager or managing agent and owner of the serviced apartments are to ensure 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, the outdoor communal terrace or within serviced apartments.
- 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 \$1600 (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 staff 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 manager or managing agent 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.

### **Other Matters**

VISITOR INFORMATION - Visitor information will be available in at the concierge and within each apartment.

REVIEW PROCESS - This document is to be reviewed annually, or as required should issues be identified, by the owners of the serviced apartment in conjunction with the manager or managing agent 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 Inner West Council.

**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 serviced apartment and in each hallway.

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

On-site staff must maintain appropriate training for emergency evacuations.

## COMPLAINT SYSTEM

To ensure that all the conditions of the development consent are adhered to and a healthy relationship with surrounding properties is maintained, a Complaint Monitoring System has been established as part of this Plan.

The complaint system is to relate to any aspect of the development inclusive of noise.

A staff member stationed at the concierge desk or the manager or managing agent outside of standard operation hours will be contactable to lodge a complaint either in person, via phone or email.

The contact details of the manager or managing agent is to be provided to surrounding properties and to be displayed at the front of the serviced apartments.

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

Complaints may be made to the staff member on site or the manager or managing agent who will then action the problem.

The manager or managing agent 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 by any of the following means:
  - telephone,
  - mobile phone,
  - email,
  - mail.
2. Complaints 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 premises and shall be produced upon request to any Inner West Council officer or any officer of the NSW Police Service.
5. In receiving a complaint from a resident/land owner, staff are 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.



## HOUSE RULES

The following house rules apply to all guests 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. Drugs – illegal drugs are banned. Possession or usage of drugs will lead to eviction, police reporting and possible prosecution.
2. Alcohol – guests must act in a responsible and considerate manner at all times. Excessive consumption of alcohol that impacts other guests will be issued a warning. Repeat offenders will have their occupation terminated and be evicted from the premises.
3. Alcohol – consumption of alcohol is prohibited in the common areas.
4. No smoking is permitted within the outdoor terraces, hallways, or any of the serviced apartments.
5. No amplified music is to be played in the outdoor balconies/courtyard areas.
6. Speech is to be kept to conversational level. Shouting is not acceptable.
7. All guests and visitors are to not make unreasonable noise while on the premises.
8. Guests are responsible for the behaviour of their visitors.
9. Management has the right to cease any gathering in the communal outdoor area at any time where it deems that the group is of a size that could cause a possible nuisance.
10. 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 warnings, eviction and/or police intervention.
11. Dress code – guests and visitors are not permitted to walk around the common areas in any state of undress. Guests and visitors are to be mindful of other cultures.
12. The volume of the television or music or any noise generating device must be kept within reasonable levels so as to not disturb other guests.
13. The car parking spaces will be allocated upon check-in. Guests are not to use a car space that has not been allocated to them.

14. No animals or pets are allowed anywhere within the premises.

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)