

Plan of Management
OPERATIONAL DOCUMENT
September 2010

*Abode by Rydges
Cricketers Arms Road
Blacktown*

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1.0 Introduction

The purpose of the Plan of Management (PM) is to outline procedures which will ensure that Abode by Rydges are operated in a manner consistent with good management and provides compatibly with the primarily residential amenity of the precinct.

The procedures will also assist in minimising any conflict amongst patrons, management and adjoining residents.

This PM addresses relevant managerial issues which include but are not limited to traffic and parking management particularly on the right of carriageway access, noise minimisation and security.

2.0 Amenity of the Neighbourhood

This section aims to familiarise staff with the characteristics of the precinct.

The site is located within the Blacktown Local Government Area (LGA). The site is bounded by the Blacktown Drive In to the north and east, the Cricketers Arms Hotel to the south and grazing land to the west. Further north of the Drive In is the M4 motorway.

Over the 20 years that Rydges have been in operation, management have continued to ensure that its patrons have lived in harmony with their long term neighbours.

Overall, management is committed to ensure that the building and business will be operated in such a manner as not to interfere with, or materially affect, the amenity of the neighbourhood. The staff of Abode by Rydges are to recognise that the amenity of the neighbourhood is a key consideration when performing their prescribed duties.

Staff are to immediately report to management any incidents or the potential for incidents that may adversely impact upon the well being of neighbouring properties and residents.

3.0 Hours of Operation

The premises currently operate on a seven day basis. The front desk will be staffed at all times - 24hrs, 7 days per week to ensure that a level of service is continuous and there is an effective presence of security for guests and their property.

Access to the hotel after the hours of service operation is by way of individual security keys allocated to each room.

On registration, guests will be provided with a key which will provide access to their room and also to the front security door after 8.00 p.m.

A night intercom will be placed externally for guests requiring assistance.

Neighbours are encouraged to report any problems to the front desk during office hours or to the person manning the intercom or by phoning an advertised after hours number after 8pm.

4.0 Noise Management

Staff are required to ensure that:

- guests are encouraged to keep noise to an acceptable level;
- any noise complaint is to be investigated within 5 minutes of receipt;
- guests are encouraged to walk or engage taxis when leaving for events;
- warnings are to be issued to offending guests if noise complaints are confirmed. Should guests continue without abatement for a period of 15 minutes police are to be called;
- guests are advised of internal road speed limits; and
- a notation is to be placed within the register of guests in relation to offenders.

The use of the premises shall not result in the LA10 noise level exceeding the background noise level in any octave bank from 31Hz to 8000Hz centre frequencies inclusive by more than 5dB at the boundary of the residential properties.

5.0 Security and Safety

Staff are to ensure that existing security arrangements are maintained. These include:

- secure locked front door during night time hours;
- check security locks on individual rooms;
- check camera surveillance;
- check external security lighting, along the internal access road and within the car park areas;
- staff have been trained in the requirements of the hospitality industry including methods of dealing with difficult patrons. This will include requesting any patrons to behave in a quiet and orderly manner and to have regard to nearby residents;
- management will maintain an Incident Book to contain a record of occurrences and complaints arising from the operation of the premises. This Incident Book will be made available on request to both Blacktown Council and the NSW Police;
- management will, if required, agree to a procedure for regular meetings with police or local residents to ensure and monitor the effectiveness of the PM and to provide a forum for discussion;
- ensure the street frontage sign indicating the after hours numbers is maintained;
- a sign will be displayed in each room and on balconies requesting that noise be kept to a minimum. Staff are to ensure that these signs are maintained; and
- offensive, dangerous and abusive guests are to be evicted from the premises.

6.0 Fire Safety

- For safety and fire fighting equipment will be displayed and provided throughout the premises. Staff will be inducted into their location and usage and individual responsibilities.
- Management is to ensure that a Fire Safety Certificate is obtained on an annual basis. This Certificate is to be displayed in the reception area where it is visible to both guests and staff.
- An Evacuation Plan is prepared and all staff will be inducted into its requirements. A copy of the evacuation procedures will be provided in all guest rooms and rooms occupied or utilised by staff.

7.0 Amendment to the Plan

- Management is to review the requirements of this PM on an annual basis. In doing so, input will be encouraged from all staff members.
- If, in circumstances where experience shows that it is reasonable or desirable to modify any provision of this plan for the better management of the premises, that modification shall be made to the plan only with the consent of Council.
- Staff members will be instructed with regards any changes to this PM.