

Level 24 Communal Area Operational Plan of Management

Crows Nest OSD (Site A) Detailed SSDA (SSD –
75660711)
32 Hume Street, Crows Nest

Submitted to the Department of Planning,
Housing and Infrastructure
on behalf of Third.i Crows Nest
Commercial Developments Pty Ltd

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Acknowledgment of Country



Towards Harmony by Aboriginal Artist Adam Laws

Gyde Consulting acknowledges and pays respect to Aboriginal and Torres Strait Islander peoples past, present, Traditional Custodians and Elders of this nation and the cultural, spiritual and educational practices of Aboriginal and Torres Strait Islander people. We recognise the deep and ongoing connections to Country – the land, water and sky – and the memories, knowledge and diverse values of past and contemporary Aboriginal and Torres Strait communities.

Gyde is committed to learning from Aboriginal and Torres Strait Islander people in the work we do across the country.

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1. Introduction

This Operational Plan of Management (OPM) has been prepared on behalf of Third.i Crows Nest Commercial Developments Pty LTD (the Proponent) in support of State Significant Development Application (SSDA) (**SSD-75660711**). The application is for the Crows Nest Over Station Development (OSD), 32 Hume Street, Crows Nest.

1.1 Operational Plan of Management Definitions

1. "Communal area" as defined in this OPM is the area subject noted in **Figure 1**. The *communal area*, situated on Level 24, is the shared space for use by tenants and their guests and managed by the *Operator*.
2. "Operator" means any person or persons that own, operate, manage, control, oversee and / or coordinate all the operations required to run and manage the *communal area*. This may include, but not be limited to, managing patrons and resources, maintenance and ensuring compliance with safety and legal regulations.
3. "Tenant" means any person or persons residing in, or renting at the address 32 Hume Street, Crows Nest.
4. 'User' means those using the *communal area*.
5. 'Premises' means the building which includes the *communal area*.

1.2 Operational Plan of Management Objectives

This Operational Plan of Management (OPM) establishes the specific activities and responsibilities required to manage and maintain the *communal area*. Objectives of the OPM are as follows:

- To ensure management policies and procedures support the successful, responsible and responsive operation of the *communal area*
- To outline how the *communal area* will function to support the multiple uses
- To outline how the *communal area* will be managed and maintained in a manner that provides for a high standard of quality and safety for all *users*
- To ensure all servicing of the *communal* is carried out in a coordinated, safe and managed manner, with minimal disruption to *users* and surrounding residents
- To minimise any impacts from the operation of the *communal area* on residential amenity and to respond to any concerns and incidents promptly and professionally.

This OPM is a dynamic document which can be updated to respond to changing procedures and practices.

The OPM will be implemented according to the established parameters and requirements presented within. Overall management of the *communal area* is the responsibility of the *Operator*.

1.3 Service Objectives

- Aesthetic quality – *the communal area* will be well maintained to ensure it is well presented at all times
- Safety – *the communal area* will be managed and maintained to minimise any potential safety risks to *users*
- Cleanliness – *the communal area* will be maintained in a neat and tidy condition, unrestricted by rubbish, organic debris and graffiti
- Usability – *the communal area* will be maintained to ensure it is always fit for purpose.

1.4 Key Stakeholders

The following key stakeholders have been identified:

- Users
- Tenants
- Operator (Body Corporate / Facilities Manager / Building Manager)

2. The Proposal

The OPM has been prepared to accompany the Detailed SSDA which relates to the construction and operation of a mixed-use residential led over station development (OSD), located above the new Crows Nest Metro Station (the project) in the North Sydney local government area (LGA).

Specifically, this OPM establishes the specific activities and responsibilities required to manage and maintain the Level 24 *communal area* proposed for the site.

The indicative layout plan for the Level 24 *communal area* is shown in **Figure 1**. below. The *communal area* is a dedicated space within the *Premises* for use by tenants and their guests.

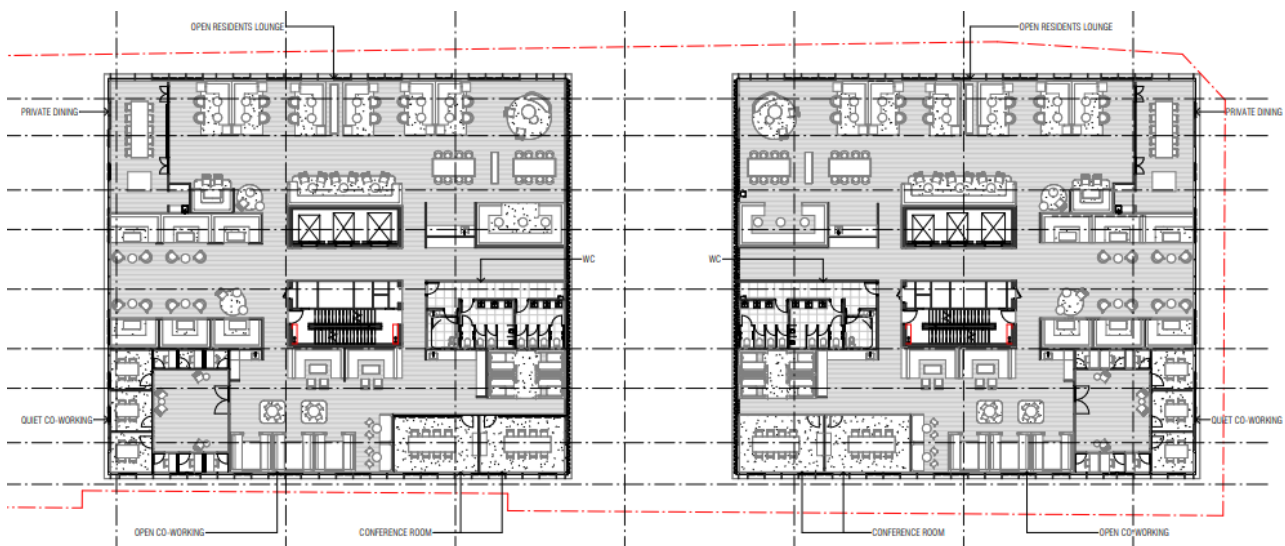


Figure 1 Draft Level 24 communal area indicative layout plan. Source: FK Australia

3. General Operations

1. The *communal area* is freely available to all tenants residing at 32 Hume Street, Crows Nest.
2. The *communal area* is available to guests invited and accompanied by *user* tenants.
3. User tenants are responsible for invited guests.
4. All *tenants* have convenient and safe access throughout the *communal area*.
5. Ensure the amenity of the *communal area* is maintained at an appropriate level to meet tenant expectations, which includes:
 - facilities are well maintained and in good condition (not out of date, no obvious wear or breakage)
 - area appears clean and well cared for with no obvious long-standing damage.
6. The *communal area* will be safe for all *users* and maximise opportunities for passive surveillance.

7. The *Operator* shall be responsible for any security measures required, and the provision of responses as necessary.
8. Management of the *communal area* shall consistently prioritise residential amenity and implement all reasonable measures to ensure there is no adverse impact caused by noise or other disturbances generated by the *communal area*.
9. Routine management of the *communal area* will be conducted according to a scheduled works program.
10. In the case of a public hazard and where it is not feasible to carry out or complete repairs to the *communal area* immediately or within a reasonable time frame, the *Operator* will take steps to address the hazard until suitable repairs can be provided. Appropriate steps may include (but not be limited to):
 - use of warning signage
 - installation of hazard tape or webbing
 - Closure of an area or part thereof.
11. The *Operator* will engage the services of a cleaner or similar on a daily basis to maintain the cleanliness and safety of the *communal area*. This will include the removal and disposal of any waste.

4. Hours of Operation

1. The *communal area* will be assessable seven (7) days a week during the hours shown in **Table 1**.

Table 1 Hours of operation by area

Communal Area	Hours of Operation	
	Tower 1	Tower 2
Open resident's lounge	24 hours	24 hours
Private dining	7am – 10pm	7am – 10pm
Quiet co-working	24 hours	24 hours
Open co-working	24 hours	24 hours
Conference room	7am – 10pm	7am – 10pm

5. Communal Area Capacity

1. The approximate capacity (number of people) using the *communal area* (by area) at any one time is shown in **Table 2**.

Table 2 **Approximate capacity of the communal area by area**

Communal Area	Approximate Capacity	
	Tower 1	Tower 2
Open resident's lounge	45	45
Private dining	12	12
Quiet co-working	25	25
Open co-working	20	20
Conference room	20	20

6. Access Management

1. The *communal area* is available to tenants and their guests.
2. Co-working spaces and the open residents lounge in the *communal area* will be available for use based on order of arrival (first in, first served).
3. Private dining and conference room facilities will be available for use through a tenant administered computerised calendar booking system established and maintained by the *Operator*. The booking system will require:
 - the name, unit number and contact details of the tenant booking the dining or conference room
 - time and date entry
 - number of *users* anticipated.
4. The number of *users* permissible for each area within the *communal area* are identified:
 - as part of the computerised booking system
 - through signage displayed in a prominent location in each area
 - in this OPM.
5. Access to and from the *communal area* will be unobstructed at all times.
6. The *Operator* will place signage in the *communal area* which:
 - identifies the function of each area
 - identifies the capacity of each of the areas within the *communal area*
 - invites positive activity and clearly displays the expectations of *users*
 - ensures the efficient and appropriate wayfinding
 - identifies the contact details of the *Operator* and relevant authorities to facilitate *user* safety issues or complaints
 - is consistent in colour and form and clearly visible at entry points
 - complies with relevant fire and safety regulations.
7. The *Operator* will establish a communication strategy to inform tenants on the use of the *communal area* booking system.

7. Noise Management

1. Noise from the *communal area* will be managed to protect the acoustic privacy of all tenants.
2. Sound amplification equipment is not permitted for use in the *communal area*.
3. It is the responsibility of tenants using the *communal area* to manage noise generated by their activities.
4. It is the responsibility of the *Operator* to manage noise complaints or disturbances due to unreasonable use of the *communal area*.
5. The *Operator* will establish a communication strategy with tenants to outline expectations for the reasonable use of the *Communal area*.

8. Waste Management

1. Sufficient and suitable receptacles for general waste and recyclable materials shall be provided in the *communal area*.
2. Transfer of waste will be completed during regular daylight operational hours.
3. Waste receptacles will be kept in a clean, hygienic and tidy condition and regularly maintained.
4. The *Operator* shall ensure that the *communal area* is clean and devoid of litter.

9. Incident Management and Reporting

1. In the event of a *user* being injured in the *communal area*, safety shall be made a priority. The *Operator* will establish a communication strategy with tenants to outline expectations for the reasonable management of injuries occurring in the *Communal area*.
2. An appropriate response to an incident shall be made by the *Operator*. This will include:
 - an accurate record of any serious injury made as soon as practicable. It is the responsibility of the *Operator* to complete an incident report for any serious injury to a *user*. The incident report shall include the injury, how it occurred, the people involved and any additional information or statements.
 - the injury event shall be assessed, and consultation with authorities (if applicable) shall take place and a course of action be devised to prevent or remove the cause of the injury if required.
3. The *Operator* will be responsible for keeping an 'Incident Register' and ensure that entries are recorded when an incident occurs in the *communal area*. Incidents that require registration include (but are not limited to):
 - violence or anti-social behaviour
 - a person needing medical assistance
 - attendance by emergency services
4. The *Operator* will manage incidents or concerns raised by tenants in a sympathetic and respectful manner.
5. The *Operator* will establish a communication strategy with tenants to outline incident management and reporting procedures relevant to the *communal area*.

10. Evacuation and Emergency Closing

1. The Operator will ensure that up to date safety procedures and equipment are current at all times.
2. Unobstructed access to emergency exits from the *communal area* shall be provided and maintained at all times.
3. The *Operator* will ensure that a current list of emergency telephone numbers is provided in the *communal area*.
4. Detailed maps of the *Premises* are to be placed in highly visible areas in the *communal area* depicting emergency routes and assemble points.
5. An appropriately qualified fire equipment maintenance contractor will be contracted by the *Operator* to provide an ongoing service to maintain all fire prevention and control of equipment in the communal area, ensuring all relevant codes are complied with and any recommendations outside the code which emphasise the safety of patrons are implemented.
6. The *Operator* will establish a communication strategy with tenants to outline evacuation and emergency closing procedures relevant to the *communal area*.

11. Review Period

1. The *Operator* will review and where required amend this OPM every 12 months from receipt of Occupation Certificate.
2. Amendments to **Section 4.** of this OPM resulting from reviews will be submitted to the Department of Planning, Housing and Infrastructure for their review and comment.
3. As a condition of consent the *Operator* can request approval of any amendments to this OPM without the need for a cl. 4.55 modification.