



OPERATIONAL DETAILS (PLAN OF MANAGEMENT)

COMMERCIAL AND RETAIL ADAPTIVE REUSE (BLOCK 6+7)



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Introduction

Central Park is a \$2 billion mixed-use regeneration project incorporating 2,000 residential apartments, 70,000sq.m of “A Grade” commercial space, an extensive 16,000sq m retail facility, hotel and public parklands extending over a 6 hectare site. Central Park is situated within a high profile location in the Southern Precinct of the CBD with 80 million pedestrian and transport movements passing by every year. Less than 150 metres from Central Railway Station (Australia’s busiest railway station) and adjacent two of Australia’s largest Universities (Sydney University and The University of Technology, Sydney), Central Park will form a new southern gateway into the heart of the CBD

Block 6 and 7 is an opportunity for Frasers to adaptively reuse a collection of heritage assets, some of which are more than 170 years old. A combination of restaurants, cafes and fine grain boutique shops will form the basis of this newly created precinct. The buildings are all located on the eastern side of the Central Park development site and are bounded by existing Goolld Street properties to the east, Kensington Street (Kensington Lane) to the west, Block 10 to the south and Dwyer Street to the north. The buildings that constitute Block 6 and 7 are the properties currently known as 2-48 Kensington Street, Chippendale. All buildings, excluding 14 and 42-44 Kensington Street, represent significant heritage assets and are noted as Heritage Items on the Sydney Local Environmental Plan 2005.

The proposals will include the renovation and restoration of the single and double storey terrace houses along Kensington Street and the larger 3 storey warehouse at the northern end of the street. The mid 20th century warehouses at 14 and 42-44 Kensington Street are non-heritage listed and both are proposed to be demolished as part of this Project Application. A new 2 storey addition is proposed for the warehouse at 2-10 Kensington Street and a new build retail building will be built along the eastern boundary of Block 6 and 7. The creation of this new retail will yield a pedestrian access route that will allow visitors to move around and permeate through the precinct. The Project Application comprises approximately 3,000sq.m of GFA which when complete will create an eclectic mix of retail spaces.

Ten car parking spaces will be located within the combined Blocks 2 and 5 basement situated across Carlton Street. The car spaces will be utilised by the operators and tenants of the retail space within Block 6 and 7. Deliveries and servicing to the majority of Block 6 will be via the loading dock positioned along Dwyer Street, near the corner with Kensington. Block 7 will be serviced directly from vehicle parking along Kensington Lane.

The content of this Plan of Management is currently in its draft form and will be updated prior to occupation to reflect the specific requirements of the retail tenants and operators. All retail tenancies will be the subject of a separate Development Applications with the Authority. It is likely that specific operational details and a Plan of Management will need to accompany any future development applications for Block 6 and 7.

Retail Operations and Building Management

Management of Block 6 and 7 will be undertaken by a property manager who shall ensure all on site operations and activities comply with this Plan of Management to the satisfaction of the Department of Planning and Infrastructure (DPI) and the City of Sydney Council (CofS) within the framework of the relevant acts of parliament governing this type of accommodation.

The property manager shall be responsible for the following operations;

- Commission, tune and ensure occupation of the new tenancies is executed with minimal disruption to the ongoing operation of the remainder of the Block
- Develop a constructive and collaborative relationship with the developer, builder and tenants during the different phases of operations
- Understand the ongoing management requirements with respect to sustainability and “best Practice” principles
- Ensure ongoing security of the premises
- Monitor visitors & guests behavior throughout
- Carry out scheduled (and random) property inspections both inside retail tenancies and of the common property areas
- Ensure that on site management has access to contact details of Senior Management, preferred tradesmen in event of emergency maintenance, Fire Brigade, Police and local hospitals
- Convene meetings as required with adjacent or surrounding neighbours to address any internal or external complaints or grievances.

Full Time Property Management

Full time management shall be undertaken by the property manager. The property manager shall appoint a team of staff who are on call in his/her absence. All staff shall be provided with a list of 24 hour/7 day a week contact numbers for the property manager, owners and other key support personnel.

The role of the property manager is an important part of the management strategy for the retail and commercial precinct. The manager shall be suitably qualified in operating this type of development and will include (but not limited to the following responsibilities):

- Monitor security including visitor behaviour
- Dealing with disruptive or socially unacceptable behaviour
- Reporting accidental or deliberate damage to the building/s
- Report any faulty building equipment or services
- Monitor that any firefighting equipment provided is not unlawfully tampered with or abused.
- Monitor deliveries of goods to the retail and proper disposal of waste
- Monitor general building cleanliness (housekeeping issues – fire & health hazards)
- Monitor that the building is not used by any visitors for any illegal activity

Emergency Contact

Each tenant shall be provided with a 24 hour emergency contact telephone number for the property manager (or his delegate). In the event that a tenant, visitor or member of staff calls the 24 hour emergency contact telephone number he/she can expect a prompt response (including, if applicable repair or attendance to the issue raised) from the relevant applicable manager on Duty.

Emergency numbers for the Fire Brigade, Police, Ambulance, 24 hour GP's and Local Hospital shall also be provided and readily accessible to all tenants, visitors and staff.

Emergency & Evacuation Procedures

Each retail and commercial tenancy shall display a colour printed emergency evacuation procedure plan. Staff shall be instructed to make themselves familiar with these procedures. In the event of an emergency staff will need to be able to facilitate the safe evacuation as required by the plan. The emergency evacuation plan will also clearly display emergency numbers for the Fire Brigade, Police and local hospitals

The property manager shall conduct emergency drills to test satisfactory evacuation procedures and ensure all staff are familiar with the evacuation procedure. If a fire or other emergency does occur, alarm bells will ring within the building/s. This will be followed by audible instructions to evacuate. Guests will be asked to move in an orderly controlled fashion to the nearest fire stairs, exit the building and assemble for head-count in the designated assembly areas.

Critical Incident Management Protocols

The property manager shall establish a suitable framework to record, investigate and resolve any critical incidents that occur within the Hotel, restaurant or leisure facilities.

Firstly, the property manager shall promptly undertake investigation into the critical incident and register pertinent issues including, but not limited to:

- Bodily harm to persons
- Accidental damage to the property
- Malicious or intentional damage or vandalism to the owners property
- Criminal intention or action to person's or property.

Secondly, the property manager shall take necessary action to remedy, resolve, prevent or prohibit further incidents occurring. A critical incident report form shall be completed for each critical incident that occurs. If necessary the property manager shall report the critical incident to authorities, including any emergency services and Police.

Contactability (incl. over holiday periods)

The property manager shall be provided with a list of contact numbers for all the:

- Emergency Services
- Local Hospital
- 24 hour tradespeople
- owner
- Other relevant support staff

The support staff and property managers delegates shall be provided with a list of contact numbers for the:

- Property manager
- Emergency Services
- Local Hospital
- 24 hour tradespeople
- Owner
- Other relevant support staff

Waste Management, Maintenance and Cleaning Schedule

Communal areas including pedestrian access ways will be cleaned and maintained on a twice daily basis or more frequently depending on usage by visitors. The property manager will coordinate and organise all maintenance related issues that affect the common areas of the development.

Waste storage and management will occur separately in each of the four areas that make up Block 6 and 7. Separate central waste storage rooms will be located in each area that make up Block 6 and 7. Each tenancy will be responsible for moving waste from their respective areas to their waste storage room. Waste will be moved from the storage room to the collection point on the waste collection day. The movement of waste/bins from the storage room to the collection point will be conducted by the property manager and staff. After the waste is collected the property manager will promptly move the empty bins back in to the waste storage room. Waste collection will be conducted by private waste collection services. Refer to the separate Waste Management Strategy, by Arup, for details of collection and frequency.

Deliveries, Loading and Unloading

Deliveries, couriers and waste removal are proposed to be loaded and unloaded from Kensington Lane apart from some collection, via the loading area, from Dwyer Street for 2-12 Kensington Street. The management of these deliveries and loading will be restricted to outside of peak hour times and where possible coordinated with the property manager. Deliveries to the restaurants will be coordinated with the operators of those retail tenancies in order to ensure they do not clash with peak hour times nor disturb the quiet enjoyment of neighbours. The frequency of deliveries to the retail and restaurants will be determined by the level of occupancy and reservations, however deliveries are likely to occur on a daily basis.

Car Parking for tenants and owners

Ten car parking spaces for retail and commercial tenants/owner will be provided for in the adjacent Block 2 & 5 basement. Given the proximity to Central train station and other modes of public transport the additional pressure on the road network from tenants and visitors will be minimal, see Traffic Report prepared by GTA in support of this Project Application.

Building Security & Access

Building security and access is an important consideration for the success of the retail and commercial precinct. Refer to the Safety Management Plan, by Elton Consulting, for details of passive and active security measures.

The property manager shall ensure and maintain the security of the building and grounds.

The property manager shall record the CCTV cameras installed within the commonly accessible areas of Block 6 and 7. These cameras shall be monitored via 24 hour recording equipment and are also accessible by the property manager via internet link.

Registration of Grievances and Guest Dispute Procedure

Any tenant or visitor at any time, can contact either the property manager to register and discuss a grievance against another guest or an issue regarding the operation of the building/s. Serious grievances or complaints must be lodged in writing.

The manager shall establish a suitable framework to record, investigate and resolve grievances, complaints or disputes.

Firstly, the property manager shall promptly undertake investigation into the grievance/complaint and talk direct to all concerned or involved parties.

Secondly, the property manager shall convene a meeting, at a convenient time and location between all concerned parties to provide a forum to air their grievances in a controlled and monitored environment. At this meeting all parties shall be encouraged to discuss their viewpoint and consider the other's standpoint. The property manager shall attempt to resolve the grievance to the satisfaction of all parties and make a ruling within the framework of the property managers operations policy.

External Complaints Handling Procedure

Any complaints received from neighbours will be dealt with by the property manager or his delegate and treated seriously. Irrespective of the severity of the complaint a regime of escalation will be prepared in order to ensure that if further complaints were received they did not manifest in to large scale problems that detrimentally impact on the proposals operation.

Visitors Behaviour

Visitors behaviour shall be monitored by the property manager (or his delegate) within the framework of the rules, operational requirements and statutory constraints. The final set of rules have yet to be decided but they will include the following general concepts.

The rules will cover items such as:

- Emergency and Management contact details
- Rights and responsibilities
- Communications
- Rules of occupancy/tenancy
- Health & Safety
- Building Facilities
- Security
- Local information
- Acknowledgement and complaints handlings forms

Subject always to the above draft rules, the following issues shall be monitored and controlled by the manager:

- Noise shall be kept to a minimum at all times. It is a requirement of this Plan of Management that tenants and visitors do not disturb the peace, quiet and comfort of other tenants/visitors or neighbours. Any excessive noise or disturbance shall be reported to the property manager for action.
- Smoking in any part of the building/s is strictly prohibited. This includes all tenancies, indoor areas, outdoor areas, fire stairs and foyers.
- The property manager with the assistance of his staff will promote a responsible attitude towards the consumption of alcohol. All common areas are alcohol free unless approved by the property manager.
- No person is encouraged to indulge in any form of gambling in any part of the building/s.

- Illegal drugs and substances are strictly prohibited. The Property manager will inform the appropriate authorities if visitors are found possessing, dealing or using illegal drugs or substances.
- Any visitor engaged in theft or vandalism will be required to immediately vacate the building/s with the appropriate authorities notified. Criminal charges may be laid.
- The Anti-Discrimination Act deems discrimination unlawful on several grounds including sex, race, age, sexual activity, impairment, religion, political belief or activity. If visitors or tenants think that they have been subjected to any form of discrimination or vilification they should immediately notify the property manager and an appropriate course of action will result.
- Depending on the level of severity any visitor displaying anti-social or unacceptable behaviour shall be given a verbal warning. If such unacceptable behaviour persists the property manager shall reserve the right to remove the guest or visitor from the premises.

Management of Internal and External Common Areas

External areas will have CCTV surveillance which will be monitored by staff and the property manager. External common areas will be strictly for the use of patrons and visitors to the retail premises. External areas will be closed at the discretion of the property manager and with due regard to hour imposed by the Authority.

Internal areas, including the lobbies, corridors and stairs will be monitored and controlled by the retail tenants to ensure that all visitors are afforded the opportunity to enjoy their visit to Kensington Street. The complaints procedure will be used to ensure the internal common areas are utilised effectively and not cause unnecessary disturbances to guests and visitors. Back-of-house (bike storage, waste rooms and other storage areas) will also be monitored by CCTV to ensure the safety of all guests and staff. All back of house areas will only be accessible to designated staff who hold the required level of security clearance to access these areas.