

Wee Hur Regent - Student Accommodation

90-102 Regent Street, Redfern

&

104-116 Regent Street, Redfern

Loading & Servicing Management Plan

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Prepared for: The Trust Company (Australia) Limited ATF WH Regent Trust

Preamble

This Loading and Servicing Management Plan (Plan) has been prepared to document how the loading and service vehicle facility for the student accommodation development at 90-102 Regent Street and 104-116 Regent Street Redfern will be managed.

Specifically, this Plan has been prepared to address Condition B48 of Development Consent (SSD-10382) and pre-emptively for 104-116 Regent Street, Redfern, due to their proximity and planned efficiency.

Condition B48 of SSD-10382 states that the Plan shall:

“Ensure that any potential traffic and safety impacts associated with the loading dock operation are mitigated, including, but not be limited to, the following:

- (a) Details of the development's loading and servicing profile, including the forecast loading and servicing traffic volumes by vehicle size, frequency, time of day and duration of stay; and*
- (b) Details of measures to manage any potential traffic and safety impacts of the loading docks operation in particular potential queuing on public roads and potential conflicts between freight vehicles accessing the loading docks.*

This Plan, and any amendments to this Plan, shall ensure that appropriate management measures are included to address the requirements of Condition B48 throughout the operation of the student accommodation land use on the site.

Scope and Application of Loading and Service Management Plan

This Plan will be subject to relevant conditions of the development consent that apply to the approved student accommodation development on the site at 90-102 Regent Street. The development at 104-116 Regent Street will include on-site waste rooms, and bins will be transported on-foot to the loading bay at 90-102 Regent Street through an inter-building route.

90-102 Regent Street comprises the construction of an 18 storey building comprising:

- 381 student accommodation rooms, providing 408 beds
- communal student facilities, including lounge areas, games room, gymnasium and external terraces
- on-site bicycle parking and storage facilities
- one ground floor retail tenancy
- public domain and landscaping works
- on-site loading dock

104-116 Regent Street comprises the construction of an 18 storey building comprising:

- 372 student accommodation rooms, providing 409 beds
- communal student facilities, including lounge areas, games room, gymnasium and external terraces
- on-site bicycle parking and storage facilities
- one ground floor retail tenancy
- public domain and landscaping works
- on-site loading dock

It is noted that no on-site car parking spaces are provided as part of the development.

It is the intent of this Plan to outline the ongoing operation and management of the loading dock and associated service vehicle facilities.

The Plan provides details of the operation of the loading dock and its interaction with other users of the site and of proposed management procedures.

The Plan recognises that these procedures may need to adapt to changing circumstances on the site or its surrounds.

Therefore, the Plan may be varied from time to time in order to account for changes to the Hotel development, altered traffic conditions and/or on or off-site operational imperatives.

Responsibility for Plan Implementation

The loading docks and car parking areas will be under control of a designated Building Manager.

This position will be responsible for maintenance of the loading dock to a standard suitable for use, rectification of any safety issues, avoidance of adverse impacts on external roads due to traffic entering or leaving the site and general management of the loading dock.

It is noted that:

- The Building Manager available during office hours:
 - 9am to 4pm (Monday to Friday); and
 - 10am -3pm (Weekend)
- Emergency Contact will be available outside office hours

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- Delivery hours will be restricted to office hours only, unless pre-arranged outside office hour in which case a code or swipe card will be provided ahead of time.

The building reception located at the ground floor will operate during office hours.

The Building Manager and building reception contact details will be displayed at the driveway entrance to the loading dock.

Requests to utilise the loading dock will be via a loading dock booking system (see below) to be managed by the building reception.

Communicating the Plan to Potential Loading Dock Users

The building is fully managed with building reception / building manager on duty during the operational hours of the loading dock.

Generally, there will be a high degree of communication between building management and student residents via face to face communication, notice boards and electronic communication on a range of different activities and procedures for the building. This will include communication of the procedures associated with Loading Dock usage.

As the building is fully equipped for residents, no resident will require furniture to be delivered. Residents typically do not require a loading dock.

Notwithstanding the above, all residents will be provided information pertaining to loading dock usage in their lease and as part of their 'move in' information. Retail tenants will have details about loading dock use included in their retail leases.

Similarly, waste collections will be undertaken via a private waste contractor and details pertaining to dock access and timing of arrival will be prescribed in the contract for services.

Loading Dock Location and Access

Loading and unloading activities will be undertaken on-site within the loading dock area which is accessed by vehicles via William Lane.

William Lane is a narrow (approx. 4.5m) two-way laneway that extends in a north-south alignment. The laneway provides rear access to properties for parking and loading activities. Access to the laneway is provided off Marian Street. No parking is provided on either side of the laneway.

William Lane ends in a cul-de-sac immediately south of the loading dock access to 90-102 Regent Street. As such traffic flows past the dock access as extremely low and slow. Thus, potential traffic conflicts have been addressed through the location of the dock access.

A vehicle turntable will be provided within the loading area to allow vehicles to enter/exit the site in a forward direction, enabling drivers to appropriately view approaching traffic and pedestrians in William Lane should they encounter them.

The loading area has been designed to accommodate a Small Rigid Vehicle (SRV 6.4m long) as defined by AS2890.2.

It is proposed that the roller shutter door at the vehicle access at William Lane shall rest in the closed position when not in use.

Deliveries to the loading areas will be via prior arrangements with access permitted using either a pre-arranged code or intercom to the Building Manager / building reception.

The following access control is proposed for the Loading Dock:

- Roller shutter: Swipe Card or enter access Code outside open the rollers shutters for any prearranged outside office hour delivery.
- A CCTV to install from outside and inside of the loading dock so that the Building Manager can also see who has arrive and leave the loading dock.
- During office hour delivery drivers can buzz the intercom to communicate with Building Manager and obtain access to the loading dock.
- Roller Shutter comes with timer to self-close. Movement sensor will be installed for safety.
- Side hinged door will be accessed with a swipe card

The Building Manager shall ensure that all service providers and delivery drivers are aware of this access arrangement.

Frequency of Loading Dock Usage

The loading dock will service a range uses and frequencies. The expected frequencies of the different types of access are set out below.

The frequencies set out in the table below reflect the demand generated by student accommodation uses at both 90-102 Regent Street and 104-116 Regent Street, Redfern.

It is noted that each student room is fully furnished and hence there is no need for students to deliver or remove furniture at the arrival / departure of their tenancy.

It is suggested that waste, retail and building deliveries by undertaken during weekday AM periods such that the afternoon periods and weekends can be booked by students if required. Notwithstanding this can be managed through the dock management system (DMS) (see below).

Use	Frequency
General Waste Collection (Private Contractor)	6 per week (once per day Monday – Saturday)
Recycling Collection (Private Contractor)	6 per week (once per day Monday – Saturday)
Food Waste	4-6 per week
Retail Deliveries	4-6 per week
General Building / Office Deliveries	2 per week
Student-booked Deliveries	Up to 10 per week

Loading Dock Operational Management Measures

Loading Dock Hours of Operation

Loading activities will only be permitted during the following periods:

- Monday to Friday – 10:00am to 4:00pm

Deliveries outside of these hours can be pre-arranged and approved by the Building Manager. Access will be pre-arranged with access code or swipe card

No overnight truck parking will be permitted within the loading and associated areas.

Loading Within the Site

Loading activities associated with the site are to be conducted within the confines of the site at all times and must not obstruct other public roadway including pedestrian footpath.

Service vehicles are to leave the site immediately once loading and unloading activities are completed.

Vehicle Queuing

Coordination of the loading requirements will be undertaken and managed by the Building Manager such that the loading dock has the capacity to accommodate service vehicles that pre-arranged the use of any loading bays.

Operational Management – Dock Booking System

The onsite management of the loading dock will consist of a combination of a manned dock management office (Building Manager and / or Building Reception) and a dock management system (DMS).

The loading dock have been designed to accommodate vehicle sizes up to and including a Small Rigid Vehicle (SRV) as per AS2890.2. Vehicles larger than a SRV shall be restricted from accessing the loading dock. These access arrangements shall be prescribed to delivery drivers / contractors and student tenants through the DMS.

The DMS will enable the onsite management team to schedule delivery times and monitor arrival / departures of vehicles.

The DMS will also allow booked arrival / departure times of deliveries to be known such that should a request for delivery time be received, arrival time slots can be allocated accordingly.

Service vehicles intending to use the docks will not be permitted to access the dock without making a booking.

The major benefit of the implementation of such a system is the ability to moderate demand throughout the day. The allocation of deliveries to timeslots (with strict length of stay limits) reduces the risk of multiple vehicles seeking to access the loading dock at the same time.

The DMS can be used to provide delivery drivers with an access code to facilitate entry to the vehicle lift system.

Waste collection will also be managed through the dock management system to avoid conflict and congestion with peak operational times.

Appropriate pick up windows will be provided to the private waste contractors to ensure sufficient time is allowed for the different waste streams can be collected. The retail tenant will also be provided a window for waste collection.

Additionally, the DMS will allow a time gap between booking slots to accommodate potential overruns in deliveries or waste collection. Should the allocated time slot be exceeded, and a vehicle arrive while the loading dock is being managed the vehicle will be turned away until such time as the loading dock is vacant. The loading dock management plan while require a call on approach when all deliveries / waste management Vehicles are 15 mins away.

Protocols for Noise Emission Minimisation

Delivery drivers accessing the loading docks and staff accessing the car park shall be instructed under their delivery contract / employment arrangements to observe care in the use and control of equipment in the loading dock and access areas so as not to cause or allow to be caused any unreasonable noise during the hours of operation of the loading dock and access areas.

Delivery drivers are not to use their horns in the vicinity of the loading dock including as a means to communicate with staff within the loading dock.

Roller Door / Turntable Maintenance Arrangements

A regular maintenance program for both the roller door and the vehicle turntable shall be undertaken to ensure that this equipment operates satisfactorily and reduces the potential for breakdowns.

Should a breakdown of the roller door or turntable occur, the initial action will be to call out an emergency technician to identify and rectify the issue to ensure access to the loading dock is provided.

If the loading dock cannot be secured a security guard may be engaged to ensure security to the building is maintained.

Access to the building from the loading dock is also access controlled. Should the turntable breakdown for an extended period of time a temporary solution of reversing into the loading dock will be implemented for waste servicing and deliveries will be postponed where possible. Reversing movements will be undertaken under the supervision of the building manager.

Compliance with Loading Dock Management Plan

All potential tenants will be made aware of the above requirements and conditions outlined in this Loading Dock Management Plan. The relevant requirements and conditions are to form part of the lease contract with the tenants as well as written into the strata by-law.

Protocols to Manage and Address Complaints

All complaints relating to the misuse of the loading dock or non-compliance with the dock management plan, are be addressed to the Building Manager, whose contact details would be available to all tenants and displayed within the loading dock.

The Building Manager is to maintain an electronic “complaints register” which will document:

- contact details of the complainant
- description of complaint
- mitigation strategy that was implemented to deal with complaint, if applicable
- status of issue raised by the complaint (i.e. addressed, on-going etc), and
- other notes as required.

The Building Manager is to address any on-going or reoccurring issues as raised by the complaints register, with coordination with the owner's co-operation.