



# Operational Management Plan Iglu Waterloo July 2025

Iglu Pty Ltd  
Level 10, 32 York Street, Sydney NSW 2000

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### 1. Summary

Iglu Pty Ltd (“Iglu”) is a specialist student accommodation developer and operator. Iglu provides tertiary students with a high quality, all-inclusive accommodation service located within close proximity to universities, local amenities and public transport. Iglu’s aim is to provide accommodation and warm hospitality that enables and enhances students’ academic and social experience.

Iglu Waterloo will be located in the southern precinct of the over the Waterloo Metro Quarter Development (MQD). The precinct will be delivered as an over station development (OSD), located above the new Waterloo Metro Station.

Iglu Waterloo will offer accommodation for 474 occupants in a mix of single studio and twin studio self-contained apartments, offering a choice for both single occupants and dual occupants. Iglu Waterloo will also offer additional rooms designed for the key disability groups.

This operational management plan addresses all operational and management procedures to ensure the successful operation of Iglu Waterloo, while also ensuring integration within the wider MQD precinct. Each student entering into a contract with Iglu will be provided with House Rules highlighting the rules of the property including a noise policy, hours of operation and key contacts.

The property monitoring systems will ensure all students living at Iglu Waterloo are provided with a safe and secure environment with electronic door locking systems, CCTV to monitor all site entry points and access limited to student residents only and staff members.

A Fire Safety Statement will be certified on an annual basis and the certificate will be clearly displayed in the reception area. A whole-of-site fire evacuation drill will be carried out annually, and all fire Emergency Warning and Intercommunication Systems (EWIS) checked and maintained in accordance with AS1851.

The General Manager of Iglu Waterloo will be responsible for the running of Iglu Waterloo and will be supported by a team of Iglu property management staff members. The staff profile will include Resident Leaders (student employees), who will be responsible for the organisation of property events and activities to encourage interaction and participation amongst students. These activities will range from academic assistance and cultural awareness evenings through to BBQ’s and games nights. The General Manager will be contactable 24 hours per day, 7 days per week with a team of professional staff members and Resident Leaders who are also available at various times.



## 2. Property

### 2.1 Location

Iglu Waterloo is located in the southern tower of the OSD located adjacent to the Waterloo Metro Station. It is bounded by Botany Road to the west, Wellington Street to the south and Cope Street to the East. Directly to the North of the site is the Waterloo Congregational Church.

The student accommodation is located within Building 3, directly above a ground floor retail Makerspace and gym on level one and two. Access to the student accommodation levels is available via the ground floor lobby with access from Botany Road.

The site enjoys proximity to many existing and future public transport opportunities for student residents to utilise.

Students have the option to use the Waterloo Metro Station to commute to an abundance of universities, vocational educational colleges and venues throughout Sydney in less than 5 minutes. The University of Sydney is also located approximately 1.5km north-west of the site, a short 10-15 minute walk. The site is located close to multiple bus stops on Botany Road, Raglan Street and Wellington Street with services operating to Central Station, Mascot, Redfern, Surry Hills, Eveleigh, Eastgardens, San Souci, Marrickville, Bondi Junction and Moore Park.

The property will house bicycle parking racks to encourage students to cycle around the local area.

### 2.2 Operating Systems

Iglu Waterloo will be utilising the same comprehensive student housing management system found in other Iglu student housing facilities across Australia. It offers a complete solution for the successful management of accommodation service to students. Modules include;

- Online Housing Applications – allows residents to place an enquiry/application via the properties website with forms tailored to the requirements of the property.
- Room Selection – Allows residents to enter preferences for roommates, share apartment location, room types and apply to live with a friend.
- Billing Functionality - for automated charging, rental runs, and invoices. Allows payments to be made online to their account.
- Communications – Mail merge capabilities, SMS communications, email databases for clients/enquiries/reserved and in-house guests.
- Reporting – comprehensive reporting on debtors, overdue arrivals/departures, statistical compilation including nationality/gender etc.
- Maintenance – records property inventory and condition, schedules room inspections and close rooms for maintenance. Allows maintenance jobs to be logged online.
- Incident Management – flags resident’s involved in incidents, records notes and correspondence and supports the uploading of supporting documentation.

### 2.3 Rooms

Iglu Waterloo will be made up of a total of 474 beds, of which 18 will be for people with disabilities. Iglu provides three types of rooms available for the key disability groups; the mobility-impaired, hearing and speech impaired and vision impaired. The beds will be broken down as follows:

| Type of Apartment                          | Number of Beds |
|--|----------------|
| Studio Units                               | 378            |
| Studio Units for Persons with a Disability | 18*            |
| Twin Studio Units                          | 78             |
| <b>Total</b>                               | <b>474</b>     |

\*Includes rooms available for the key disability groups.

Table 1: Room Type Breakdown



Every studio unit at Iglu Waterloo will contain:

- Lockable door;
- Bed;
- Desk lamp;
- Desk & desk chair;
- Blinds;
- Wardrobe;
- Bookshelf;
- Mirror;
- Rubbish bin;
- Air-conditioning unit;
- Internet connection;
- Television;
- Dining table; and
- En-suite bathroom containing a shower, toilet, basin, cupboard and sink
- Kitchenette with cupboards;
- Convection Microwave;
- Stovetop;
- Refrigerator;
- Range hood; and
- Sink; and
- Dining table and chairs.

Access to items such as an iron, ironing boards, dustpan and vacuum cleaners will also be provided to each apartment.

Occupancy will be capped at one person per studio apartment and two person's per twin studio apartment.

Provisions will be made for guests and/or visitors, who must register with Iglu Management prior to or upon arrival and upon departure.

### 2.4 Building Facilities

Iglu Waterloo has been designed to ensure that all building facilities enhance the study environment and social experience for Iglu's residents. All of Iglu's common areas are accessible for students with disabilities.

Iglu Waterloo will offer students the following communal spaces:

Ground floor

- Secure Lobby.
- Bicycle Storage Area – providing a space with bike racks for residents to store their bike securely onsite.

Level 1

- Bicycle Storage Area - providing a space with bike racks for residents to store their bike securely onsite.
- Communal Laundry - providing eight 8kg (or larger) washing machines and eight 9kg dryers, notice board, clothes folding table and chairs for those waiting for their washing. □
- Study lounge.
- Laundry
- Private study rooms

Level 2

- Breakout kitchen
- Study Stations – provided for residents to utilise for individual study sessions etc.
- Casual Lounge Area – casual seating and 'chill-out' lounge spaces.
- Recreational games area.

Residential Levels

- Common social lounge providing casual seating and lounges accessible to all residents



### Podium Terrace (Level 2)

Outdoor Terrace – outdoor area for residents, with tables, BBQs and seating provided. The external area will be managed by Iglu Staff. Residents will not be permitted to play loud music. All external areas will be locked off by Management at 10pm and re-opened at 9am, 7 days a week. No speakers will be installed in any outdoor areas associated with the premises including public domain. Speakers within the premises will be placed to direct music away from outdoor areas.

## 2.5 Access and Security

Access to the building will be available via the ground floor lobby off Botany Road. Access will be restricted via a mobile phone electronic key access or electronically coded swipe card provided only to current in-house residents and staff.

Each Iglu resident will receive a mobile phone electronic key access or swipe card programmed specifically for zoned access, namely the main foyer door, lift access to their floor, access to their studio or share apartment (and access to their room). Students will not be able to access any other share apartment/bedroom that they do not occupy. The electronic card system will allow Property Management to review and read every lock throughout the building and the cards that have accessed that point.

For additional security, CCTV is installed to monitor all external access points, lifts and public areas within the property. In line with current operations at IgluWaterloo, all external access points will have reed switches and are alarmed monitored by 24-hours monitoring company which will call the duty manager if left open for an extended time. A duress button is installed within the reception/administration office that will be linked up to a 24-hour monitoring company in case of emergency.

Outside of office hours, there are Resident Leaders living onsite that are available to support students with administrative or pastoral care issues. Resident Leaders are employed and trained by Iglu to act as duty managers outside of office hours. Employees will be aided by Security Guards who patrol the building on an as required basis dictated by site specific neighbouring establishments and events. Iglu has strong relationships with adjoining neighbours in relation to security management.

## 2.6 Utilities

All costs associated with the provision and usage of utilities including gas, water and electricity will be included within the weekly accommodation fee. Consumption per share apartment/bedroom will nevertheless be monitored to encourage fair and reasonable usage and, if necessary, implementation of consumption controls or charging will result for excessive use.

## 2.7 Transport

The site is located in a highly accessible location, directly above the Waterloo Metro Station and a short 15-20 minute walk from the main University of Sydney Campus.

No on-site car parking is provided for student residents however a number of bicycle racks will be provided on site to encourage students to walk or cycle.

## 2.8 Cleaning, Waste and Recycling

### *Cleaning*

Iglu will be responsible for the upkeep and cleaning of all public areas of the property, ensuring they are cleaned daily during the week and as required on weekends. Public area cleaning refers to the vacuuming of carpets, removal of loose rubbish in walkways and lifts, mopping of floors, cleaning of walls and hard surfaces, common toilet cleaning and sterilisation and the sweeping and removal of rubbish on street frontage.

The cleanliness of share apartments, bathrooms and bedrooms will remain the responsibility of each occupant. Iglu will provide each share apartment with a vacuum cleaner, mop, bucket, broom, dustpan & brush but the students will be accountable for ensuring their room, bathroom and common share apartment space is maintained at a clean and hygienic standard.

In addition to the standard entry and exit condition inspection, Property Management will conduct apartment and room condition inspections on a biannual basis (unless required sooner) to ensure compliance with the standards set out in the Iglu Waterloo House Rules. Property Management will provide occupants with at least three weeks' notice prior to conducting inspections to allow residents ample time to prepare. If upon inspection the dwelling be deemed to be below the required standard, the occupant/s of that share apartment will be given an additional 48 hours to rectify the failed items. If the accommodation areas are still unhygienic or unacceptable the residents will be asked to meet with Property Management to discuss the inspection where the residents may be charged the costs of rectifying the failed area/s.

### *Waste and Recycling*

The typical residential levels have garbage chutes for resident's disposal of garbage. Larger waste refuse will be located on the ground level for larger items, recyclables and cardboard materials.

Property Management will be responsible for ensuring the timely collection and disposal of rubbish on a regular basis. Garbage chutes will be monitored, and blockages fixed in a timely manner. Noise from collection of waste will be



compliant with all relevant standards and will not unreasonably interfere with adjoining premises or obstruct any public road.

Management will be responsible for the collection of rubbish from mobility rooms on a daily basis, coinciding with their daily inspection of residential floors.

### 2.9 Maintenance and Repairs

Iglu Waterloo has a Facilities Manager onsite and may appoint an Assistant Facilities Manager who together will be responsible for the general upkeep of all building services and facilities.

In conjunction with Property Management, the Facilities Manager ensures that any maintenance requests received from students are documented and repaired wherever possible, as soon as possible. Should a larger fault occur, the services of an external contractor will be employed and repairs carried out as quickly as possible to limit disturbance to students and neighbours.

Scheduled property maintenance works will be arranged to ensure students are provided with a minimum notice period of 48 hours and every effort made to ensure any disturbance caused to students is limited. The minimum notice periods depend on the purpose of entry according to the Residential Tenancies Act 2010 and will be adhered to prior to entering a share apartment/bedroom.

The Facilities Manager is also responsible for the upkeep of all common area equipment as well the landscaping of common gardens and street frontage.

Iglu will maintain and work to a site-specific Life Cycle Costing Plan and Asset Maintenance Plans to ensure that the quality of the fixtures, fittings and equipment is upheld to a high standard and routine maintenance is carried out. Property Risk Registers and Asset Registers will also be created post completion of the building and reviewed on a regular basis.

### 2.10 Fire Safety

A copy of the Annual Fire Safety Statement will be prominently displayed in the reception area.

The Facilities Manager alongside the General Manager will ensure that the Fire Statement will be certified on an annual basis in accordance with AS1851 and relevant regulatory requirements. This is incorporated into the property's Annual Maintenance Plan that forms part of the site-specific Asset Maintenance Plan.

### 2.11 Emergency Procedures

Iglu Waterloo will be incorporated into Iglu's approved response/action system to provide Emergency Response and to minimise false Fire Brigade call-out. The final solution is subject to compliance with building codes and fire safety approval.

The Fire Panel and Emergency Warning and Intercommunication Systems (EWIS) System will be located on the ground floor of the building and is under an annual service contract with system testing in accordance with AS1851. There is also a monitoring contract in place to ensure timely action and registration with the NSW Fire Brigade. There will also be a mimic fire panel located in the administration office on level 1.

Iglu Waterloo will be reviewed prior to the occupation of students and an Emergency Response and Evacuation Plan will be fixed on the back of every entrance to an apartment and in common areas.

All staff are trained in Emergency Response and Evacuation procedures, fire drills and extinguisher usage with mandatory evacuation drills conducted annually as per Iglu Waterloo's WHS Calendar. Personal Emergency Evacuation Plans (PEEP) are made with a person with a disability and communicated to staff members to ensure the safety of each resident in the case of an emergency.

### 2.12 Noise

All external areas will be locked off by Management at 10pm and re-opened at 7am to minimise noise disruptions.

Residents are asked to be respectful of their neighbours and fellow residents. If noise breaches occur, the Resident Leader can be contacted on a dedicated mobile phone and they will address the matter.

### 2.13 Incident Reporting and Complaints Procedure

Any resident, at any time, can contact an Iglu staff member to discuss a complaint against another resident or issue regarding the operation of the Property. Serious complaints must be lodged in writing.

As outlined in Iglu's Work Health & Safety Management Plan, the property WHS Committee documents any incidents, accidents, injuries, vandalism, close-calls and complaints on an online incident reporting system which is accessible on site when required. If relevant, follow up investigations, actions and changes that occur as a result of an incident or complaint is also documented within the original incident report.



### 3. Customers

#### 3.1 Accommodation Terms

All 474 beds within Iglu Waterloo will be available for rent on flexible lease terms between 4 week and 12 month residential tenancy. All students must meet Iglu's eligibility criteria which states that each student must be enrolled in a tertiary institution and must be over the age of 18.

#### 3.2 Property Rules

Every student residing at Iglu Waterloo will be provided with House Rules which will cover items such as;

- Rights and responsibilities (i.e. accommodation fee payments, privacy of information)
- Use of alcohol and drugs (i.e. alcohol prohibited areas, consequences of drugs on premises)
- Noise and curfew (i.e. noise policy, curfew of common and public areas)
- Iglu life (i.e. staff members, after hours contacts, cleaning expectations)
- Safety and security (i.e. being conscious of individual and fellow student's welfare)
- Dispute resolution and household problems (i.e. how we can help with any disputes or issues)
- Public space (i.e. be respectful of the public space around the Property including but not limited to no obstruction, anti-social behaviours and littering)
- Emergency procedures and contacts (what to do in case of an emergency and 000).

Below is an excerpt of key noise, drugs and alcohol policies within the House Rules.

##### **Drugs and Illegal Activity**

The possession, growing, usage, or selling of any non-prescribed or illegal drugs and/or the possession of any equipment to aid the use of illegal drugs or substances is prohibited. Any breach of this Rule will be considered serious misconduct and result in disciplinary action including referral to the Police.

##### **Alcohol**

If you want to drink alcohol, please do so responsibly with consideration for your impact on others. Alcohol consumption at Iglu is not permitted in common areas unless at an Iglu organised social event.

##### **Privacy and Quiet Enjoyment**

You must be respectful of other's needs to live in a quiet and enjoyable environment.

When entering another student's Unit, please knock on the door and do not enter unless invited in. The Duty Manager holds a set of keys when on duty to deal with mislaid keys and emergencies only. Any person requesting entry into another person's unit will be denied access unless the occupier gives permission in writing.

##### **Noise**

Please be courteous and mindful of others around you at all times and limit any noise that may interrupt or concern other residents living either in the same Unit, or surrounding Units. Radios, televisions, stereos, musical instruments and other audio equipment should only be used to a volume that will not impact or disturb others."

Misconduct (including breach of any of the House Rules and obscene, harassing or discriminatory behaviours) is any action or series of actions that negatively impacts people and/or property at Iglu Waterloo. Depending on the nature of the misconduct, Iglu may take disciplinary action including the following:

- Written warnings
- Recovery of financial cost or damages
- Termination of the Residential Agreement of the person(s) who have committed the misconduct
- Police involvement and/or legal action.

#### 3.3 Community Program

Iglu Waterloo has dedicated Resident Leaders (RLs) living onsite, who in conjunction with a team of property management staff, organise and host a broad range of events and activities throughout the year for students living at the property.

These events are aimed at not only integrating students and assisting in the creation of a strong social community but also assisting students to adapt to university life and independent living. Activities run in the Iglu Community Program will aim to assist students in 4 main areas; connect with community, balance health and wellbeing, learn new skills and expand knowledge.

#### 3.4 Local Contacts/Links



A list of all important local community contacts, websites and phone numbers will be included in the Quick Guide provided to each student upon check-in. A member of staff will also be contactable 24 hours per day, 7 days per week should any student require assistance during or after standard business hours.

### 3.5 Pastoral Care

A member of Iglu staff will always be available and onsite every day of the week, 24 hours per day.

In addition to emergency procedures, all staff are trained in First Aid, Mental Health and Dispute Management. Iglu places a high level of importance in ensuring students are offered a supportive, safe and inclusive environment to live in.

After hours staff are responsible for carrying out regular patrols of the property and each residential level throughout their shift to ensure no excessive noise or disturbance is being created to interfere with the quiet enjoyment of others. In accordance to Iglu Waterloo's House Rules, any resident/s found to be repeatedly causing disturbance to others residing at Iglu Waterloo will be subject to disciplinary action, which may result in termination of their agreement.

## 4. Staffing

### 4.1 Staff

Iglu operates a 24 hour a day, 7 day a week service for residents – meaning that there will always be a member of staff onsite and available to assist. General office hours of the reception located on level one, run Monday to Friday, 9am to 6pm and Saturday to Sunday, 10am to 6pm. The General Manager is contactable 24 hours per day, 7 days per week and work with a team of professional staff members and Resident Leaders.

### 4.2 Training

All staff employed by Iglu will be trained and conversant in the following areas;

- First Aid
- Mental Health
- Emergency Response and Evacuation
- Dispute Management
- Maintenance System
- Customer Service.

## 5. Review

This Plan will be complied with during the use of the premises and will be reviewed at least annually to ensure that operations at Iglu Waterloo are kept up to date with Iglu Standards.