



Draft PLAN OF MANAGEMENT

Gregory Place Affordable and Build-to-Rent Housing

Proponent: 2 Gregory Place Pty Ltd
Site Address: 2 Gregory Place Harris Park
Prepared: March 2025

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Attachments

Attachment 1 –Architectural Plans

Attachment 2 –Landscape Plans

Attachment 3 –Waste management plan

Revision History

Revision	Revision No.	Date
Preliminary Draft	0	12/3/2025

Part 1: Overview

1.1. Purpose

This plan of management (PoM) has been prepared for 2 Gregory Place Pty Ltd to establish practices and measures to be implemented to ensure appropriate ongoing management, maintenance and risk mitigation for a proposed development at 2 Gregory Place at Harris Park, and to ensure the development is a safe and attractive place to live and work.

This document is a live document, which indicates minimum levels of management for the development. It is noted that additional or amended detail may be included in the document in the future.

1.2. Site Details

Address:	2 Gregory Place, Harris Park
Proponent:	2 Gregory Place Pty Ltd

1.3. Proposed uses

Residential:	50% of which will be affordable housing The dwellings will be located across seven buildings. The buildings have proposed heights of between two and eight storeys.
Shared space:	
Parking:	three levels of basement parking

1.4. Development Consent

Development Application:	A concept development application has been made to Department of Planning and Environment (DPE) in respect of the proposed State significant development. The application was accompanied by an Environmental Impact Statement. In preparation of the EIS, the applicant received the Secretary’s Environmental Assessment Requirements dated 28 April 2022, reference SSD-31179510. The initial application was for concept approval, further, more detailed applications are now being made in respect of each component.
Consent Authority:	Department of Planning and Environment
Approved:	Date to be inserted once consent is obtained
Relevant Conditions:	Conditions to be inserted once consent is obtained

1.5. Management and Operation

Affordable housing:	Affordable rental housing is 50% of the project. The dwellings making up this portion of the project will be spread across all typologies and spread throughout the project to provide opportunities to attract a diverse range of tenants. Access to the affordable rental units is means tested and is
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	made available to very low-, low- and moderate-income households to ensure tenants are not placed in rental stress. The type of affordable housing proposed is in-fill housing.
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1.6. Legislation & Policy

At a minimum, the site will operate having regard to the following approvals, legislation and policy guidelines:

- Development Consent dated (TBA), Department of Planning and Environment (DPE);
- *Environmental Planning and Assessment Act 1979* and Regulation 2021;
- *Residential Tenancies Act 2010*;
- *Community Housing Providers (Adoption of National Law) Act 2012*
- NSW Affordable Housing Ministerial Guidelines 2021/22
- City of Parramatta Local Housing Strategy 2020.

1.7. Plan of Management

The development is to operate in accordance with this draft PoM, which may be finalised following development consent for the concept DA and / or DAs for subsequent stages. The PoM sets out clear measures and practices for the on-going management of the units, along with common areas, additional landscaped areas, parking, and non-residential floor space including such as small shops and cafes. The plan ensures a high level of amenity of accommodation for residential tenants, with minimal impact on the adjoining neighbours and community.

Part 2: Operational Model Overview

The entire development will be managed by a single management entity. This entity will be a registered Community Housing Provider. This ensures a consistent management response across the development to the same standard.

The management entity will be responsible for tenancy management, property management and community management.

The management entity will be represented onsite via a site. The maintenance entity will be represented through two roles. The first role is that of a building manager (BM) who will oversee the daily operational management of the building. Tenants, stakeholders, and the community will be able to contact the proponent during business hours (details to be provided). A number will be available to call out of business hours for any emergency or urgent events.

The second role is a community host (CH) who will live onsite. The CH is responsible for the facilitation and collaboration amongst tenants, community events, management of the community facilities, and connecting tenants with facilities. The CH will also facilitate coordination with neighbours and the wider community.

2.1 Affordable Housing Allocation

50% of dwellings will be made available as affordable rental housing. These dwellings are spread across a range of typologies to attract a diverse tenancy mix. The management entity will manage the allocation of these dwellings with rental managed to ensure tenants are not placed into housing stress by paying no more than 30% of their gross income in rent.

2.2 Tenancy Management

Each affordable housing tenant will be required to enter into a NSW Residential Tenancy Agreement (Lease).

The management entity will also assign tenants a dedicated Tenancy Manager who will manage all aspects of the tenancy in line with:

- NSW Residential Tenancies Act 2010
- *Community Housing Providers (Adoption of National Law) Act 2012 (where relevant)*
- The management entity's policies and procedures (to be made available to tenants and online).

At the point the lease is signed, the management entity will give tenants relevant information about the building and their tenancy and provide them with the following documents:

- Property Condition Report
- Fire Safety Factsheet
- Maintenance Factsheet
- Dignity and Respect Charter
- Customer Service Charter

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- Building Guide for Tenants.
- Green Travel Plan to encourage alternative transportation
- CH welcome pack

The management entity will be responsible for the following tenancy management functions:

- determining and managing applications, allocation, and termination of housing
- tenant induction including educating residents on the use of the building's environmental systems
- undertaking regular property inspections
- determining and managing rent payments and managing arrears
- managing and addressing complaints and appeals.

Part 3: Tenant Participation

The management entity will create a Building Guide that we will provide to all tenants at the start of their tenancy. This will detail expectations around tenancy and property management rules, regulations and requirements and will cover use of common areas, mail, rubbish, bike storage, lifts and other facilities.

The building guide will also establish the framework for tenant participation and representation in a number of committees. These committees are being established to provide tenants with an active say in the management of the development, the numerous communal facilities and curation of events with an aim of creating a harmonious community group.

Participation in the management of the site will be encouraged as a way for residents to influence decisions that directly affect their lives. Tenant participation may include:

- Tenant representation on decision making bodies established for the day-to-day management of the site.
- Training of tenants in matters concerning the ongoing management and operation of the site (for example, fire warden training).
- Engaging tenants in the organisation of community building events to be carried out on site.
- Creation and maintenance of community gardens

Part 4: Complaint and Incident Handling

The management entity will encourage tenants, neighbours and stakeholders to provide feedback on the service provided. Details of how to contact the management entity within or outside of business hours will be provided to tenants, neighbours and stakeholders for this purpose.

The community host will establish and chair a resident's group to ensure that feedback from residents is incorporated into regular reviews of management and maintenance procedures.

The community host will establish and chair an external stakeholder group to ensure the development liaises, communicates and actions concerns of key stakeholders maintaining good relationships with neighbours and the wider community. This group will be proactive with the community, including regular meet and greet events. Stakeholders to approach shall include neighbours, Council and the Local Area Command (Police).

4.1 Register

Any complaints made to the management entity will be recorded, and such records are to include the complainant's details, nature of the complaint and action taken by the management entity.

The management entity will endeavour to address any reasonable concerns of people in the surrounding area or other third parties without the involvement of Council and/or NSW Police wherever possible.

The management entity will respond or meet with any complainants and attempt to address and resolve any reasonable concerns.

The management entity will ensure that details of the following are recorded in a Complaint and Incident Register:

- Any incident involving violence or anti-social behaviour occurring within the site.
- Any incident of which the management entity is aware, that involves violence or anti-social behaviour occurring in the immediate vicinity of the site and that involves a person who resides at, or has immediately completed visitation at the site.
- Any incident that results in a resident of the site requiring medical assistance.
- Any incidents that occurred either within, or in the immediate vicinity of the site, which have involved the committing of a crime or required the intervention of security.
- Any visits by any NSW Police.
- Any public noise complaints.

The following details of complaints and/or incidents are to be recorded in the Complaint and Incident Register:

- Date and time of the complaint/incident;
- Nature of the complaint/incident;
- Address and contact details of the complainant/person(s) involved;
- Description of actions undertaken;

- Description of any proposed actions to deal with the complaint.

Details of visits NSW Policy, or Council should be recorded including:

- Date and time of visit;
- Name(s) of attending officers and their agencies/departments;
- Reasons for the visits; and
- Results of the visits including any follow-up actions required.

The complaints register shall be made available to Police and the local Council.

Part 5: Site Management and Maintenance

5.1 Tenancy Expectations - Building Guide

The management entity will create a Building Guide that we will provide to all tenants at the start of their tenancy. This will detail expectations around tenancy and property management rules, regulations and requirements and will cover use of common areas, mail, rubbish, bike storage, lifts and other facilities.

The management entity will also display key messages in common areas via appropriately placed signs.

The building guide will also establish the framework for tenant participation and representation in a number of committees.

5.2 General Maintenance

The management entity will engage a multi-trade contractor to perform building service works. The detailed schedule of services will incorporate reactive maintenance, scheduled maintenance, and regular cleaning services to be carried out in line with agreed service specifications and schedules (i.e. weekly, fortnightly and monthly) to ensure a high standard of maintenance and cleanliness is achieved. This includes landscaping and cleaning of outdoor areas and common areas.

The management entity will undertake periodic inspections of the common and shared spaces to ensure contractors are meeting their obligations. Trained property services and repairs and maintenance staff will be located at the site office.

Maintenance will be proactive to ensure the development maintains a high level of presentation.

Where repairs are required, they will be carried out within an expedited timeframe.

5.3 Safety and Security Measures

Safety and security measures have been integrated within the design of the buildings and open spaces. The design has been informed by detailed Crime Prevention Through Environmental Design Reports (CPTED). A range of safety and security measures will be available within the building. These include:

- automatic lighting in hallways, stairs, and external areas
- secure residential entries and exits located at the foyer to each building
- individual secure access for each tenant to their unit. Tenants will only be able to access the floor they live on and where any common open space is located
- security intercoms for each unit for visitor access
- surveillance cameras located in the common and shared areas, exits and entries including the lobbies and hallways on each level, car parking and driveways, bike stores and communal open spaces
- back of house areas will only be accessible to the management entity staff and commercial

tenants.

- The application of decals, signage and posters on the commercial glazing should not to obstruct sight lines. Signage and decals are to cover no more than 10% of the glazed area.
- The complex management will facilitate a working group comprising the commercial tenants and residents to identify issues and incidents and to identify possible solutions.
- The complex management will facilitate a reporting system that allows users and visitors to quickly report damage or anti-social behaviour.
- The public amenities are residential tenants and commercial customers only in the evening. Access is to be by way of a swipe card which is controlled by the commercial premises.

5.4 Acoustic management

The following items are a requirement for noise management within the site:

- No music in external areas.
- Windows/doors to internal space be kept closed when internal spaces are used for ambulatory play or when providing music.
- Detailed acoustic review of any fitout plant and equipment to be conducted.
- Delivery times are to be limited to between 7am and 10pm.

5.5 Waste Management

Waste in buildings A and B is disposed of in waste rooms in the basement. There are separate waste rooms for residential and retail tenants. Storage rooms are located near car parking areas for resident convenience.

There is a bin holding room in the ground floor of building A. this area is for waste pick up by collection agencies.

Each tenant will be responsible for depositing their waste in in the bins in the basement waste rooms. Access to the bin storage areas will be limited to residential tenants, management entity's staff and commercial tenants who will have a separate storage area.

Waste will be sorted into recycling, general and green waste. Waste will be collected from the waste rooms three times a week and taken up to the bin holding room.

The management entity will be responsible for making the bins available for collection by Council or the private contractor at the bin holding room. Following the bin collection schedule it will return bins to the basement waste rooms.

A separate area will be available for the storage and collection of bulky items. The management entity will be responsible for arranging disposal / collection of bulky items at regular times throughout the calendar year.

A contracted cleaner will clean the bin area twice a week and cleaning the bins monthly.

Facilities management staff will erect and maintain suitable signage in the waste storage areas. The waste collection area will be secured and access only available to retailers, facilities managers

and collection contractors.

Monitoring and Reporting

Monitoring will ensure waste and recycling management arrangements and provisions for the Development are functional, practical and are maintained to the standard outlined in this plan, at a minimum.

Visual assessments of bins and bin storage areas will be conducted by the building manager, at minimum:

- Weekly, in the first two months of operation to ensure the waste management system is sufficient for the operation, and
- Every six months, to ensure waste is being managed to the standards outlined in this document. In addition, audits may be conducted every six months to ensure WMP provisions are maintained.

5.6 Fire Safety

The building will meet all fire regulations and standards under the Building Code of Australia. The management entity will inspect all essential fire safety measures including all units, each year and will submit an annual Fire Safety Statement to council which certifies that the property meets current standards. As part of the management entity's Fire Safety Program, the entity or its fire safety contractor will regularly test and maintain fire equipment and ensure it is working correctly. Additional fire safety measures will include:

- sprinkler system throughout the entire building
- automatic fire alarm systems including smoke alarms, to facilitate notification of staff, tenants, and Fire Services NSW
- sprinkler booster and hydrant pump system
- fire rated doors
- egress paths from the building
- site specific Fire Safety Management Plan
- Fire Safety Factsheet provided to all tenants at the start of their tenancy.

5.7 Emergency Signage

The following emergency signage will be located throughout the site:

- the management entity's contact details for any urgent repairs or emergency
- emergency contacts including NSW Police, Ambulance and Fire and Rescue
- emergency evacuation map

along with any other emergency signage requirements set out in the concept development consent or subsequent consents.

5.8 General Signage

Well designed and consistent identification and wayfinding signage is to be provided throughout the site. Signage may also outline rules or expectations of behaviour or the appropriate use of space. Signs will clearly demarcate areas that are restricted or where access to unauthorised persons is prohibited.

5.9 Maintenance Plan

Maintenance of the precinct is the responsibility of site management. The public spaces and grounds are to be kept clean and tidy. Public areas form part of the Plan of Management. Materials and plant species have been selected to be durable and not require extensive maintenance.

5.9.1 General

Repair or replace broken or damaged furniture/bins/signs quickly.

Ensure the site remains clean and well maintained.

Public amenities

Adopt a rapid graffiti removal program for the site.

- maintain landscaping to preserve sight lines between building entries and footpaths.
- plant die off and needs to be monitored and dead plants replaced.

5.9.2 Paved area

- Paved areas are to be kept clean and free from litter and plant waste.
- Management will inspect all areas daily for damage or excessive litter.
- Paved areas are to be swept twice a week.
- Paved areas are to be cleaned every three months.

5.9.3 Rubbish storage areas

- Rubbish storage areas are to be inspected daily with badly stored waste removed.
- Rubbish storage areas are to be washed weekly.
- Damaged bins are to be replaced within 72 hours.

5.9.4 Basements

- Basement areas are to be inspected daily with waste removed.
- Basement areas are to be cleaned weekly.

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- Damage and graffiti to be rectified within 72 hours.

Part 6: Landscape management plan

This document has been created to form part of the Plan of Management for the property described as 2 Gregory Place, Harris Park. This is a live document to be curated and updated by the body responsible for the management and upkeep of the precinct. The document is broken up into three sections. These being:

1. Global management strategies
2. Zone management and planting
3. Inspection and record keeping

6.1.1 High level expectations

- Gardens are to be kept tidy and free from rubbish.
- Dead plants are to be removed and replaced within a week.
- Pruning of plants to prevent areas for concealment is to occur weekly to areas as required.
- Mowing of lawns is to occur weekly in summer, every two weeks in spring and autumn and every four weeks in winter.
- Garden beds are to be kept tidy and free from weeds at all times.

6.2 Global management

6.2.1 Inspection and monitoring

The head gardener is to undertake a full inspection of the grounds weekly. The inspection is to include all areas within the sight. Records of the inspection are to be kept including identification of damage, dead plants, urgent maintenance requirements and vandalism. Records are to be added by photographs with an record of inspection managed by the head gardener for review by the Management team.

6.2.2 Planning work

The head gardener will prepare a work schedule for the week ahead. Work is to include in order of priority; emergency works, rectification of safety issues, general maintenance and plant replacement. The work plan will also include a review of the previous week's plan with uncompleted tasks recorded and reintroduced to the current week plan.

6.2.3 Plant replacement

Plant replacement is to be planned for with a register of suppliers and expected stock maintained. Replacement planting is to be undertaken within a week.

6.2.4 Equipment and infrastructure

A maintenance schedule is to be kept for all infrastructure within the precinct.

6.3 Zone management

6.3.1 Publicly accessible green spines

6.3.1.1 Plant species register

To be completed with detailed design.

6.3.1.2 Infrastructure register

To be completed with detailed design.

6.3.1.3 Maintenance responsibilities

To be completed with detailed design.

6.3.2 Private Communal Space

6.3.2.1 Plant species register

To be completed with detailed design.

6.3.2.2 Infrastructure register

To be completed with detailed design.

6.3.2.3 Maintenance responsibilities

To be completed with detailed design.

6.3.3 Publicly Accessible Lanes

6.3.3.1 Plant species register

To be completed with detailed design.

6.3.3.2 Infrastructure register

To be completed with detailed design.

6.3.3.3 Maintenance responsibilities

To be completed with detailed design.

6.3.4 Landscaped Shared Zone & Landscape Buffer

6.3.4.1 Plant species register

To be completed with detailed design.

6.3.4.2 Infrastructure register

To be completed with detailed design.

6.3.4.3 Maintenance responsibilities

To be completed with detailed design.

6.3.5 Clay Cliff Creek Channel Walk

6.3.5.1 Plant species register

To be completed with detailed design.

6.3.5.2 Infrastructure register

To be completed with detailed design.

6.3.5.3 Maintenance responsibilities

To be completed with detailed design.

6.3.6 Level 6 landscaped terraces

6.3.6.1 *Plant species register*

To be completed with detailed design.

6.3.6.2 *Infrastructure register*

To be completed with detailed design.

6.3.6.3 *Maintenance responsibilities*

To be completed with detailed design.

6.4 Inspection and record keeping

The head gardener is to maintain registers of planned maintenance work.

Part 7: Amendments

This PoM is a living document and therefore will be reviewed on an annual basis by the management entity. If it becomes evident that modification to the plan is required for operational and management improvement or compliance, the relevant changes will be made and published in hard copy or online for tenants to be made aware.