

175 – 177 Cleveland Street and 1-5 & 6-8 Woodburn Street, Redfern

Operational Plan of Management
State Significant Development Application (SSD – 32275057)

On behalf of
EG Funds Management Pty Ltd

September 2022



Project Director

Tom Cook

Contributors

Stephanie Wu

Revision	Revision Date	Status	Authorised	
			Name	Signature
1	6 September 2022	Draft 1	SW	TC
2	12 September 2022	Draft 2	SW	TC
3	27 September 2022	Final 1	SW	TC

* This document is for discussion purposes only unless signed and dated by the persons identified. This document has been reviewed by the Project Director.

Contact

Mecone

Level 12, 179 Elizabeth Street

Sydney, New South Wales 2000

info@mecone.com.au

mecone.com.au

© Mecone

All Rights Reserved. No part of this document may be reproduced, transmitted, stored in a retrieval system, or translated into any language in any form by any means without the written permission of Mecone.

All Rights Reserved. All methods, processes, commercial proposals and other contents described in this document are the confidential intellectual property of Mecone and may not be used or disclosed to any party without the written permission of Mecone.

Table of Contents

1	Introduction.....	1
2	The Site.....	2
3	Project Overview	4
4	Building Facilities	9
5	Operator Selection.....	10
6	Resident Induction.....	10
7	Security and Safety	10
8	Disability and Accessibility Provisions.....	10
9	Access and Security.....	10
10	Cleaning, Waste and Recycling	11
11	Emergency Procedures	11
12	Resident Behaviour.....	11
13	Fire Safety	12
14	Incident Reporting and Complaints Procedure	12
15	Local Contacts / Links	12
16	Staffing.....	12
17	Training	13
18	Review	13
	Annexure 1: House Rules	14

1 Introduction

The proposed mixed use co-living housing development is conveniently located at 175 – 177 Cleveland Street and 1 - 5 & 6 - 8 Woodburn Street, Redfern (the site) within 300m (5 minutes walk) of Redfern Station and in close proximity to University of Sydney, University of Technology Sydney and Central Station. The site is also in proximity to a number of publicly accessible facilities, including Prince Alfred Park and Public Pool, Hugo Street Reserve, Redfern Park and Victoria Park.

The proposed development has been designed to revitalise the site and provide a high quality yet affordable co-living accommodation facility. The accommodation proposed is based on a self-care model where occupants rent a single room and have access to a range of communal areas, including study rooms, co-working areas, multi-media areas, laundry facilities and common lounge facilities. Each room is equipped with a kitchenette, a lounge and bathroom facilities.

The design and operation of the co-living house has been carefully considered to meet the changing needs of occupants. Occupants will also have access to a range of internal and external communal areas that will foster social interaction and will improve the standard of amenity offered by the facility.

The co-living housing will be operated by a single, specialist accommodation provider who will be responsible for the operation of the facility as well as the appointment of a live-in manager and building staff. This accommodation provider will be engaged during the post-approvals phase. This Operational Plan of Management will apply regardless of the future operator. In the instance this operator wishes to impose alternative or additional requirements, this Operational Plan of Management will be updated to reflect its requirements.

2 The Site

The subject site is known as 1- 5 & 6-8 Woodburn Street and 175 – 177 Cleveland Street, Redfern and is located within the City of Sydney LGA. The site is regular in configuration and has an area of 2,016.9m². It is legally described as Lot 10 DP 809537, Lot 1 DP 121029, Lot 1 DP 1093304, Lot 1 DP 724328, Lot 15 DP 57107, Lot 3 Sec 2 DP 977379, Lot 4 Sec 2 DP 977379, Lot 5 DP 68798, Lot 1 DP 780307.

The site has a northern street frontage to Cleveland Street of 30m, an eastern frontage to Woodburn Street of approximately 56m, a western frontage to Eveleigh Street of approximately 56m, and splayed corners.

The site is located 1.7km south of the Sydney CBD, approximately 300m to the north-west of Redfern Railway Station, 750m south west of Central Railway Station and 900m north west of the future Waterloo Metro Station (900m) which is scheduled to become operational in 2024.

Figure 1 depicts the site and the immediate surrounds.



Figure 1: Site Aerial Map (Source: Mecone/Mosaic)

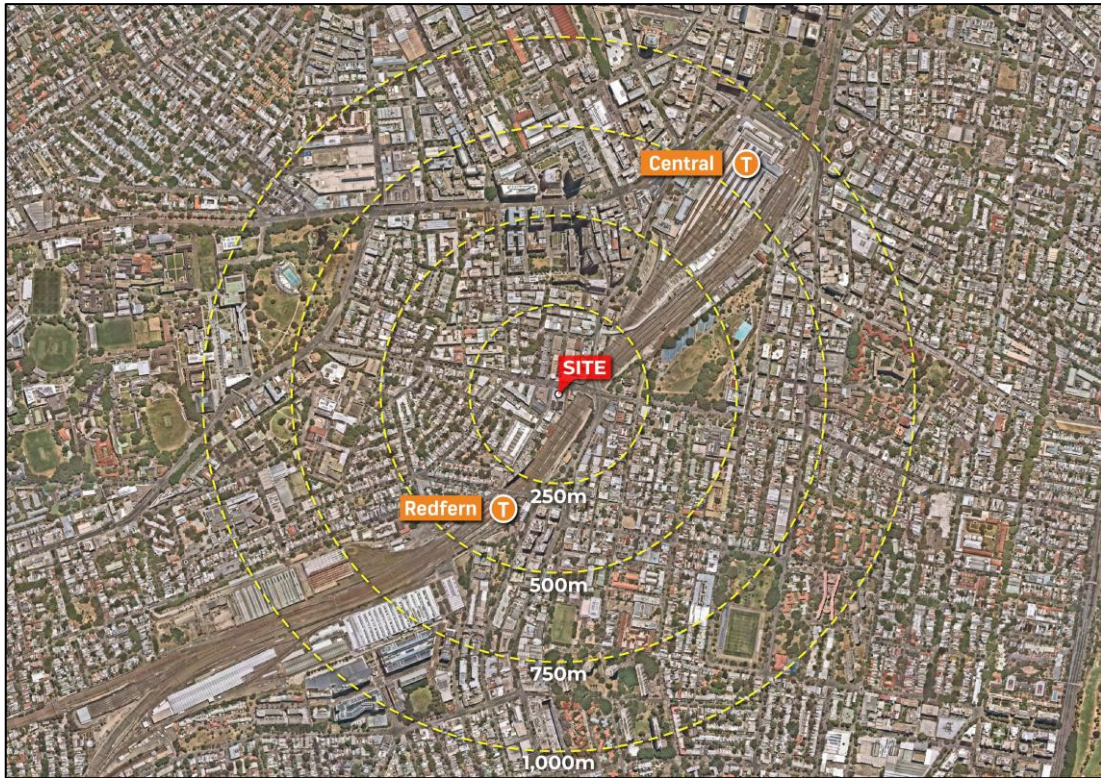


Figure 2: Context Aerial Map (Source: NearMaps)

The site's location provides access to the following facilities:

- Redfern Railway Station – 300m or 5 minutes walk;
- Central Railway Station – 800m or 10 minutes walk;
- University of Sydney – 650m or 7 minute walk;
- University of Technology – 1km or 12 minutes walk;
- University of Notre Dame Australia - 750m or 9 minutes walk.
- Prince Alfred Park and Public Pool – 220m or 4 minutes walk;
- Hugo Street Reserve and Basket Ball Courts – 300m or 4 minutes walk; and
- Redfern Community Centre – 400m or 5 minutes walk.

The operator will provide occupants with information regarding surrounding future amenities and will aim to promote sustainable transport options.



Figure 3: The Site and Surrounding Amenities (Source: Mark Shapiro Architects)

3 Project Overview

The co-living housing development will accommodate the following:

- Construction of a mixed use co-living housing development ranging in height from five (5) to seven (7) storeys, comprising:
 - Associated 7,006.4m² of GFA (FSR of 3.47:1) comprising 927.7m² of retail/commercial and 6,078.7m² of residential GFA;
 - Basement containing 19 car parking spaces; 25 motorcycle spaces and 116 bicycle spaces;
 - 216 co-living rooms (67 single and 149 double rooms) for lodgers and a building manager;
 - Ground and first floor co-working and commercial/retail uses fronting Cleveland, Woodburn and Eveleigh Streets;
 - Communal open space areas (1,458.8m²) including an open to the sky internal courtyard and rooftop garden;
 - Communal living areas (549.4m²) comprising resident amenities; and
- Associated landscape works (697.5m² landscaped area) and provision of a through-site link.
- Extension and augmentation of services and infrastructure as required.

The internal layout is shown in the figures below.

Basement Level

The basement level contains 19 vehicle spaces, 25 motorcycle spaces, 116 bicycle spaces, plant rooms, storage and bicycle storage lockers.

The basement, lifts, storage areas, waste rooms and plant rooms will be accessible to authorised personnel only. Access to the basement itself will be controlled via a secure door and security access system.

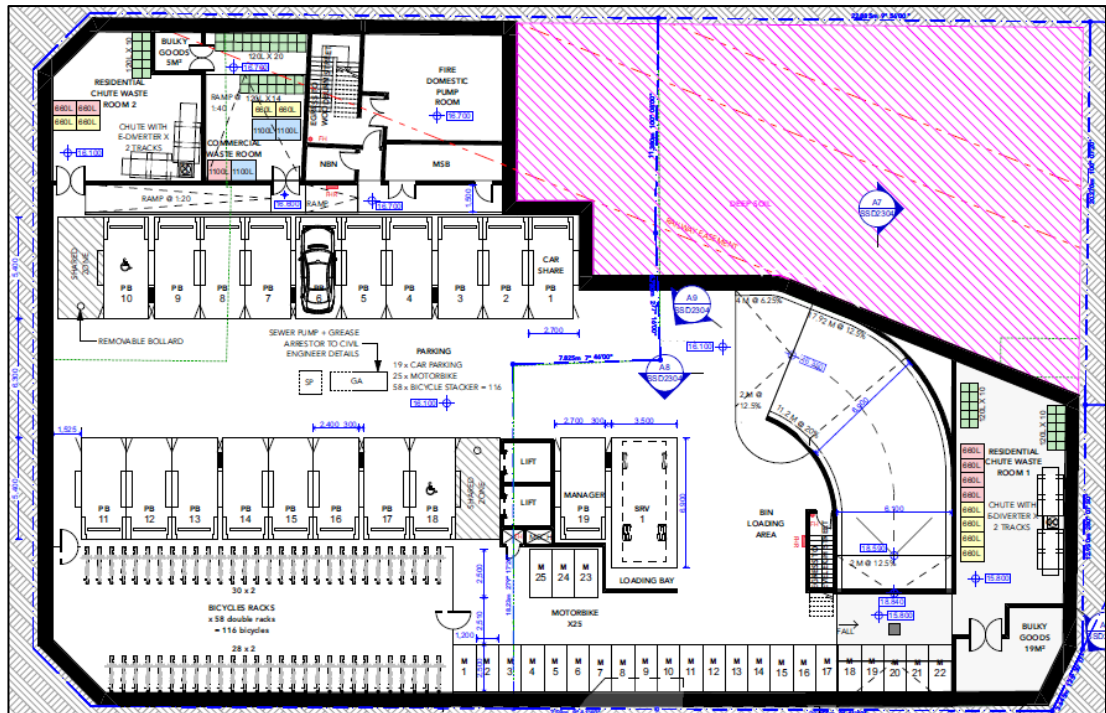


Figure 3: Basement Floor Plan (Source: Mark Shapiro Architects)

Ground Level

The Ground Level will function as a social hub. It contains a range of communal facilities, including a multipurpose area, a commercial/co-working area, multiple commercial/retail areas, a multimedia area, a laundry/games room and external courtyard (refer to **Figure 4**).

The Ground Level accommodates a separate Café which will be open to the public, along with the commercial and co-working tenancies.

Access beyond the Café will be controlled by security proximity swipe and will be accessible only for staff and occupants of the facility.

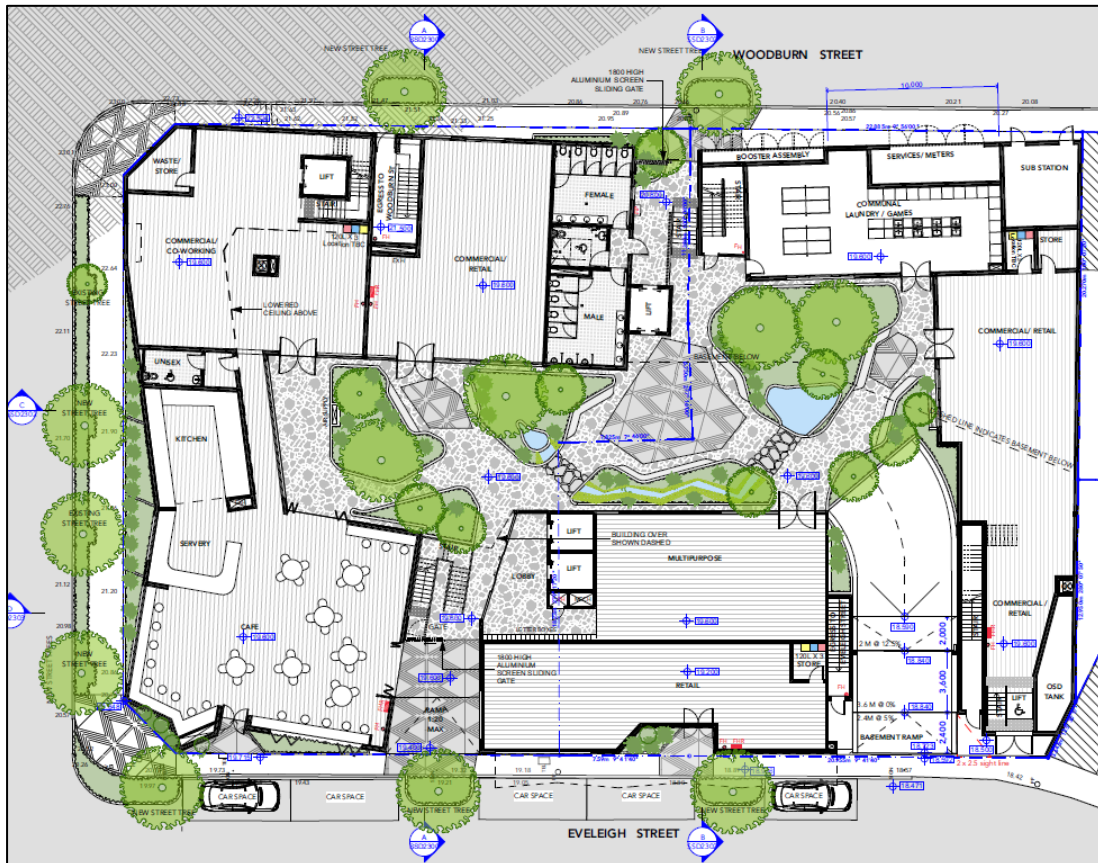


Figure 4: Ground Floor Plan (Source: Mark Shapiro Architects)

Level 1

Level 1 is primarily a residential floor consisting of co-living rooms as well as a commercial tenancy fronting Cleveland and Woodburn Street (refer to **Figure 5**). This level contains an egress to Woodburn Street through the stairs and a breakout space.

Access to the corridors connecting to the co-living rooms and the individual rooms will be managed by a controlled security swipe system and will be accessible to staff and occupants only.

Levels 2 – 5 also comprises residential levels. Access to these levels is from a lift via also via a controlled security swipe system.



Figure 5: First Floor Plan (Source: Mark Shapiro Architects)

Level 5 - 6

Levels 5 – 6 are positioned above the residential levels. Level 5 contains external communal areas, and co-living rooms (refer to **Figure 6**). Level 6 contains a mixture of indoor and outdoor communal space, including a common kitchen and lounge, an Indigenous rooftop farm, a meet/dance/arts space and a common seating area (refer to **Figure 7**).

All communal areas within these levels are accessible via a lift equipped with secure access arrangements. Access to these levels will be restricted to occupants and staff.

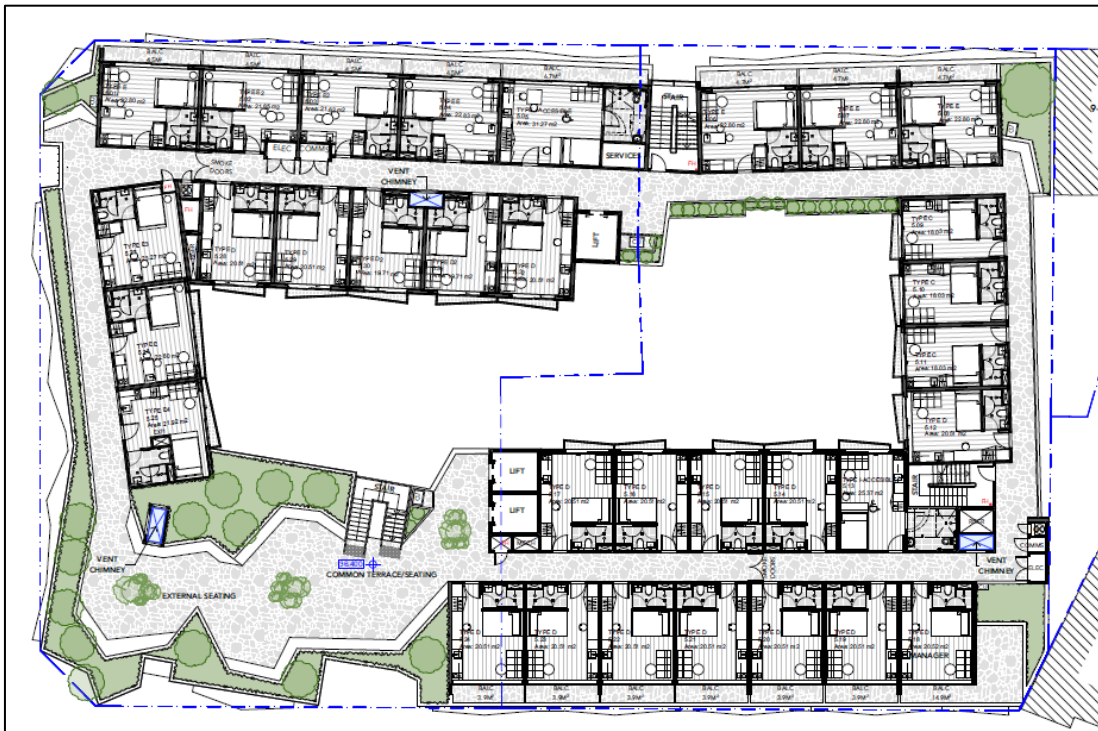


Figure 6: Communal Area and co-living rooms at Level 5 (Source: Mark Shapiro Architects)

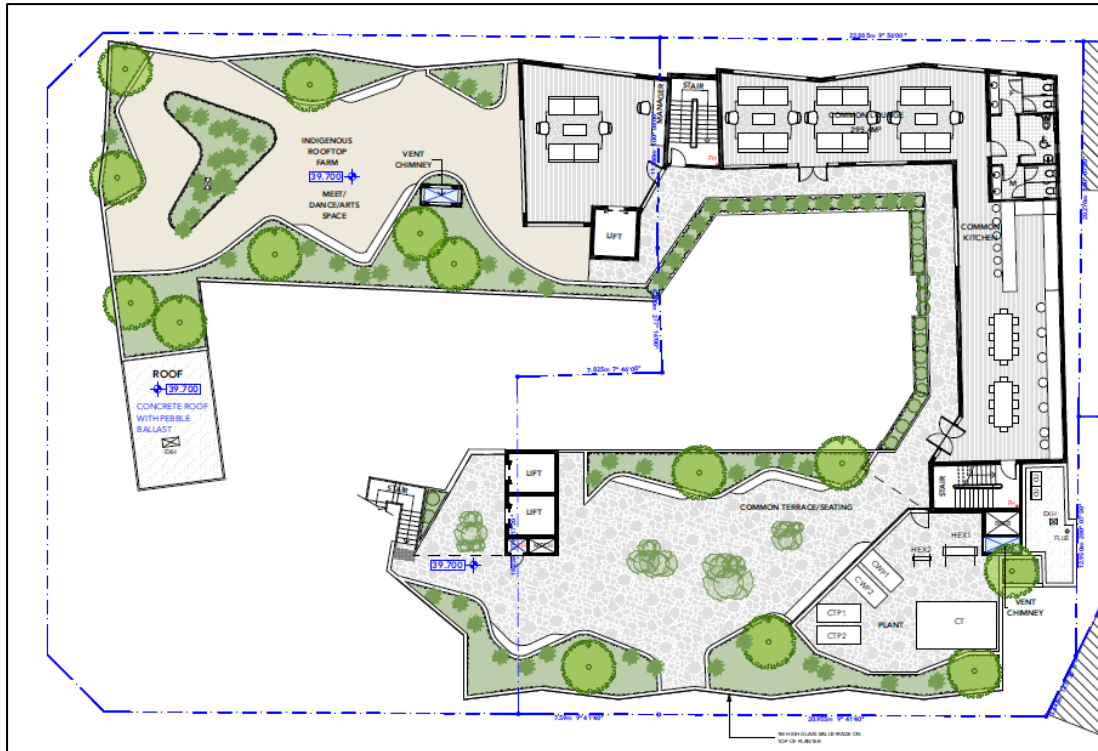


Figure 7: Communal Area at Level 6 (Source: Mark Shapiro Architects)

4 Building Facilities

On-site facilities for exclusive student use include:

- Communal recreation areas;
- Multimedia area;
- Commercial / Co-working area
- Common study area;
- Communal courtyard;
- Activities / outdoor cinema;
- Common open space;
- Indigenous Rooftop Farm
- Meet / Dance / Arts space
- Laundry;
- Wi-Fi internet;
- Storage room / garbage room; and
- Bicycle storage.

The co-living rooms are designed to maximise ventilation and light via strategically located windows and Juliette balconies. Air conditioning and mechanical ventilation will also be installed to facilitate ventilation throughout.

5 Operator Selection

The future operator will have a proven track record in successfully managing co-living accommodation facilities. The operator will have a presence 7 days a week and will be responsible for the appointment of a co-living housing manager who will reside on site. The operator will also be responsible for the employment of facility staff who will receive appropriate training and will be educated in how to address complaints from occupants and neighbours.

6 Resident Induction

Upon arrival, occupants will be required to participate in an induction process. The induction process will educate occupants on health and safety process, emergency procedures, fire safety, waste removal, cleaning and communal living procedures.

Residents will be provided with a copy of House Rules which are included at Annexure A. The rules set out the facility's operational procedures.

Safety and other statutory inspections will be conducted regularly by the Operator's management team. The results will be used to make improvements to existing processes.

7 Security and Safety

The building and its internal layout have been designed to strategically influence the movements of people in and out of the site. Specifically, occupants will be guided from Eveleigh and Woodburn Streets into the facility. This ensures management can monitor who is entering and exiting the facility.

Keyed secure control access points are included at all entrance areas which will introduce another level of security.

The through-site link and ground floor courtyard will be available for passage by the public 7 days a week with exception of 9pm to 7am where doors will be locked.

A CCTV coverage system will be provided for the site and will monitor all ingress and egress points.

An induction process will be held for all new occupants. This process will be designed to familiarise residents with the building security and safety. Occupants will be educated on the general access arrangements, emergency exits and evacuation procedures.

8 Disability and Accessibility Provisions

The development has been designed to ensure equality of access for individuals with sensory impairments, mobility impairments and dexterity impairments. The statutory requirements for accessibility have been met.

9 Access and Security

All access to and within the building will be obtained via the use of electronic proximity card / fob keys. Residents of the co-living housing will access the site via the primary entrance point on Eveleigh Street. A secondary access point to the co-living housing is provided from Woodburn Street.

Occupants will have keyed access to the internal and external common areas. Access to plant rooms, waste storage and other ancillary rooms will be restricted to authorised personnel.

10 Cleaning, Waste and Recycling

Each co-living room will be equipped with a waste collection bin and a recycling bin. Residents will be responsible for disposing of their own waste via two (2) single garbage chutes with a diversion system that will be installed on all residential levels of the building. The chute system will discharge waste in the waste storage area located at ground level.

Waste collection will be coordinated by the co-living housing manager in conjunction with Council. Building staff employed by the Operator will have direct access to the waste facilities located at ground level.

Dedicated waste and recycling bins will be located within kitchen areas and communal open spaces. Staff will be responsible for transferring this waste to the dedicated waste storage area at ground level.

11 Emergency Procedures

All staff employed to operate the co-living development will be trained in Emergency Response and Evacuation Procedures, fire drills and extinguisher usage. Mandatory evacuation drills will be conducted annually.

12 Resident Behaviour

Every resident will be provided with House Rules which will cover items such as:

- Rights and responsibility (i.e. accommodation fee payments, privacy of information);
- Use of alcohol and drugs (i.e. alcohol prohibited areas, consequences of using drugs on the premises);
- Noise and curfew (i.e. noise policy, curfew of common and public areas);
- After hours contacts;
- Cleaning expectations;
- Safety and security;
- Dispute resolution and household problems;
- Use of public spaces external to the development (i.e. anti-social behaviour, littering and the like); and
- Emergency procedures and contacts.

The House Rules are contained in *Annexure 1*.

13 Fire Safety

A fire evacuation plan will be displayed in each co-living room, common room and main entrance to the building. The evacuation plan will indicate the emergency egress routes from each co-living room and common area to the nearest fire exit.

Smoke alarms are to be fitted within each co-living room and all common areas. Emergency exit lighting will be installed in and around the development to facilitate wayfinding and access to fire exits.

Complaints can be submitted to the building manager in email format and all complaints will be dealt with in accordance with this Plan of Management.

The On-site Manager will be responsible for relaying any issues / complaints to the co-living housing Operator who will then be responsible for documenting complaints and collating the complaints register. The operator will be responsible for reviewing and investigating the complaint, and where appropriate issuing notices / warnings to the responsible resident.

The Operator and On-site Manager will be responsible for addressing all reasonable complaints and implementing procedures to ensure these complaints are eliminated as soon as practically possible.

14 Incident Reporting and Complaints Procedure

The On-site Manager will be the first point of contact for all complaints in relation to the operation of the co-living accommodation for both residents and nearby neighbours.

The details of all residents will be collected and stored electronically on a register. The register will be made available upon demand or at the request of Council and / or the Police.

A locked complaints register will be located near the entrance and site-managers office.

15 Local Contacts / Links

Each resident will be provided with a list of community contacts. Emergency contacts will also be displayed in each co-living room and common area. The On-site Co-Living Housing Manager who will reside on the premises and will be contactable 24/7.

16 Staffing

The co-living housing will operate 24 hours a day 7 days a week. A staff member will always be onsite and available to assist. General office hours will be from Monday to Friday, 9am to 7pm and Saturday to Sunday 10am to 6pm. The General Manager who will reside on the site will be contactable 24 hours per day, 7 days a week.

Additional staff will be employed within the facility at the discretion of the future Operator.

17 Training

Staff will be trained in the following areas:

- First aid;
- Emergency response and evacuation;
- Dispute management;
- Maintenance system; and
- Customer service.

18 Review

This Plan will commence during the operational phase of the development and will be reviewed at least annually to identify improvements where necessary.

A copy of this Plan is to be kept on-site at all times and a summary version of the 'House Rules' contained at Annexure A is to always be made available in the foyer with the on-site manager's contact details.

Annexure 1: House Rules

1. Respect the peace and quiet of surrounding residents and neighbours;
2. Loud noise and television volume must be kept to a reasonable volume. Other residents must not be disturbed;
3. Activities that produce loud noise must not occur after 10pm and not before 9am on each day;
4. Illegal drugs are not permitted within the facility. Any resident found to be supplying or in the possession of illegal substance will have their occupancy agreement immediately terminated;
5. Rooms must be kept clean and tidy by residents and will be inspected on a regular basis;
6. Occupants are to ensure that communal areas are kept clean and tidy after use;
7. Parties are not permitted within the co-living accommodation;
8. Illegal activities are not to occur on the premises;
9. Keys are not to be lent to non-residents;
10. Music played indoors is to be restricted between the hours of 7am to 10pm;
11. Windows and doors openable to the outside are to be closed while the communal indoor area is in use;
12. Residents may be penalised in the event they cause excessive noise or repeatedly fail to abide by the management controls of the premises;
13. Visitors will not be permitted between the hours of 9:00pm and 7:00am.
14. Co-living rooms are to be used for residential purposes only;
15. No violence or threatening behaviour will be tolerated;
16. House rules are to be displayed throughout the building;
17. All common areas are to be subject to surveillance and monitored regularly;
18. Residents are to ensure communal areas are kept clean and tidy after use;
19. No smoking is permitted within the facility;
20. Pets are not permitted;
21. Residents are responsible for the behaviours/ actions of their visitors;
22. Residents will be evicted if repetitive offenses of serious misconduct occur; and
23. Harassment and bullying will not be tolerated.



Level 12, 179 Elizabeth St
Sydney, NSW, 2000

info@mecone.com.au
mecone.com.au