



Pathways Residences **Cremorne Operational Plan**



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1. INTRODUCTION

1.1. Purpose

This document is a Plan of Management (POM) which relates to a Seniors Living Community in Parraween Street Cremorne (the development). The purpose of the POM is to assist with ensuring that the development's operation remains in accordance with generally accepted community expectations.

Whilst this POM will assist with ensuring that the development remains consistent with community expectations, its satisfactory operation is ultimately dependant on a range of factors. These include, but is not limited to, the behaviour of the development's occupants, the behaviour of occupants of adjoining sites, as well as the performance of any relevant contractors such as cleaning or waste removal contractors.

1.2. Date & Revision of POM

This POM was initially issued on July 2024. During the first 24 months of its implementation, it shall be reviewed for effectiveness every 6 months. If necessary, it shall be updated and reissued as required. Revision dates shall be recorded below. Following the initial 24-month period, the POM can be reviewed every 12 months, and amended as required.

Table 1: Revision Tracking Record

REVISION TRACKING TABLE	
Initially issued – July 2024	
Revision A -	
Revision B -	
Revision C -	
Revision D -	
Revision E -	
Revision F -	

1.3. Location of POM

A copy of the POM must be retained onsite at all times.

2. OPERATIONAL REQUIREMENTS

2.1. Induction

- a) Individuals regularly associated with the development shall be made familiar with, with this POM. Such individuals include, as a:
 - i. The development's owner/s.
 - ii. Residents of the Community
 - iii. Any managers, such as property managers of the development.
 - iv. Relevant contractors.

2.2. Staffing

- a) Staffing will consist of roles such as:
 - i. Village Manager
 - ii. Carers
 - iii. Cleaners
 - iv. Laundry staff
 - v. Chef and kitchen staff

Total full-time equivalent staff of approximately 15 people.

2.3. Contractors

- a) Certain tasks such as landscaping maintenance, additional service provision to residents and health services in the wellness area will be provided by external contractors.

2.4. Site Manager

- a) A Village manager shall be appointed to oversee the ongoing operation of the development. It is assumed that the Village manager will have their own site management protocols and practices.
- b) The site owner and site manager shall operate the site, including any leases pertaining to the development, in accordance with the Aged Care Act and NSW Retirement Villages legislation and all associated guidelines.

2.5. Boundary Fencing, Boundary Gates & Basement Ramp

- a) Appropriate fencing shall be provided on all of the subject site's boundaries.
- b) The driveway to the basement parking shall be provided with an automatically closing roller door, or similar.
- c) The publicly accessible park will not be fenced however will have appropriate security monitoring.

2.6. Restricted Access

- a) Access to the subject shall be restricted to its permanent occupants, the visitors of permanent occupants, and contractors ordinarily associated with the development's ongoing maintenance such as waste collectors, cleaners, and landscapers.

2.7. Security Cameras

- a) Closed circuit television (CCTV) cameras shall be provided to capture vision of communal areas, including internal communal areas, internal entry lobbies, communal stairs and lift car, the basement, as well as any entry points at the site's boundaries.

2.8. Regular Site Maintenance

- a) The village shall be maintained in line with generally accepted professional standards applicable to a retirement village.
- b) Gardens, including lawns, plantings and the like, shall be maintained suitably and in accordance with seasonal requirements.
- c) External impervious areas should be maintained suitably, including sweeping and removal of any rubbish.
- d) Bin storage rooms and/or areas shall be maintained in a clean manner. Hoses and the like shall be accessible to such areas to allow for the hosing down of storage areas and bins. Drains shall be included in such areas to ensure waste water is disposed of adequately.

2.9. Repairs

- a) Should repairs, in addition to ordinary site maintenance, be required, arrangements for such repairs carried out as soon as practicable (excluding lift repairs – see below). Repairs other than ordinary site maintenance may include inoperable communal doors, gates, or basement roller door, inoperable lights in communal areas, graffiti, or any damage to the shared physical elements of the development including walls, windows or pipes, regardless of whether such damage is within communal areas or not.
- b) A contract shall be entered into for the purposes of servicing and repairing the lift.

2.10. Use and Furnishing of Internal Communal Areas

- a) The use of internal communal areas should be restricted predominantly to residents and visitors for passive uses.

2.11. Fire Safety

- a) The village will comply with essential fire safety measures outlined in the Environmental Planning and Assessment Regulation 2000, including but not limited to the following:
 - i. A copy of the annual fire safety statement and current fire safety schedule for the village will be prominently displayed in the entry area.
 - ii. The subject will obtain annual certification for the essential fire safety measures to comply with the Environmental Planning and Assessment Regulation 2000.

2.12. Parking

- a) Parking provided within the development shall only be used by its occupants.
- b) 88 car spaces shall be used exclusively for residents and visitors of the village's apartments.
- c) Signage shall be placed in a visible location in the nominated spaces stating as such.

2.13. Communication & Complaints

- a) The contact details (phone number and email) of the village's appointed site manager shall be clearly communicated to the village's occupants. This shall be communicated at the time of entering into any lease agreement for any of the boarding rooms. In this regard, contact details shall be clearly outlined in the lease agreement.

2.14. Insurance

- a) The development's owners shall maintain suitable operational insurances, including public liability insurance.