

STUDENT HOUSING MANAGEMENT PLAN

1.0 OBJECT OF THIS PLAN

The primary purpose of this plan is to ensure the proposed student accommodation maintains a high level of amenity for neighbouring properties and for all lodgers residing the premises. To achieve this, the following matters have been considered:

- General site management
- Amenity of occupants
- Amenity of adjoining neighbours
- House rules
- Fire safety of the premises including Emergency Management and Evacuation
- Occupational Health and Safety
- Internal and external cleanliness and appearance, including communal areas and individual units
- Complaints register

2.0 SITE MANAGEMENT

The student accommodation is to be managed by a manager appointed by the owner who will be responsible for ensuring that the site is regularly monitored.

The manager will be responsible for ensuring the House Rules are being adhered to.

If any lodgers does not respect the House Rules this will be cause for termination of use.

Business and after hours contact details will be provided to all lodgers and will be displayed on signage in an accessible location on the premises for public and resident information.

The Manager will require a photo ID (e.g. typically either passport or driver's licence). Where the person is an Australian and does not hold a drivers licence then alternative ID which may not hold a photo can be accepted.

At no time is any room to be advertised as or made available for short stay accommodation such as that associated with back packer hostels, motels, hotels, or the like.

Each lodger of the premises is required to sign a House Rules Agreement upon occupation of the student accommodation.

Upon arrival lodgers will be issued with an information sheet. This document will provide general information about the premises including the managers details, after hours contact details, emergency contact numbers for essential services such as fire, ambulance, police and utilities such as gas, electricity, plumbing, house rules as well as a note that there is residential development in the vicinity and that lodgers need to take the neighbours interests into account when leaving and entering.

All lodgers are to be provided with a pamphlet outlining the fire excavation procedures for the student accommodation. The pamphlet is to contain details of the fire exits, fire hydrants and fire warning devices installed in the student accommodation.

All lodgers will be registered in an electronic accommodation register. This register will provide details of the length of stay and the maximum number of all lodgers in each room. The register will be made available immediately upon demand at the request of Council and/or the Police.

The site management will be responsible for the logging of any complaints in a "Complaints and Incident Register" and the resolution of those complaints which is also to be documented. The Complaints and Incidence Register will be made available immediately upon demand at the request of Council and/or the Police.

The premises will be checked yearly to ensure that fire safety and essential fire safety measures in the building are maintained and that all required exits and egress paths are clear and free of obstructions.

3.0 CONTRACT CLEANING AND MAINTENANCE STAFF

The Manager will be responsible for the ongoing cleaning of common areas of the premises on a regular basis.

The Manager will be responsible for the collection and sorting of rubbish and the placement of the Council bins on the footpath for collection.

Common areas and the laundry facilities shall be appropriately constructed, maintained and controlled against vermin. These areas shall be regularly inspected by an authorized pest control company once every 12 months.

Building maintenance/repairs is to occur when required.

4.0 ROOM OCCUPANCY

All rooms are single occupant. A total of 40 lodgers can be accommodated.

5.0 VISITORS

Any lodger inviting guests to the premises must take full responsibility for them and their behaviour. Visitors must obey the rules of the student accommodation.

6.0 USE OF OUTDOOR COMMUNAL AREA

The use of the outdoor communal area shall be restricted to between the hours of 8:00am and 12:00am, Friday, Saturday or a day immediately before a public holiday, and between the hours of 8:00am and 10:00pm every other day.

No amplified music is permitted at ANY time within the outdoor communal area.

7.0 SAFETY AND SECURITY

Access to Premises

There is one entrance to the building from Cleveland Street Arrangements for initial access to the premises will be through the Manager.

Access to Entrance

Access to all rooms will be controlled via key provided to each lodger. Access will not be possible without the key.

Perimeter Lighting

Perimeter lighting shall be provided to ensure that there are no areas of concealment when entering or leaving the property.

8.0 ROOM FURNISHINGS

Combustible furnishings and fittings, such as lounges, desks and display boards are not permitted in public corridors and egress routes from sleeping rooms as they may restrict the safe means of egress from the building and reduce the level of fire safety in the building.

The premises will be checked regularly to ensure that fire safety and essential fire safety measures in the building are maintained and that all required exits and egress paths are clear and free of obstructions.

9.0 LAUNDRY FACILITIES

The laundry room is to be supplied with the following, a minimum of:

- 5 x 5kg capacity automatic washing machine with minimum 3.5 star energy rating;
- 5 x domestic dryer with minimum 3.5 star energy rating;
- 1 x laundry tub with running hot and cold water;

10.0 HOUSE RULES

House rules will be displayed at entrance of the property, behind each entry door of each room and in all indoor and outdoor common areas. House Rules will be signed by each lodger on initial entry to the property. No signature, no entry policy applies.

Lodgers are to respect other lodgers and neighbouring residents and to keep noise at a reasonable level.

Access Key

The access key to the student accommodation shall not be given to anybody other than the occupant(s).

Alcohol

Alcohol is not permitted to be consumed in the indoor or outdoor communal areas.

Smoking

Smoking will not be permitted indoors.

Drugs

The student accommodation policy is that the use, sale or possession of illegal drugs or any suspicion of such acts being performed in or about the premises or any person found using drugs shall be immediately reported to the Police.

Misconduct

Any boarder failing to observe the rules and any cases of serious misconduct will be dealt with by the Managing Agent who may require the lodger to vacate the premises.

Examples of serious misconduct include, but are not limited to: drug or alcohol abuse, sexual, racial or religious harassment, theft, or violence. Lodgers are instructed to call the police if the lodger is performing illegal acts on the property.

Visitor Policy

Any lodgers inviting visitors to the premises must accept full responsibility for them and their behaviour. In the event of any serious misconduct by the visitor of a lodger, the lodger may also be asked to vacate the premises and be asked to pay for damages, where required.

Outdoor Communal Area

The use of the outdoor communal area shall be restricted to between the hours of 8:00am and 12:00am, Friday, Saturday or a day immediately before a public holiday, and between the hours of 8:00am and 10:00pm every other day.

Noise

Live music will not be permissible on the premises at ANY time.

No amplified music is permitted at ANY time within the outdoor communal areas.

Recorded and/or amplified music is permissible indoors during daylight hours between 8:00am and 8:00pm Monday to Thursday and between 8:00am and 10:00pm Friday to Sunday.

Disposing of Waste

Lodgers are to ensure all rubbish and recycling is to be deposited within the respective bins provided in the waste bin area.

Pets

No pets are allowed within the student accommodation at ANY time.

Nuisance

The carrying out of activities likely to cause a nuisance to other lodgers, the management or neighbours will not be tolerated. This may include, but not limited to theft, use of illegal drugs, violence or noise generating activities outside permissible times.

Any lodger failing to observe the rules and/or involved in serious misconduct will be dealt with by the student accommodation manager and may result in the termination of the occupancy.

11.0 WASTE POLICY

Behind each room door there will be a sign encouraging guest to recycle. The bins in the waste bin area will be separated for:-

- Paper, cardboard;
- General waste; and
- Aluminum cans, glass and plastic bottles.

12.0 FIRE SAFETY

Evacuation Plan

Building layout indicating, position of lodger rooms relative to the rest of the development, location of fire exits and firefighting equipment and emergency evacuation procedures shall be displayed in all rooms and common areas.

Maintenance

Emergency systems are maintained as part of a maintenance contract by a qualified company. All equipment will be tested and checked in accordance with the relevant Australian Standards. Any faults are documented and rectified immediately.

Annual Certification

Annual certification of Fire Safety Equipment and preparation of the Form 15a is carried out by a fire consultant. Annual certification required of any of the equipment is overseen by the owners.

13.0 OCCUPATIONAL HEALTH AND SAFETY REQUIREMENTS

The Manager and staff must be aware of their responsibilities under such legislation as the OHS Act 2000, OHS Regulation 2001, and the Innkeepers Act.

The WorkCover website lists the OHS Act and Regulations and other helpful information – visit www.workcover.nsw.gov.au for boarding houses NSW.

The following safety guidelines will be observed in the premises and employees must abide by them:-

- All hazards (e.g. broken chairs, loose carpets, missing lights) should be removed, repaired or replaced in consultation with the Managing Agent;
- No item of plant or machinery may be operated unless the safeguards provided are correctly in place, secured and operating effectively and the staff member and/or contract services personnel have been trained;

- Dangerous chemicals are to be handled properly, labeled (MSDS), and locked in a secure storage area when not in use;
- Work areas are to be kept clean and tidy;
- Passageways and aisles are to be kept clear at all times;
- Materials or products are not to be stacked higher than what is considered to be safe;
- Rubbish bins must be used to dispose of all rubbish;
- Excessive alcohol consumption or drugs not prescribed by a doctor are forbidden on the premises; and
- All no smoking rules are to be observed.

14.0 STORAGE OF CHEMICALS

All chemicals and other substances stored for use in workplaces will meet the requirements of certain Acts and Regulations. Chemicals or substances that are labeled Hazardous Goods will have a Materials Safety Data Sheet on site.

All hazardous chemicals/substances are to be securely stored when not in use.

15.0 COMPLAINTS AND INCIDENT REGISTER

The Manager will be available between the hours 9:00am to 6:00pm, Monday to Saturday, to deal with any complaints or incidents that occur on the premises. The register will contain:-

- Complaint/Incident date and time
- Name of person/police/council making the complaint or notifying of the incident
- Contact details
- Nature of the complaint/incident
- Action taken (by whom and when)
- Outcome and/or further action required

All complaints shall be dealt with by management with 24 hours of notification.

The complaints register is to be made available to Council or Police upon request.