

Plan of Management

HOTEL

175-177 CLEVELAND STREET, REDFERN

SITE AND LOCALITY DETAILS

Address:	175-177 Cleveland Street, Redfern
Use	Hotel
Capacity	78 rooms
Active Areas	Rooftop BBQ area
Entry	All guests will enter and exit the hotel via the Cleveland Street lobby

OPERATIONAL DETAILS

Details about the proprietor	The proprietor will be determined once development consent is granted
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HOURS OF OPERATION

This property will have 24/7 onsite management. Front doors are kept closed after 10 pm and intercom/ card access will be needed to open doors and check in.

NOISE

The identification of all likely noise and vibration sources associated with the operation of the premises.	The use is for a hotel which provides accommodation. The only potential for noise is from the use of the roof top.
Nearest residential use	There are residential uses located immediately adjacent to the south of the site and opposite the site to the west in Eveleigh Street

SAFETY AND SECURITY

Security measures	• All doors and levels will be key card access controlled • All levels are covered by security cameras as well as all public and non-public areas. • Front doors are kept closed after 9 pm and intercom/ card access will be needed to open doors and check in
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MANAGEMENT MEASURES

General Amenity	
Details of all measures that will be taken to ensure that amenity impacts that may result from the operation of the premises are minimised.	Staff will instruct guests that they must behave in an orderly manner whilst in the confines of the hotel and whilst entering or leaving. To reinforce this, signage will be displayed at all entrance/exit points requesting this.
Details of all actions that will be taken to respond to complaints made about the operation of the premises	Management will maintain a complaint register which will note any complaints made by the Police, Council, surrounding business owners and residents and will endeavour to address any reasonable concerns brought forward. The Register will include the following information: • Complaint date and time; • Name, contact and address details of person(s) making the complaint; • Nature of complaint; • Name of staff on duty; • Action taken by premises to resolve the complaint • Follow-up; and • Outcome
Noise	
Details of noise and vibration attenuation measures	The following rules apply to the use of the roof top 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. • 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. Staff will monitor the use of the roof top area to ensure that all patrons behave in an orderly manner. To reinforce this, signage will be displayed requesting this. A 'no visitor' policy will be put in place.
A statement outlining the premises' compliance with all relevant noise and vibration standards, guidelines and legislation.	The use of the premises will comply with the relevant provisions of the Protection of the Environment (Operations Act) 1997, and the EPA Industrial Noise Guidelines.
Details of any measures that will be taken to minimise noise from outdoor areas such as rooftops, courtyards, balconies or designated smoking areas etc	The only source of noise associated with the use is patrons talking in on the roof top garden area. Should complaints be received in relation to this noise, staff will monitor the behaviour of patrons closely and remove loud patrons from the rooftop.
Detail emergency and evacuation procedures in accordance with the relevant Australian Standard and provide details of staff training in those procedures.	A fire safety policy having regard to local council and state government legislation will be implemented. This includes provision of fire retardation equipment, emergency evacuation procedures, clearly visible and marked emergency contact numbers and training staff in all policies and procedures.

SERVICING AND WASTE MANAGEMENT

Servicing	An on-site laundry is provided which will be capable of servicing the hotel needs on a day to day basis. All other servicing will be outsourced with deliveries and collection being
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	accommodated from the first basement level which is provided for the hotel.
Waste	The hotel is provided with a separate waste holding room on the first floor which is directly accessible from Eveleigh Street. The hotel operator will be responsible for the appointment of a private waste contractor who will service the waste needs of the hotel.