

Plan of Management (PoM)
Marrickville Timberyards
Build-to-Rent (BTR) Development



Proponent: Varsity Assets Management Pty Ltd (Developer)
on behalf of RTL Investments 2 Pty Ltd as trustee
for RTL Marrickville Property Trust ('RTL Co.')

Site Address: Multiple Lots bound by Victoria Road, Sydenham
Road, Farr Street and Mitchell Street

December 2024
STRICTLY PRIVATE AND CONFIDENTIAL

CONTENTS

CONTENTS.....	2
ATTACHMENTS	4
REVISION HISTORY	4
PART 1 – OVERVIEW	5
PURPOSE OF THE PLAN OF MANAGEMENT (PoM)	5
APPLYING THE PLAN OF MANAGEMENT	5
LEGISLATION & POLICY	6
SITE DETAILS	7
BUILDING AND SITE USES	8
DEVELOPMENT CONSENT	8
MANAGEMENT AND OPERATION	8
PART 2 – THE PROPERTY	10
LOCATION	10
RESIDENTIAL UNIT MIX	10
PRECINCT AMENITIES & FACILITIES	11
MANAGED ACCESS & DDA COMPLIANCE	12
SIGNAGE AND LIGHTING	13
WAYFINDING	13
ACCESS AND SECURITY	13
UTILITIES	14
PART 3 – OPERATIONAL MODEL OVERVIEW: GENERAL	15
STAFFING	15
OPERATING SYSTEMS	16
RESIDENT BEHAVIOUR	16
HOURS OF OPERATION	17
CLEANING	18
MOVE-IN / MOVE-OUT.....	18
FURNITURE MOVING ACCESS TO EACH BUILDING.....	19
DELIVERY AND POSTAGE.....	21
ACCESSIBLE DWELLING RESIDENT APPLICATION AND MOVE-IN PROCESS.....	22
SMOKING	22
BICYCLE STORAGE.....	22
CAR PARKING.....	23
CAR SHARE PROVISIONS & MANAGEMENT	23
EV CAR CHARGING.....	23

VISITORS	23
PERSONAL BELONGINGS	24
“LIBRARY OF THINGS”	24
PART 4 – OPERATIONAL MODEL OVERVIEW: MARKET HOUSING (BTR & CO-LIVING)	25
TENANCY MANAGEMENT	25
BUILD TO RENT: MARKET RENTAL ALLOCATION	25
CO-LIVING: MARKET RENTAL ALLOCATION	25
PART 5 – OPERATIONAL MODEL OVERVIEW: AFFORDABLE HOUSING	26
AFFORDABLE HOUSING ALLOCATION	26
AFFORDABLE HOUSING TENANCY MANAGEMENT	26
PART 6 – OPERATIONAL MODEL OVERVIEW: RETAIL, COMMERCIAL & COMMUNITY AREAS	27
RETAIL TENANCY MANAGEMENT	27
COMMERCIAL LEASE MANAGEMENT	28
COMMUNITY / PUBLIC SPACE MANAGEMENT	29
PART 7 – TENANT PARTICIPATION	31
PART 8 – COMPLAINT AND INCIDENT HANDLING	32
INCIDENT REGISTER	32
NOISE COMPLAINTS PROCEDURE	33
PART 9 – SITE SAFETY, MANAGEMENT AND MAINTENANCE	35
HEALTH & SAFETY	35
SAFETY AND SECURITY MEASURES	35
FIRE SAFETY	36
EMERGENCY PROCEDURES	36
FLOOD MANAGEMENT	37
EMERGENCY EVACUATION FOR THOSE WITH DISABILITIES	38
EMERGENCY SIGNAGE	38
GENERAL SIGNAGE	38
MAINTENANCE AND REPAIRS	39
GRAFFITI REMOVAL	39
WASTE MANAGEMENT	40
GROUNDS, GARDENS AND PEST MANAGEMENT	44
PART 10 – AMENDMENTS	46
PART 11 – OPERATOR DECLARATION	47

ATTACHMENTS

Attachment 1 – SSDA Architectural Plans prepared by Turner Studio, Tribe Studio Architects, Architecture AND, and Aileen Sage Architects

Attachment 2 – Landscape Plans prepared by Arcadia Landscape Architecture

Attachment 3 – Social Impact Assessment prepared by Ethos Urban

Attachment 4 – Noise Policy

Attachment 5 – Contractor Site Induction Handbook

Attachment 6 – Community Handbook

REVISION HISTORY

Revision	Revision No.	Date
For SSDA Submission	1	19/12/2024

PART 1 – OVERVIEW

PURPOSE OF THE PLAN OF MANAGEMENT (PoM)

This plan of management (PoM) has been prepared for RTL Investments 2 Pty Ltd to establish practices and measures to be implemented to ensure appropriate ongoing management, maintenance and risk mitigation for a proposed development comprising 100% rental housing precinct. Of the 1188 total residential dwellings, 115 dwellings are to be made available as affordable housing residences, 589 as co-living dwellings, and the remaining 484 dwellings are to be Build-to-Rent (BTR) apartments. This mixed-use precinct will also include 2,890sqm of communal spaces available to residents and visitors of residents, and 2,394sqm of retail and commercial tenancies.

The development is to operate in accordance with this draft PoM, which is subject to ongoing revision following development consent for the State Significant Development Application (SSDA). The PoM sets out clear measures and practices for the on-going management of the BTR apartments, affordable housing apartments, co-living dwellings, shared spaces, and retail tenancies. The plan ensures a high-level of amenity for residential tenants, with minimal impact on the adjoining neighbours and community.

The aims of this indicative PoM are to:

- Ensure management procedures and accompanying policies support the suitable operation of the facilities.
- Provide framework for the operations to be detailed by Building Management Team, to ensure that the facilities are a safe environment.
- Set out roles and responsibilities for Operation/Building Management staff and Security.
- Minimise the potential for noise impact on surrounding residential apartments, in accordance with the conditions of consent and recommendations of accompanying acoustic reports.
- Ensure that the resident community operates without disturbance to the neighbouring properties and surrounding area.

This document is considered to be a baseline 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.

APPLYING THE PLAN OF MANAGEMENT

This indicative PoM is intended to provide an overview of primary management measures which are to be implemented by the Operational and Facilities Management teams for the asset.

A final detailed PoM will be prepared by RTLco by the appointed Operational and Facilities Management Teams prior to commencement of operations and kept on site at all times for staff training and Inner West Council reference.

LEGISLATION & POLICY

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

- Development Consent dated [TBA], Minister for Planning;
- 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
- State Environmental Planning Policy (Housing) 2021 (as amended December 2023);
- State Environmental Planning Policy No.65 Design Quality of Residential Apartment Development;
- Inner West Local Environmental Plan 2022 (IWLEP 2022);
- Marrickville DCP 2011 (MDCP 2011); and

SITE DETAILS

Proponent:	Varsity Assets Management Pty Ltd (Developer) on behalf of RTL Investments 2 Pty Ltd as trustee for RTL Marrickville Property Trust ('RTL Co.')
Site Address:	Multiple lots bound by Victoria Road, Sydenham Road, Farr Street and Mitchell Street

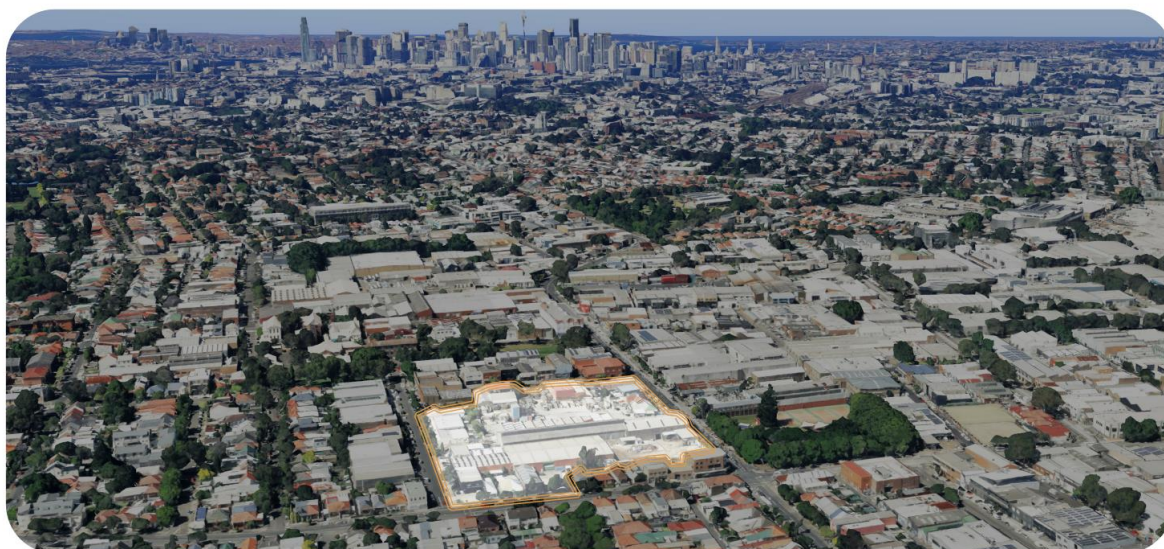


Figure 1 – Site Location



Figure 2 – Site Boundary

BUILDING AND SITE USES

Residential:	484 Build-to-Rent (BTR) apartments. 115 Affordable Housing apartments. 589 Co-living units. The dwellings will be located across seven buildings (labelled A to G). The buildings have heights of between eight and 13 stories.
Shared Indoor Space:	2,890 square metres (sqm) of communal spaces accessible by residents of all accommodation types (BTR, Affordable Housing, and Co-living residents).
Shared Outdoor Space:	11,413sqm of outdoor spaces. 10,207sqm of this is accessible to the public at ground level. The remaining 1,206sqm is outdoor communal area (located on rooftops) accessible only by residents of the development.
Public Open Space	10,207sqm of Public Open Space, accessible by public and all residents.
Commercial & Retail:	353sqm of commercial and 2,041sqm retail area, with up to 18 separate tenancies, all accessible by the public and residents. Number of tenancies, and commercial and retail tenancy use types TBA.
Parking:	278 total car parking spaces across two levels of basement parking and a separate retail carpark area on Lower Ground Level, including 33 car parking spaces for retail, 238 car parking spaces for residents, including 22 car parking spaces for provision of carshare, and an additional 7 car parking spaces for RTL staff and visitors. 748 Bicycle parking spaces are included, with the majority located on Lower Ground and Basement 1 Levels under Building B, and smaller bicycle parking areas distributed around the precinct usable by residents and visitors.

DEVELOPMENT CONSENT

State Significant Development Application (SSDA):	SSD Reference: SSD-76927247
SSDA Approved:	Date to be inserted once consent is obtained.
Relevant Conditions:	Conditions to be inserted once consent is obtained.

MANAGEMENT AND OPERATION

General:	All of this developments residential use is rental housing, comprised of BTR apartments, affordable housing apartments, and co-living dwellings. All of the rental housing will be held in a single	
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	ownership with a single professional management team, which creates opportunity for more secure tenancies with longer-term rental periods offered, lease terms will apply with the applicable RTA requirements. Dwellings in the category of BTR, Affordable Housing, or Co-living will be purpose-built to the same level of quality and finishes as all other dwellings in the same category.	
Build-to-Rent Housing (Market Housing):	Market rental BTR housing is 40% of the developments total dwellings (484 dwellings). The dwellings making up this portion of the project will be spread across all typologies to provide opportunities to attract a diverse range of tenants, except Buildings C and D, which are Co-living only. Access to the market rental BTR units is not means-tested and available to everyone.	Management Entity: RTLco.
Build-to-Rent Housing (Affordable Housing):	Affordable rental housing is 10% of the development's total dwellings (115 dwellings). The dwellings making up this portion of the project will be spread across all apartment 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 made available to very low to moderate income households to ensure tenants are not placed under rental stress. The type of affordable housing proposed is in-fill housing pursuant to State Environmental Planning Policy (Housing) 2021.	Management Entity: City West Housing
Co-living Housing:	50% of the total dwellings are Co-living dwellings (589 Co-living dwellings). Co-living housing provides an alternate rental experience, in which some facilities are shared and community-building is prioritised. Some Co-living units are distributed through Buildings B and E, and Buildings C and D are solely for Co-living occupants. These dedicated Co-living buildings are intended to bring like-minded residents together and promote the use of communal facilities.	Management Entity: RTLco.
Commercial & Retail:	2,394sqm of commercial and retail tenancy spaces will be included in this mixed-use development. These areas are located within the mixed-use planning zone (including 25m leeway area). These tenancies will be a mix of tenancies that support the community and wider area, including Food and Beverage retailers and other	Management Entity: RTLco.

	retail and commercial use types (TBA).	
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PART 2 – THE PROPERTY

LOCATION

Located in Marrickville and bounded by Victoria Road, Sydenham Road, Farr Street, and Mitchell Street, the site is located approximately 6km south west of Sydney’s Central Business District (CBD), being situated in the Inner-west Council LGA.

The site is 700m from the Marrickville Metro shopping mall, 700m from the Sydenham train and metro stations, and in close proximity to many recreational facilities, including the Annette Kellerman Aquatic Centre, various theatres and sporting facilities, and many food and beverage retailers.



Figure 1 – Site Locality and surrounding amenity.

RESIDENTIAL UNIT MIX

The ‘Marrickville Timberryards’ BTR, Affordable Housing, and Co-living Development will be made up of 484 BTR Apartments, 115 Affordable Housing Apartments, and 589 Co-living dwellings. The unit mix is as described below:

Room Type	Quantity	% of Total
Co-living Studio ‘CL02’	350	29.5%
Co-living Studio ‘CL03’	221	18.6%
Co-living Studio ‘CL04’	18	1.5%
BTR/Affordable Housing (AH) Studio Apartment	83	7.0%
BTR/AH 1-Bedroom 1-Bathroom Apartment	181	15.2%
BTR/AH 2-Storey 1-Bedroom 1-Bathroom Apartment	20	1.7%

BTR/AH 2-Bedroom 2-Bathroom Apartment	137	11.5%
BTR/AH 2-Storey 2-Bedroom 2-Bathroom Apartment	138	11.6%
BTR/AH 3-Bedroom 2-Bathroom Apartment	33	2.8%
2-Storey 3-Bedroom 2-Bathroom Apartment	7	0.6%
Total	1188	100%

PRECINCT AMENITIES & FACILITIES

The ‘Marrickville Timberyards’ BTR, Affordable Housing and Co-living Development has been designed to include the following property facilities and amenities:

- Internal and external common amenity spaces
- Numerous resident-only indoor and outdoor communal areas with a wide range of uses,
- Rooftop amenity areas for residents, with a view of the Sydney CBD skyline.
- Significant public open space available for enjoyment of residents and the wider community,
- Landscaped areas featuring native flora,
- 2no. basement levels of car parking,
- A ‘Creative Hub’, which will host artist residencies of local Marrickville artists and be a public space available for community events.
- Storage incorporated within apartments as well as dedicated storage cage areas in the basement,
- Electric Vehicle (EV) charging infrastructure, including EV chargers provided for 10% of residential carparks, 10% of retail carparks, and 100% of RTLco staff carparks delivered as part of the main works. Enabling infrastructure will also be delivered for the remaining 90% of residential carparks, which can be retrofitted with EV chargers in future (post-operational start).
- 22no. Car-share spaces provided,
- Family rooms and children’s play areas,
- Pet wash and walk areas,
- Carwash bays within the basement,

Detailed overview breakdown of internal and external common amenity spaces as follows (smaller communal areas have been excluded from this list for brevity):

Internal Resident Amenity Areas

Level	Building	Use
LG	B	Vinyl Bar
LG	B	Concierge
LG	B	Repair Workshop
LG	B	Makers Workshop
LG	E	Community Creative Hub
UG	A	Family Room x 2

UG	B	Timberyards Commons Lounge
UG	B	Music Room
UG	C	Communal Dining w. BBQ deck
UG	D	Shared Storage
UG	D	Shared Storage
1	C	Communal Lounge/movie room
1	D	Reading/prayer room
1	D	Reading/prayer room
2	C	Sports equipment rental room
2	D	Reading/prayer room
2	D	Shared Storage
3	C	Shared Storage
3	D	Reading/prayer room
3	D	Shared Storage
4	C	Music Room
4	D	Reading/prayer room
4	D	Shared Storage
5	C	Shared kitchen, dining, opens out to BBQ balcony
5	C	Mudroom / dog wash
6	C	Movie lounge, 2x e-games/vr rooms
6	C	Podcast / karaoke
6	D	Main Co-living shared kitchen, dining, lounge, table games
7	A	Mudroom / dog wash
8	B	Clubhouse - Fitness Floor
9	E	Clubhouse - Living/Dining Floor

MANAGED ACCESS & DDA COMPLIANCE

RTLco are committed to abiding with DDA compliance. People with physical disabilities have priority access to 37 accessible apartments, indicated on the property plans. Communal areas are conveniently located throughout the property with compliant entries and exits. There are accessible toilets on Ground Floor provided for any visitors or for residents using the common areas. Access to the residential floors is provided by compliant lifts to each building core.

SIGNAGE AND LIGHTING

Conspicuous signs will be installed across the community to clearly identify accessible areas of the property. Illumination will be strategically implemented throughout the outdoor areas to deter antisocial behaviour without adversely affecting nearby residents.

WAYFINDING

For this precinct development, effective wayfinding signage is imperative because some buildings do not have direct frontage to surrounding streets. Each building is named and designated with its own street address, with signage directing visitors from each precinct entry to every building lobby. Wayfinding begins at each precinct entry (from surrounding streets), with signage at regular intervals to allow for intuitive wayfinding. Signage to each building lobby will allow visitors to intuitively locate the correct entry.

ACCESS AND SECURITY

Primary access to the precinct will be via Victoria Road (through The Gateway). Building access points are via Sydenham Road (precinct and Building G access), Farr Street (precinct and Buildings A & F access), Mitchell Street (precinct and Building B & C access), and Victoria Road (Building C & D). All residential lobbies and apartment access will be secured 24/7. Residents can access their respective building lobby and floor via RFID reader.

‘Hardware Lane’ is open to public during the day, and locked during nighttime. Residents can access their respective building lobby and floor via RFID reader.

Access to secondary access points and communal areas outside operating hours is granted via electronic access control fob. Residents can also program their smartphones to grant access in place of their access fob. Car Parking entry via lifts will be secured by electronic fob for lift floor level access control. Car Parking entry at street level will be secured with boom gates to residential carparking areas, and roller doors to service areas.

Residents will be given access to the property main entrances, communal amenity spaces, lifts, and their individual apartment doors. When required, the Precinct Manager has the ability to conduct lock audits to determine path of travel when investigating incidents.

24/7 CCTV, which can be accessed by onsite management. This will cover all entry and exit points throughout. The CCTV system will be on a preventative maintenance plan to ensure any outages are identified and resolved promptly. Thorough camera coverage has been included throughout the property to monitor entry and exit points, lifts, carparks, corridors, and communal areas within the property. A plan will be implemented to mitigate team members from being lone workers (and address a plan

for the cases in which it will occur). All CCTV cameras linked back to a central (off-site) security centre. Tier 1 alarm monitoring is also included in the RTLco security system.

Outside of operating hours a third-party security company will be engaged to patrol the property internally and externally. Courtesy Patrol Officers will be onsite to assist residents with any issues outside of operating hours. All CCTV will be connected to the management company's off-site security hub.

UTILITIES

Water, power, and internet are all provided to the property.

Embedded networks may be made available. Inclusion of embedded networks will be determined at a later time and may be variable.

As this is an all-electric precinct, no gas supply will be available to residents or retail tenancies.

PART 3 – OPERATIONAL MODEL OVERVIEW: GENERAL

RTLco (and it's CHP partner for Affordable Housing dwellings) will be responsible for property management, facilities management, tenancy management and community management. The division of management scope between RTLco and it's CHP partner will be determined at a later date and documented within this Plan of Management.

RTLco will be represented onsite via the concierge/reception area fronting Warehouse Place on Ground Floor of Building B. RTLco will be represented through several roles described in the next section.

STAFFING

The precinct management team will consist of:

- **The Precinct Manager (PM):** Manages and oversees the day-to-day operations of the Community including managing the team members, daily activities, and resources of the property. will be responsible to the day-to-day running of the community and will be supported by a team of Community team members.
- **Community Manager (CM):** Supports and assists the Precinct Manager in overseeing and managing the financial and operational facets of the community. The CM is responsible for the facilitation and collaboration amongst tenants, community events, management of the community facilities, and connecting tenants with facilities. The CM will also facilitate coordination with neighbours and the wider community.
- **Leasing Manager:** Manages and directs the community marketing and sales activities as well as leading a team of leasing professionals.
- **Leasing Professionals:** Responsible for coordinating the community's marketing, leasing, and renewal activities.
- **Concierge Staff:** Organises, coordinates, and implements various resident services. Concierge is the first point of contact for any prospective tenants entering the property and current residents who need assistance.
- **Facilities Manager:** Responsible for the preventative, scheduled, statutory, and reactive maintenance functions within the property. Managing a team including Service Technician(s), Porter/Groundskeeper(s), as well as vendors such as Janitorial, Landscaping, and apartment cleaning/turn suppliers to ensure works are completed as needed.
- **Facilities Technician:** Responsible for investigating and repairing any reactive maintenance tasks reported by staff or residents as well as ensuring all areas of the property meet and exceed standards for cleanliness, appearance, safety, and overall functionality.
- **Porter/Groundskeeper:** Performs tasks to ensure the overall cleanliness and proper appearance of the outdoor grounds, communal spaces, and back of house areas to enhance and maintain the property appeal.

OPERATING SYSTEMS

RTLco. will use a best-in-class software suite including Property Management Software (PMS), Facilities Management (Contractor Management, Work Orders, Repairs and Maintenance) and Leasing Management. The overall platform will offer a complete solution for successful management of the community.

RESIDENT BEHAVIOUR

Each resident entering into a residential agreement with RTLco. will be provided with Community Rules covering topics including waste removal, noise policy, hours of operation, property presentation and key contacts.

The property will utilise systems to provide the residents a safe community living experience including electronic access control (for buildings and individual apartments), widespread security camera coverage linked to RTLco's central safety hub, a staffed on-site office, and courtesy patrol officers / roaming security.

During the resident's tenancy, they will have access to the common areas within the properties such as:

- Bookable spaces:
 - Lounges,
 - Dining rooms & BBQ areas,
 - Kitchens,
 - Movie rooms,
 - Music rooms,
 - E-games rooms,
 - Family rooms in Building A.
 - Storage rooms in Buildings C & D, as well as in the basement,
 - Prayer / reading rooms
 - Podcast / karaoke room
- Shared / communal spaces:
 - 'Vinyl bar' communal lounge in Building B
 - 'Timberyards Commons Lounge' with communal kitchen & dining in Building B Upper Ground Floor.
 - Main Co-Living communal area in Building D with living, dining, kitchen, and table games
 - Wellness floor of the 'Clubhouse' at the top of Building B
 - Communal kitchen dining and living area of the 'Clubhouse' at the top of Building B
 - Outdoor communal areas on Building B's rooftop,
 - Mudroom & dog wash facilities

Residents will be sharing these spaces with people they have never met before. To ensure the comfort and enjoyment of all residents the community will be reminded to

be considerate of those they are sharing with and be encouraged to abide by the following:

- Rubbish to be disposed of utilising the waste bins and chutes across each floor;
- Any action that could increase the potential of an injury should be addressed immediately by the resident or by contacting the property team;
- Managing noise – Musical instruments and electrically amplified sound equipment: Between the hours of midnight and 8:00am on Friday, Saturday, or the day immediately before a public holiday, and between 10:00pm and 8:00am on any other day, RTLco will operate a period of ‘quiet hours’. We will ask, and remind where necessary, that residents keep noise to a minimum within the property and around and about the site and as they leave or return to the property, and to always be considerate to neighbouring properties.
- Managing noise – Power tools and equipment: Power tools and equipment are not permitted on residential floors. Communal workshops and creative spaces are the designated areas for use of power tools and equipment and are open between the hours of 8:00am to 6:00pm and are checked by staff at closing time to ensure the rooms have been vacated.
- Outside quiet hours, residents must continue to always remain respectful of fellow residents and neighbours.
- Smoking or the use of e-cigarettes is prohibited within all indoor communal and public areas.

RTLco has developed a policy for dealing with barking dogs, based on EPA guidelines.

- First a check will be undertaken by RTLco staff to ensure the dog’s environment is suitable as per the EPA guidelines.
- If there are no concerns of neglect, RTLco staff will issue an information pack to the owner to provide education on proper dog care as per EPA and RSPCA guidelines.

As part of the resident move-in process, an RTLco staff member will remind the tenant of the safety and property presentation-related rules, including but not limited to:

- Hanging any items over the balcony balustrade is prohibited.
- Fire doors cannot be blocked open.
- Evacuation procedures.
- Shelter-in-place procedures.
- Acknowledgement and acceptance of the use of CCTV within the precinct.

HOURS OF OPERATION

Hours of operation are prescribed for each space as required.

Welcome Lobby & Concierge: Concierge staff will operate from this space Mon-Fri 9:00 a.m. - 6:00 p.m.

Facilities Management Offices: Back-of-house staff will operate from this space Mon-Fri 9:00 a.m. - 5:00 p.m.

Hardware Lane Through-site Link Public Access: Hardware Lane will be open to public 7 days a week 8:00 a.m. - 7:00 p.m. The laneway will be secured with automatic electronic gates, which residents can access via RFID outside of public open hours.

Fitness & Wellness Centre: Will be available to residents between 6:00am and 10:00pm every day.

Rooftop Terraces: Hours of operation for the outdoor and rooftop spaces are unlimited for residents, however, quiet use is expected from 10:00 p.m. each night for the courtesy of other residents and neighbours.

All other Resident Communal Areas: Available for resident use at any time, however, quiet use is expected from 10:00 p.m. each night for the courtesy of other residents and neighbours.

Retail and Commercial Areas: Opening hours to be confirmed upon receiving development consent for the associated tenancies. This Plan of Management will be updated with relevant operating hours.

CLEANING

RTLco will employ contractor janitorial staff to conduct cleaning of the communal spaces and public areas. A home cleaning service will also be offered to residents. A schedule will be in place identifying how frequently each of the communal spaces is cleaned, the Facilities Manager and Community team will be responsible for ensuring all communal spaces remain clean and well-presented. Should additional cleaning be required outside the standard scope of works, the Facilities Manager and Community team will coordinate with the janitorial team.

Residents will be responsible for the cleanliness within their dwelling during the length of the tenancy lease agreement. RTLco will ensure the dwelling is cleaned prior to a new resident taking occupancy of the dwelling.

RTLco will conduct a routine inspection of each occupied apartment at regular intervals (not to exceed four times per year, or the otherwise statutory limit) to ensure the apartments are remaining in good condition with full functionality. The statutory minimum notice in line with RTA requirements will be given prior to a routine inspection, and if RTLco believes that the resident is not meeting their obligations under the rental agreement, the resident will be given a chance to rectify any issues. Further failure will result in a notice of breach of duty to be issued.

MOVE-IN / MOVE-OUT

RTLco's team will manage the move-in and move-out of all residents. As part of the booking process, we ask residents to provide RTLco with an expected arrival date and time, to allow RTLco staff to ensure the loading dock and bump-in/bump-out rooms needed are available. Residents will be informed of the parking and loading/unloading

restrictions around the property, including maximum furniture sizes that safely fit within the lifts, furniture ‘bump-in’ locations for each location, and access routes. Residents will be responsible for any damage caused by themselves or their agents while moving in or moving out.

RTLco will offer a moving service to incoming and outgoing residents, for which a third-party furniture moving contractor will be managed by RTLco.

Upon arrival, new residents will receive a Welcome Pack from reception staff, including:

- RFID Access card/fob
- Property Information including:
 - Community Handbook,
 - Emergency Safety and Evacuation Procedures,
 - Access, Safety and Security Information,
 - Complaint Handling Information,
 - Entry Inspection Report,
- Accompanied by an email, which includes:
 - Instructions on the property technology including Mobile Key Access and Intercom System,
 - Information on available internet connection options for their tenancy,
 - A privacy policy and notice of the use of CCTV cameras within public and communal areas around the precinct.

Additionally, residents may elect to purchase a variety of accessory packs from RTLco, which they will receive on arrival or shortly after ordering if they have already arrived. These optional packages reduce the amount of luggage residents will need to bring with them and ensure they are comfortable in their new home from their arrival day:

- Furniture packs
- Kitchen and Dining packs
- Bedding Packs (Co-living residents only)
- Bathroom Linen Packs
- Household Supplies

RTLco are responsible for confirming the specific departure date and time with all residents moving in and out. Scheduling these details allows the team to plan for peak arrival/departure periods and increase staff to process and conduct exit inspections of the dwellings and arrange exit cleaning as needed.

FURNITURE MOVING ACCESS TO EACH BUILDING

Bump-in / Bump-out Areas

Within each building, specific areas have been provided for residents to temporarily store furniture and other household items while moving in or out, at their own risk. Access routes for furniture moving trucks (SRV or MRV) have been considered and included within the design, though generally this is a car-free precinct, so direct access

is limited in some scenarios. A spotter is required where a furniture moving truck accesses the site via an area shared with pedestrians, and specific health and safety procedures are required. It is the resident's responsibility to arrange for a suitably skilled or qualified spotter to be available when a moving or delivery truck is accessing a pedestrian shared zone within the precinct. The size of all lift cars have been selected to accommodate furniture-moving. The diagramme below illustrates all routes for furniture moving, for each building/building area:



Figure 2 – Move-in / Move-out Access Diagramme.

Building A

1. Vehicle access via Farr Street to Ground floor basement level.
2. Unload items from vehicle to the loading bay near the ramp.
3. Transfer to bump-in / bump-out room near the ramp.
4. Move furniture to apartment via either lift core.

Building B

1. Vehicle access via Farr Street to Ground floor basement level, OR via the loading dock.
2. Unload items from vehicle to one of the two loading bays adjacent Hardware Lane. If unloading from the loading dock.
3. Transfer to one of the two bump-in / bump-out rooms adjacent Hardware Lane, closest to the applicable lift core.
4. Move furniture to apartment via either lift core.

Building C

1. Co-living-only building. All dwellings are furnished, so minimal furniture-moving is expected.
2. Vehicle access to loading dock or Mitchell Road.
3. Walk to the appropriate lift core.

Building D

1. Co-living-only building. All dwellings are furnished, so minimal furniture-moving is expected.
2. Vehicle access to loading dock or Mitchell Road.
3. Walk to the appropriate lift core.

Building E

1. Vehicle access to precinct via Farr Street through shared-zone, entry between Buildings F and G.
2. Unload items from vehicle in shared-zone to temporary loading zone on Ground Floor of Building E.
3. Transfer to one of the two bump-in / bump-out rooms at either lift core of Building E.
4. Move furniture to dwelling via either lift.

Building F

1. Vehicle access to precinct via Farr Street through shared-zone, entry between Buildings F and G.
2. Unload items from vehicle in shared-zone to temporary loading zone on Ground Floor of Building E.
3. Transfer to bump-in / bump-out rooms in Building F.
4. Move furniture to apartment via lift.

Building G

1. Vehicle access to precinct via Farr Street through shared-zone, entry between Buildings F and G.
2. Unload items from vehicle in shared-zone to temporary loading zone on Ground Floor of Building E.
3. Transfer to Ground Floor lobby/hallway at end of Building G.
4. Move furniture to apartment via either lift core.

DELIVERY AND POSTAGE

Each building will be given its own street address to make wayfinding via online maps intuitive for visitors and food delivery drivers. Couriers and postal delivery drivers are to deliver letters and parcels to the centralized mailroom and parcel lockers access from Hardware Lane.

With both centralised and 'per building lobby' delivery methods, resident education must be undertaken by RTLco staff. The Community Handbook includes instructions on how to order deliveries of all types, and which address to use for different types of

delivery.

ACCESSIBLE DWELLING RESIDENT APPLICATION AND MOVE-IN PROCESS

All rooms are subject to availability, including accessible dwellings. Accessible dwellings are prioritised to those who have need of the specifically designed dwellings, by first allocating those who do not have need of them to other dwelling types.

A prospective resident may apply for an accessible dwelling in their online application, which includes a questionnaire regarding any requirements they have of their dwelling to accommodate any disabilities.

During the move-in process, a Personal Emergency Evacuation Plan for anyone who requires assistance in such an event. This plan will be created in consultation with the individual upon their move-in, if they indicate they require assistance in an emergency. Refer to Part 9 for further information.

SMOKING

Residents will be asked to refrain from smoking within indoor and smokefree outdoor areas the property including apartments, communal terraces/balconies and directly outside the main entrances of the buildings. Residents will also be reminded via the community handbook that it is illegal in Australia to smoke in shared/public areas. Smoking will not be permitted in reception areas, lobbies, communal areas, corridors, stairwells, bike storage or bin stores. For the avoidance of doubt, this also prohibits the use of electronic cigarettes and shisha pipes in these areas. RTLco staff will be responsible for ensuring that these areas remain smoke free.

Residents are permitted to smoke on their private balconies, as long as it does not affect the peaceful enjoyment of others.

BICYCLE STORAGE

RTLco will provide adequate bicycle storage with 748 bicycle spaces as directed by the Traffic Engineering Report. Residents will be able to use one of the secure racks for the duration of their tenancy free of charge. Adequate bicycle spaces are available for commercial, retail tenants, visitors and guests.

Bicycle racks are located on the basement and ground floors across the precinct. Access restricted to residents who have registered access requirements via RFID locks for all bicycle storage areas. In addition, the bicycle store and entry and exit from the store is covered by 24/7 CCTV monitoring and adequate lighting.

The RTLco concierge team will be available during working hours to register residents who need access to bicycle storage and update their RFID access rights. Information regarding bicycle storage is included in the community handbook.

CAR PARKING

There are 216 residential car parks available to residents, 22 Car Share parks, and 7 visitor/contractor car parks across the two basement levels accessed from Farr Street. In a separate parking area accessed from Mitchell Road 33 retail car parks are situated close to the retail tenancies. The basement parking areas are secured with RFID access to residents, staff and visitors only, with CCTV cameras located at each entrance/exit. 8 of the residential car parks are accessible car parks, 2 of the staff car parks are accessible, and 1 of the retail car parks is an accessible carpark.

There are 2 carwash bays available for residents use in the basement on Lower Ground Level.

CAR SHARE PROVISIONS & MANAGEMENT

22 Car Share parks are provided in the basement.

These vehicles each have an electronic locking system which is activated by the residents RFID fobs or smartphone. Security boom gates at the basement entry/exit are activated using residents RFID fob/smartphone also.

EV CAR CHARGING

Electric vehicle charges will be provided for 10% of all residential car parks, with infrastructure provisions enabling retrofitting for the remaining residential car parks. Additionally, EV chargers will be provided for 10% of retail car parks, and 100% of all car share parks will have EV chargers.

The EV charger provisions will be in the form of a dedicated EV distribution board pre-commissioned and equipped with fire trip, communication gateway and space for future meter, circuit and RCD. In addition to the EV distribution boards, containment pathways will need to be installed where a car space needs to have EV provisions.

A Load Management System (LMS) will be employed as part of the installation to prevent excessive EV charger power draw during peak demand periods, allowing for reduced peak load capacity.

The EV Charger infrastructure has been adequately designed to mitigate fire risk, and fire safety features have been included in the design.

Each EV Car Charger is activated by RFID to allow individual billing and use by residents only. EV charging is at the users own risk.

VISITORS

A hosting resident will be responsible for the visitors' conduct whilst the visitor is in the property, and for allowing them access. The residents must ensure the visitor abides by the expectations set out in the community handbook and community rules.

Visitors will not be issued with a key and our staff will not provide access to buildings or apartments for a visitor.

Contractors who have been engaged by RTLco will be provided an RFID key to access only the areas their work pertains to.

PERSONAL BELONGINGS

Residents are responsible for their personal belongings. RTLco accept no liability for loss or damage to personal property or to articles of value, except where this arises as a result of negligence by RTLco, or any of their employees or agents. Residents will need to have in place an insurance policy that covers loss or damage to personal property during their stay.

If either a resident or a RTLco staff member suspect theft has occurred, this should be reported immediately to the police. RTLco will fully assist police in any investigation.

“LIBRARY OF THINGS”

In buildings that include co-living units, a communal library of household items will be available to book (high-quality vacuum cleaners, kitchen equipment, projectors etc.). These items can be booked through an integrated app by any resident of the floor(s) associated to that Library, including Co-living, Affordable Housing, and BTR residents.

Use of these items will be charged to the residents at a nominal fee. Residents must clean the items before returning them.

The maintenance and replacement of these items will be managed by RTLco, who will inspect and catalogue these items on a regular basis.

PART 4 – OPERATIONAL MODEL OVERVIEW: MARKET HOUSING (BTR & CO-LIVING)

TENANCY MANAGEMENT

RTLco (and their CHP for Affordable Housing Dwellings) will coordinate property inspection and leasing arrangements. The Community Manager and concierge team will manage and undertake property inspections, and the dedicated leasing team will manage all aspects of the tenancy in line with:

- NSW Residential Tenancies Act 2010
 - A copy of the tenant information statement (available in other languages)
 - A copy of the proposed tenancy agreement – using the standard residential tenancy agreement template
 - Two copies (or one PDF electronic copy) of the condition report completed by the landlord or agent
 - An invitation to lodge the bond using Rental Bonds Online.
- The management entity's policies and procedures (to be made available to tenants and online).

At the point the lease is signed, RTLco 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
- Community Handbook for Tenants.
- Green Travel Plan to encourage alternative transportation

BUILD TO RENT: MARKET RENTAL ALLOCATION

- 484 dwellings will be made available as market rental housing. These dwellings are spread across a range of typologies to attract a diverse tenancy mix. There is no eligibility criteria for tenants of build to rent housing, except two rental references. Rental references will be contacted by the RTLco Leasing team during the resident application process.
- Tenancy terms to comply with RTA requirements.

CO-LIVING: MARKET RENTAL ALLOCATION

- 589 dwellings will be made available as market rental housing. There is no eligibility criteria for tenants of Co-living housing, except two rental references. Rental references will be contacted by the RTLco Leasing team during the resident application process.
- Tenancy terms to comply with RTA requirements.

PART 5 – OPERATIONAL MODEL OVERVIEW: AFFORDABLE HOUSING

AFFORDABLE HOUSING ALLOCATION

- 115 dwellings will be made available as affordable rental housing. These dwellings are spread across a range of typologies to attract a diverse tenancy mix. RTLco and their partner Community Housing Provider (CHP) partner will manage these dwellings to ensure tenants are not placed into housing stress by paying no more than 30% of their gross income in rent.

AFFORDABLE HOUSING TENANCY MANAGEMENT

RTLco and their partner Community Housing Provider (CHP) partner will coordinate leasing arrangements in line with:

- NSW Residential Tenancies Act 2010
 - A copy of the [tenant information statement](#) (available in other languages),
 - A copy of the proposed tenancy agreement – using the [standard residential tenancy agreement](#) template
 - Two copies (or one PDF electronic copy) of the [condition report](#) completed by the landlord or agent
 - An invitation to lodge the bond [using Rental Bonds Online](#).
- Community Housing Providers (Adoption of National Law) Act 2012
- 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,
 - Community Handbook for Tenants,
 - Green Travel Plan to encourage alternative transportation.
- Tenancy terms to comply with RTA requirements.

PART 6 – OPERATIONAL MODEL OVERVIEW: RETAIL, COMMERCIAL & COMMUNITY AREAS

RETAIL TENANCY MANAGEMENT

NSW Retail Tenancy

Retail tenancies will be leased based on NSW Retail Leases Act (1994) and tenancy guidelines, with an Agreement for Lease (AFL) and Lease agreed to and signed by the Lessor and Lessee. This includes but is not limited to:

- The lease term (start/end dates)
- How the rent is calculated
- Any agreed securities (eg. cash bond, third party guarantee, or bank guarantee)
- Who is responsible for the costs of installing fixtures and fittings in the premises (the fit-out)
- Who repairs and who maintains the premises and equipment
- If there is an option to renew or extend the lease
- A description of the premises and the address
- If and how the rent can be changed
- The type of business the lessee intends to operate (i.e. the permitted use)
- Any outgoings the lessee must pay (e.g. land tax, cleaning, security, council rates, water/utility charges, etc)
- Core trading hours (when the premises must be open for business) - if applicable
- Any 'make good' provisions

License Agreements

There will be the opportunity for some tenancies to include areas outside of the tenancy's premises as part of the lease. This could be for additional storage or an al-fresco offering to add to the vibrancy of the precinct. This will be set up under a license agreement or within the lease and will be decided on a per-tenant basis.

Retail Disclosure Statement

The Lessor will provide a Retail Disclosure Statement (with Part A signed by the lessor) at least seven days before they begin a new lease or renew a lease. There are two parts to the Disclosure Statement – one that the Lessor signs (Part A, known as the Lessor's Disclosure Statement) and one that the Lessee signs (Part B, known as the Lessee's Disclosure Statement).

Authority Approvals

The tenant should receive all appropriate authority approvals including but not limited to: permitted use, hours of operation, and fitout design. This will be a requirement under the lease and the Lessor and Lessee should refer to particulars detailed therein.

Fitout Guide

Following signing of a lease, the Lessor will provide a Fitout Guide which will detail the precinct interface requirements during construction and operation for items including

but not limited to:

- ESG (e.g. Green Star),
- Noise,
- Parking,
- Loading,
- Waste,
- Access,
- Precinct plans and procedures; and
- Other associated items.

Prior to fitout, if not already included in the fitout guide, the Lessor will provide a point of contact (name, phone number, email address) for Facilities and Operations Managers on site to assist in coordination of works.

Registering the Lease

Lessors must register a retail lease with a term of more than three years. This must be done within three months of the lease being signed by both parties via NSW Land Registry Services.

Ongoing Management

Once let, the tenancy will be managed by the Lessee per the terms agreed in the AFL and Lease documents. The tenant will be respectful of the other precinct procedures.

COMMERCIAL LEASE MANAGEMENT

NSW Property & Conveyancing Act

Commercial tenancies will be leased based on NSW Conveyancing Act 1919 Part 8 , with an Agreement for Lease (AFL) and Lease agreed to and signed by the Lessor and Lessee. This includes but is not limited to:

- The lease term (start/end dates)
- How the rent is calculated
- Any agreed securities (eg. cash bond, third party guarantee, or bank guarantee)
- Who is responsible for the costs of installing fixtures and fittings in the premises (the fit-out)
- Who repairs and who maintains the premises and equipment
- If there is an option to renew or extend the lease
- A description of the premises and the address
- If and how the rent can be changed
- The type of business the lessee intends to operate (i.e. the permitted use)
- Any outgoings the lessee must pay (e.g. land tax, cleaning, security, council rates, water/utility charges, etc)
- Core trading hours (when the premises must be open for business) - if applicable
- Any 'make good' provisions

License Agreements

There will be the opportunity for some tenancies to include areas outside of the tenancy's premises as part of the lease. This could be for additional storage or an al-fresco offering to add to the vibrancy of the precinct. This will be set up under a license agreement or within the lease and will be decided on a per-tenant basis.

Disclosure Statement

A non-retail lease does not require a Disclosure Statement.

Authority Approvals

The tenant should receive all appropriate authority approvals including but not limited to: permitted use, hours of operation, and fitout design. This will be a requirement under the lease and the Lessor and Lessee should refer to particulars detailed therein.

Fitout Guide

Following signing of a lease, the Lessor will provide a Fitout Guide which will detail the precinct interface requirements during construction and operation for items including but not limited to:

- ESG (e.g. Green Star),
- Noise,
- Parking,
- Loading,
- Waste,
- Access,
- Precinct plans and procedures; and
- Other associated items.

Prior to fitout, if not already included in the fitout guide, the Lessor will provide a point of contact (Name, phone number, email address) for Facilities and Operations Managers on site to assist in coordination of works.

Registering the Lease

Lessors must register a retail lease with a term of more than three years. This must be done within three months of the lease being signed by both parties via NSW Land Registry Services.

Ongoing Management

Once let, the tenancy will be managed by the Lessee per the terms agreed in the AFL and Lease documents. The tenant will be respectful of the other precinct procedures.

COMMUNITY / PUBLIC SPACE MANAGEMENT**Creative Hub**

The Creative Hub will be available rent-free to artists within the community to provide a space to practice, exhibit and grow. The intent is to retain the artist community that is being displaced by the housing crisis which is current at the time of writing.

An appropriate management system for the Creative Hub is yet to be developed, and will be included in this Plan of Management at a later time.

PART 7 – TENANT PARTICIPATION

The management entity will create a Community Handbook that we will provide to all residents at the start of their tenancy. This will detail expectations around tenancy and community rules, regulations and requirements and will cover use of common areas, mail, rubbish/waste, car and bike parking, storage, lifts, security devices and other facilities.

The Community Handbook 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:

- Resident feedback forums to allow residents to convey their opinions to 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.
- Resident representation within a committee to govern the community space, manage artist residencies and community events.
- Creation and maintenance of community gardens.

PART 8 – COMPLAINT AND INCIDENT HANDLING

The management entity will encourage residents, 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 Precinct Manager will establish and chair the community feedback forum group to ensure that feedback from residents is incorporated into regular reviews of management and maintenance procedures.

The Precinct Manager will establish and chair an external stakeholder group to ensure the precinct 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).

INCIDENT 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 antisocial 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 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 of NSW Police, 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.

NOISE COMPLAINTS PROCEDURE

The resident communal facilities have Community Guidelines (Community Rules, available in the Community Handbook) which residents will be expected to abide by, and management are expected to administer. One target is minimising the potential for noise impacts, in accordance with the conditions of consent and recommendations of accompanying acoustic reports.

The following noise and vibration sources associated with the operation of the resident communal facilities includes:

- External (outside) areas such as the landscaped areas, courtyards and rooftop terraces/gardens.
- Patrons (residents and resident guests) leaving and entering the premises.
- Waste disposal, sorting and collection of bottles.
- Fitness and Wellness Areas inclusive of background music, air conditioning and use of exercise machines and free weights.
- Resident communal areas.
- Communal music rooms.

The following management measures will be put in place in addition to recommendations included in the Acoustic Report referenced within the development consent package:

- Liaison with neighbours and local police.
- Maintaining record of those committing noise violations in their resident files.
- All Team Members will be made aware of the courtesy hours and noise restrictions.
- Operational details and potential noise impacts are to be included as part of any new Team Member onboarding, whereby staff will be instructed on how to address noise violations and document such interactions.
- New vendors/suppliers will have education on noise restrictions during their onboarding process.
- It is anticipated that noise mitigation such as close of doors and openings, restrictions on sound systems, incorporating sound amelioration and restriction on patron numbers will be implemented.
- Restrictions on the noise level of amplified music.

Any noise complaints (even excessive noise during daytime hours) can be reported to the precinct staff . During business hours, the management team on site will address noise concerns directly. In after-hours times, the Courtesy Patrol Officer will have a mobile phone to take calls from anyone wanting to report a noise complaint or other issue. Residents will also be reminded to contact 000 in emergency situations.

Residents and guests found to be in violation of the noise policy will be addressed and documented in their resident file. Typical escalation of continued episodes includes verbal warning, written warning, breach notifications, and if warranted, termination of the resident's lease agreement with the Landlord.

The complaints procedure will be available in the Community Handbook. The procedure will encourage residents to discuss all concerns with the onsite community team in the first instance. If the concerns are unable to be resolved the below escalation process will follow to ensure that complaints are resolved to the satisfaction of all involved. (Contact information for the Precinct Manager are also available to others/non-residents that may have concerns/complaints.

Step 1: Report any concerns in writing to the onsite team

Step 2: Formal complaint in writing to the Precinct Manager

Step 3: Complaint Escalation to the Regional Operations Manager

Step 4: Complaint Escalation to the Chief of Operations

PART 9 – SITE SAFETY, MANAGEMENT AND MAINTENANCE

HEALTH & SAFETY

All property contractors will be required to complete a property safety induction prior to the commencement of any works. See 'Contractor Site Induction Handbook' Appendix 3.

All residents will be expected to participate in one fire drill annually including a full property evacuation. To ensure that the property remains safe, we will ask the residents and visitors to the property to abide by the following:

- No bicycles, luggage or other goods are to be left in or around the reception areas, communal spaces (internal and external), corridors, staircases, lift lobbies, entrance halls, laundry, or refuse store;
- Clothes or fabrics are not to be hung out of the windows, over balcony balustrades, or doors of the property;
- The residents and visitors to the property will be asked to familiarise themselves with the fire evacuation plan and assembly point.
- No fire pits or open-flame braziers shall be permitted on resident balconies, but enclosed BBQs are permitted.
- External or large lithium batteries (e.g. Power tool or e-bike batteries) shall not be charged within dwellings. Specialised, fire-protected charging cabinets are provided for resident use at their own risk.

Prior to arriving at the property residents will be provided with further health and safety information which they should ensure they are familiar with such as:

- Time and day for the monthly fire alarm tests
- Fire alarm evacuation and assembly points
- Avoiding accidental fire alarm activation

SAFETY AND SECURITY MEASURES

Safety and security measures will be integrated within the design of the buildings and open spaces, with the detailed design of the subsequent stages being informed by the preparation of detailed Crime Prevention Through Environmental Design Reports (CPTED). A range of safety and security measures will be available within the building.

These may 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. Tenants must acknowledge and accept the use of CCTV at the commencement of their tenancy.

- back of house areas will only be accessible to the management entity staff and commercial tenants.

FIRE SAFETY

The building will meet all fire regulations and standards under the Building Code of Australia. The Facilities Manager will ensure that the current Fire Statement and related fire safety schedule for the property will be displayed in the lobby area of each building. 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.
- Tier 1 alarm monitoring centre 24/7.

EMERGENCY PROCEDURES

Emergency Response Plan will be communicated to the residents at move-in to the property. The Plan will detail procedures for staff and residents to follow in a range of emergency situations. This document will be regularly reviewed and updated as required.

Ongoing, Emergency Evacuation Plans will be displayed throughout the common areas of the property to ensure residents and visitors are aware of where to go in an emergency.

The Fire Indicator Panel (FIP) and Emergency Warning and Intercommunication System (EWIS) system will be maintained under a service contract, testing will take place as required to remain compliant.

There will be an alarm monitoring contract in place to ensure timely action and response by Fire & Rescue NSW. In addition to this, a hierarchy of RTLco contacts will be notified in the event the property evacuation alarm is activated, this will ensure appropriate support to the onsite team in an emergency.

All staff will be trained in emergency response and evacuation procedures, in addition to a full property evacuation conducted annually. Personal Emergency Evacuation Plans (PEEP) will be created for any residents requiring additional assistance in the event of an emergency. Completed PEEP's will be communicated to all staff and a copy kept with evacuation procedures in the FIP room for ease of access for emergency services.

FLOOD MANAGEMENT

Overview of Flood Risk

The Marrickville Timberyards precinct is at risk of flash flooding during storms lasting less than six hours. Flash floods can develop quickly and recede within a few hours, requiring proactive emergency planning. RTLco will review and update Flood Emergency Response Plans (FERPs) annually, and staff are trained according to these plans. In the event of a flood, RTLco staff will follow these FERPs

Before a Flooding Event

RTLco has designated Flood Wardens to communicate updates to occupants. The Flood Warden monitors weather forecasts, and regularly checks the Bureau of Meteorology (BoM) warnings and updates. If a flood warning is issued by the BoM, the Flood Warden is to notify residents and retail tenants by email or SMS message.

As part of the move-in induction process, ground floor tenants will be given information on how to prepare a Home FloodSafe Emergency Plan. Upon notification from the Flood Warden of an imminent flooding event, residents are to activate their Home FloodSafe Plans and prepare ground-floor properties.

Pre-flood evacuation is possible before roads become inundated. If there is enough warning before roads become inundated, residents and staff are to evacuate to centres like Marrickville Town Hall or Petersham Town Hall via flood-free roads. Evacuation is also possible using major routes such as the A36 Princes Highway or A34 New Canterbury Road.

During a Flooding Event

If safe evacuation is not possible because roads are flooding, residents and staff are advised to move to higher ground or shelter in place. During extreme flooding events, the estimated time residents will need to shelter in place is 3.5 hours. Therefore, the risk to life associated with the isolation of this Marrickville community during this short time of isolation is assumed to be minor.

Residents and staff are to follow instructions from the Flood Warden and SES updates, avoid floodwaters and wait for conditions to improve before moving.

EMERGENCY EVACUATION FOR THOSE WITH DISABILITIES

Personal Emergency Evacuation Plans (PEEPs) will be integrated into the Emergency Response Plan. The PEEP will include specific evacuation methods for disabled individuals for each area of each building.

Residents can elect to develop a PEEP with building management staff at the beginning of their tenancy. When developing the PEEP, is tailored to the specific needs of disabled individuals, detailing their evacuation method, the individual's preferences and needs, and communication methods and training for building management staff.

PEEPs will be developed with regard to specific considerations for different impairments in disability fire evacuations, including:

- Mobility impairments
 - Provision of handrails
 - Use of evacuation chairs
 - Ensuring adequate staff assistance
- Hearing impairments
 - Visual alarms
 - Specific staff training
- Visual impairments
 - Suitable signage
 - Orientation aids
 - Accessible fire instruction
- Cognitive impairments
 - Suitable signage
 - Colour coding
 - Provision of additional support as needed

Staff training to develop and execute PEEP and effective disability fire evacuation will be provided to building management staff.

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 development consent or subsequent consents.

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.

MAINTENANCE AND REPAIRS

The Facilities Manager will be responsible for the plant, equipment, and general upkeep of all building services, landscaping and facilities within the property.

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 in line with RTA requirements.

Residents will be able to log any maintenance service requests via an online portal and resident app. Specific information along with photographs of the request will be sent to the Facilities Manager and technicians for investigation and repairs. Where possible, general repairs will be completed by the RTLco facilities team. Preferred tradespersons and technicians will be engaged to respond to specialised or large-scale fault repairs. Repairs that are required because a resident has caused the damage will be billed to the resident. Regular wear and tear will not be billed to the residents. For example, plumbing maintenance if no incident caused damage would be considered wear and tear.

Scheduled and preventative maintenance schedules will be in place to ensure all plant and equipment is well maintained and remains compliant. 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. Whenever access is required to an occupied apartment to conduct these works, residents will be notified in line with the minimum notice periods detailed in the Residential Tenancies Act.

The Facilities Manager will be responsible for all landscaping requirements and street frontage of the property.

GRAFFITI REMOVAL

Graffiti removal is essential to maintain the aesthetic appeal, safety, and community perception of the building. Prompt removal discourages further vandalism by reducing the sense of neglect that graffiti can create. It also ensures that residents and visitors feel safe and comfortable in their surroundings, fostering a sense of pride in the property.

Graffiti removal will be prioritized as part of ongoing property management. Any graffiti

identified on the building or within the premises will be removed in a timely manner.

WASTE MANAGEMENT

General

A contracted cleaner will clean the bin area twice a week. RTLco will be responsible for making the bins available for collection by Council or the private contractor at the designated collection point following the bin collection schedule and return bins to the holding areas and residential garbage chute rooms across the precinct. Retail and commercial tenants will be responsible for waste management for their tenancy.

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.

Residents will be able to dispose of household waste via the bin chutes located on each floor (and at each core) of the property. Waste will be sorted into recycling, general and organic waste. Waste will be collected from the storage area twice per week. Additionally, an e-waste recycling collection receptacle will also be available to meet Green Star requirements and create another way for residents to recycle. All oversized waste and further recycling opportunities can be taken to the bulky waste rooms located on the Basement Level 1 of the property. Access to the bin storage areas will be limited to the management entity's staff and commercial/retail tenants who will have a separate storage area.

The Timberyard commons will have two (2) Dog Waste Stations comprising poo bag dispenser and waste bin for effective management of dog waste by residents.

All Internal & External Common Areas will have general and recycling waste bins located at regular intervals throughout common areas for residents and visitors to dispose of their waste. RTLco will employ a contractor groundskeeper, as well as a Janitorial company as needed to ensure there is 7 days a week eyes on these common spaces to make sure that the grounds are kept appropriately maintained and tour ready. This will include regular emptying of bins.

RTLco will be responsible for ensuring the timely collection and disposal of rubbish on a regular basis; residents remain responsible for ensuring all waste is disposed of appropriately, this will be outlined in the Community Rules.

Any noise from the collection of waste will be compliant with relevant standards and will not unreasonably interfere or impact adjoining premises and public roads.
Refer to the Marrickville Timberyards Operational Waste Management Plan produced by MRA Consulting for detailed waste management information.

Residential Waste Collection Schedule:

General waste – twice per week

Recycling – once per week

Organics – once per week

Bulky waste – as required (schedule to be confirmed with Council based on actual need)

Waste Management System Summary

The following specific management methods for the various collection waste streams generated at the site, including alternative waste streams outside of general waste, recycling and organics, are communicated to residents and retail/commercial tenancy operators:

- **General waste:** General waste shall be placed within a tied plastic bag prior to transferring into collection bins. For collection purposes, general waste shall be stored within a mobile garbage bin (MBG).
- **Commingled Recycling:** All recyclables to be stored in commingled bins (mixed plastic, paper, cardboard, glass, aluminium steel). All recyclables are to be decanted loose (not bagged) with containers un-capped, drained and rinsed prior to disposal into the recycling bin. Paper should be flattened and placed in paper and cardboard bin if applicable.
- **Garden Waste:** Landscaping at the site will be maintained by an external contractor who will remove all vegetation waste from ongoing maintenance activities.
- **Paper and Cardboard:** Should copious quantities of paper and cardboard waste be generated, a separate service may be suitable for application at the site. The contracted waste service provider may be able to provide separate paper and cardboard bins for the source separation and collection of paper and cardboard waste.
- **Food Waste:** Commercial food organics waste generation from the development can be collected and treated on-site at small scale should RTLco decide to do so. Organics treatment can be used to produce conditioners, compost or vermiculture castings for application on or off-site. Equipment options include different size and capacity composters, dehydrators, worm farms and macerators. For organics treated to acceptable standards, discharge of effluent or any output to sewer as commercial trade wastewater may be permitted.
- **Food Donation:** Management of commercial and food and beverage uses may like to explore the potential for donation of excess consumable food to charities such as OzHarvest or FoodBank NSW.
- **Other (Problem) Waste:** The disposal of hard, bulky, electronic, liquid or potentially hazardous wastes shall be organised between the operator and site users as necessary.

Waste Management and Recycling Method

The Flow of **residential waste and recycling** goes from generation to collection through several steps:

1. Waste is temporarily stored within the dwelling at its point of generation in an appropriately sized receptacle, clearly marked for type of waste (for example, in the kitchen);
2. Residents are to transfer waste to the waste chute area on each floor for appropriate disposal into respective waste chutes;

3. Organics and bulky waste can be taken down to each building core waste room which will have an area separated from chute volume handling infrastructure for the disposal and temporary storage of organic waste and bulky waste;
4. RTLco are responsible for maintenance of bins and the waste storage rooms ensuring bins are clean and in working order. RTLco are also responsible for switching out full bins and monitoring bin fullness;
5. RTLco will make use of bin tugs and trailers retained in the bin holding area on the basement level to retrieve full bins from building cores as required. To ensure this is maintained effectively, buildings will be on a rotation schedule so not all buildings require change over every day;
6. Full bins will be brought to the holding rooms located on Basement Level 1 or the Ground Floor for holding prior to scheduled collections;
7. RTLco is to ensure contracts with Council waste contractor, who also ensure appropriate collection scheduling and access is organised to minimise noise, odour, vermin, and visual amenity impacts to residents, staff, visitors and the public
8. Waste contractor to collect waste from loading dock on Ground Floor, which has been designed to accommodate several MRV and HRV sized vehicles to accommodate Council and commercial waste collection vehicles.

The Flow of **commercial and retail waste and recycling** goes from generation to collection through several steps:

1. Waste is temporarily stored at its point of generation in an appropriately sized receptacle, clearly marked for type of waste;
2. Site cleaners and staff are to transfer waste to the respective waste storage room for appropriate disposal into respective bin;
3. Cleaning staff and site management are responsible for maintenance of bins and the waste storage rooms, ensuring bins are clean and in working order. Cleaning staff and site management are also responsible for switching out full bins and monitoring bin fullness;
4. Site management is to ensure contracts with Council or a private waste contractor, who also ensure appropriate collection scheduling and access is organised to minimise, odour, vermin and visual amenity impacts to residents, staff, visitors and public.
5. Waste contractor to collect waste from loading dock on Ground Floor, which has been designed to accommodate several MRV and HRV sized vehicles to accommodate Council and commercial waste collection vehicles.

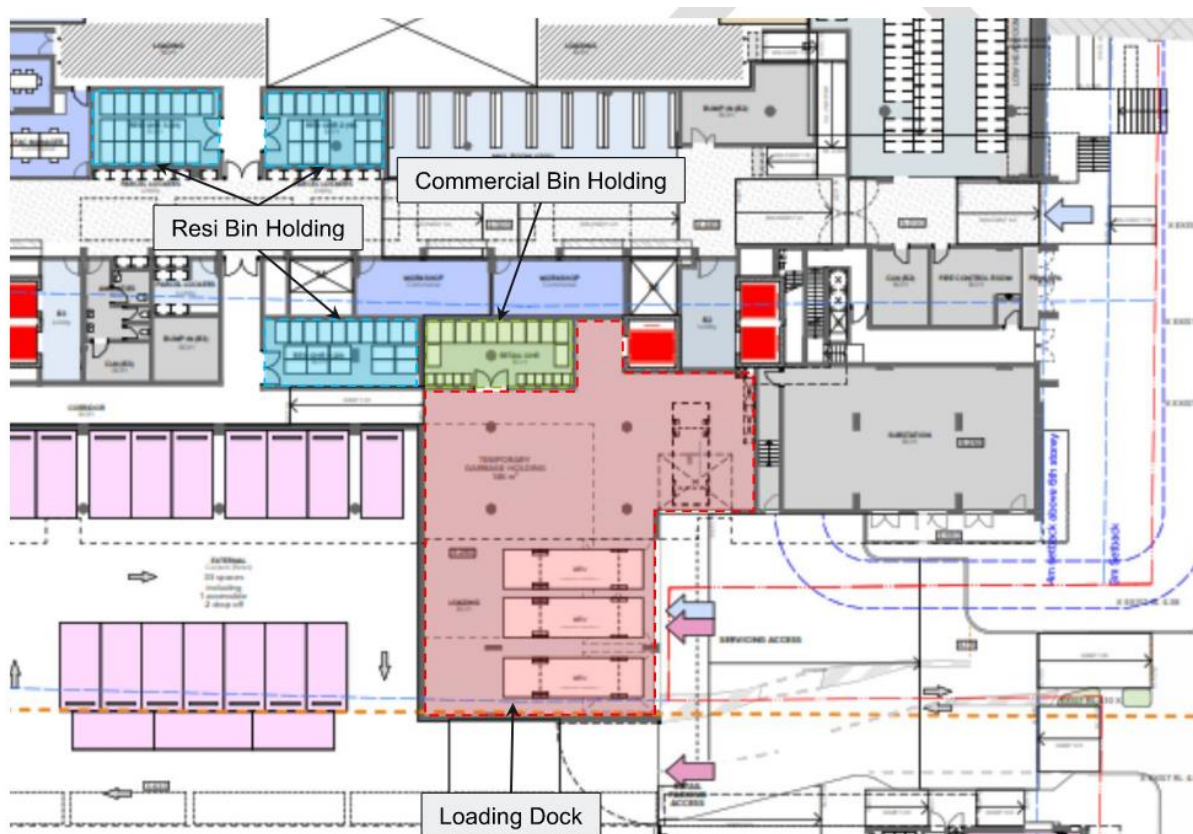


Figure 3 – Ground Floor Loading Dock and Bin Storage Areas.

Waste Management System and Responsibilities

The Precinct Manager is responsible for the management of waste at the site. Should there be any issues that impact on operational efficiency, safety and suitability of waste management, management will be responsible for making any necessary changes.

Responsibilities include:

- Using the Waste Management Plan (prepared by MRA Consulting) to inform waste management procedures for waste minimisation and resource recovery;
- Providing educational materials and information on sorting methods for recycled waste, awareness of waste management procedures for waste minimisation and resource recovery;
- Maintaining a valid and current contract with a licensed waste service provider for waste and recycling collection and disposal;
- Making information available to residents and visitors about waste management procedures;
- Organising, maintaining and cleaning bins as part of a regular maintenance schedule;
- Manoeuvring bins to specified onsite collection point prior to and following scheduled collection of waste bins;
- Organising bulky waste collections as required;
- Ensuring bin allocation and waste/recycling collection frequency is adequate. Requesting additional infrastructure or services where necessary; and
- Monitoring any vermin and pest issues and arranging appropriate controls (traps or fumigating) and maintenance of doors or other points of potential entry.



Figure 4 – Waste Management Diagramme (Basement)



Figure 5 – Waste Management Diagramme (Lower Ground)

GROUNDS, GARDENS AND PEST MANAGEMENT

The soft landscaping planters and plants used around the property public/communal outdoor areas and terraces have all been selected for their drought hardy characteristics, and low maintenance. Routine maintenance will be carried out as

required by third party contractors. Residents are responsible for maintenance of their own plantings within dwellings, on balconies or their part of a community garden.

A pest management program will be initiated by the RTLco team. This will be an outsourced program that meets Australian Standards. The onsite team will initiate any non-routine pest inspection visits and monitor for any indoor/outdoor outbreaks. Regular inspections of resident apartments will be conducted in line with the Residential Tenancy Act.

The dwellings of pet owners will be inspected for pet-dander and vermin, and if present, the resident is liable for costs to rectify.

PART 10 – 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. It is required that this indicative PoM is updated by the future Building Management Team.

PART 11 – OPERATOR DECLARATION

Declaration of Understanding and Compliance Marrickville Timberyards Plan of Management

Building Name/Address:

Marrickville Timberyards
177 Victoria Road, Marrickville NSW 2204

Building Operator/Company:

RTLco.

Declaration

I, the undersigned, hereby declare that I have read, understand, and agree to comply with the requirements, guidelines, and procedures outlined in the Building Plan of Management for the above property. I also confirm that I will ensure that all members of the operations team are informed of and adhere to the Plan of Management to maintain the property's compliance, safety, and operational standards.

I further acknowledge that:

1. **Knowledge of Procedures:** I am fully aware of all safety, maintenance, and operational protocols outlined within the Plan of Management.
2. **Team Training and Awareness:** I commit to providing necessary training and communication to all team members and contractors to ensure understanding and compliance with the Plan of Management.
3. **Ongoing Compliance:** I understand that it is my responsibility to ensure ongoing compliance with all procedures within the Plan of Management and to update any relevant parties should policies or personnel change.
4. **Review and Reporting:** I agree to periodically review and update the Plan of Management as required and to report any incidents, breaches, or required modifications promptly to the appropriate management team.

Signature: _____

Name: _____

Position/Title: _____

Date: _____