

# Operational Plan of Management

## 11 Gibbons Street, Redfern



September 2020

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## 1. Introduction

This Operational Plan of Management has been prepared for the social and affordable housing development at 11 Gibbons Street, Redfern.

The property will include ground floor commercial units including an SGCH office, where staff will provide property and tenancy management services for residents. The upper 17 levels will provide 160 social and affordable housing units for people who are on low and moderate incomes.

## 2. Purpose

The Operational Plan of Management sets out clear measures and practices for the on-going management of the 160 social and affordable housing units and common areas, which includes some shared areas with the ground floor commercial tenants.

The plan ensures a high level of amenity of accommodation for residential tenants, with minimal impact on the adjoining neighbours and community.

## 3. Operational Model

### 3.1. Operator

SGCH is one of the largest community housing providers in Australia, with over 30 years' experience providing housing to people in need. We currently provide homes to more than 11,000 people in over 6,600 social and affordable housing properties across the Sydney Metropolitan region, including over 500 affordable housing dwellings. We have well-established tenancy management and property maintenance systems and will incorporate the management of the affordable housing units at Redfern into these processes.

Website: [www.sgch.com.au](http://www.sgch.com.au) | Email: [affordablehousing@sgch.com.au](mailto:affordablehousing@sgch.com.au) | Phone: 02 9585 1499

### 3.2. Allocations

#### Affordable Allocations

We will manage the eligibility for the units under the [NSW Affordable Housing Ministerial Guidelines](#) and allocate to workers on low and moderate incomes. Applicants must also meet the criteria below as set out in the [SGCH Affordable Housing Policy](#):

- meet affordable housing income limits set out in NSW Affordable Housing Guidelines
- be an Australian citizen or permanent resident
- be a resident in New South Wales
- prove their identity
- be able to meet their responsibilities as a tenant, with or without support

- be paying back any money that they owe to the Department of Communities and Justice (Housing) or a community housing provider
- usually, be 18 years of age or older
- not have assets that could help resolve their own housing needs including a large amount of savings, property, shares or investments
- demonstrate they need housing and cannot resolve their own housing needs without help.

We will advertise vacant properties online at domain.com.au, the SGCH website and in other relevant locations as required. We will assess the applications and make an offer of housing to those who meet the eligibility criteria. SGCH will maintain a waitlist and review ongoing eligibility.

We will set all rents in accordance with the [NSW Affordable Housing Ministerial Guidelines](#) and charge a discount to market rate.

### **Social Housing Allocations**

We will allocate general social housing to eligible people from the NSW Housing Register in accordance with NSW Housing Pathways Policies and SGCH Allocations and Eligibility Policies (links below). Generally, we will make allocations according to priority, date of application and the suitability of the available property.

[Housing Pathways Policy – Eligibility](#)

[SGCH Allocations Policy](#)

[SGCH Eligibility Policy](#)

Rent will be charged in accordance with the [NSW Community Housing Rent Policy](#) and [SGCH Rent Policy](#)

### **3.3. Tenancy Management**

Each tenant will be required to enter into a NSW Residential Tenancy Agreement (Lease) with SGCH. We will also assign tenants a dedicated Tenancy Manager who will manage all aspects of the tenancy in line with:

- NSW Residential Tenancies Act 2010
- NSW Affordable Housing Ministerial Guidelines
- SGCH policies and procedures (which can be viewed at [www.sgch.com.au/tenants/tenancypolicies](http://www.sgch.com.au/tenants/tenancypolicies))

At the point that the lease is signed, we will give tenants relevant information about the building and their tenancy and provide them with the following documents:

- Property Condition Report
- SGCH Fire Safety Factsheet
- SGCH Maintenance Factsheet

- SGCH Customer Service Charter
- SGCH Dignity and Respect Charter
- Building Guide for Tenants.

SGCH will be responsible for the following tenancy management functions:

- determining and managing eligibility, allocation, and termination of housing
- tenant induction including educating residents on the use of the building's environmental systems
- undertaking regular property inspections
- determining and managing rent payments and managing arrears
- managing and addressing complaints and appeals.

We will also offer a range of other services and programs to residents, including employment, training, community development and support programs.

### Building Guide for Tenants

SGCH will create a Building Guide that we will provide to all tenants at the start of their tenancy. This will detail expectations around tenancy and property management rules, regulations and requirements and will cover use of common areas, mail, rubbish, bike storage, lifts and other facilities. We will also display key messages in common areas via appropriately placed signs.

## 3.4. Residential Accommodation

### Apartments

The Gibbons Street development includes 160 self-contained apartments over 17 floors, comprising:

1 bed	63
2 bed	91
3 bed	4
Dual key apartments – comprising 1 studio + 1, 2-bed apartment	2

Each apartment has a private balcony.

### Common Areas and Shared Space

Common areas and shared space for tenants includes:

- garden areas on Levels 3 and 17 with built in seating and landscaping
- residents' common room on Level 3
- bicycle storage area holding up to 80 bicycles for residents

- bin storage area
- lobby and lifts.

We have designed common areas and shared spaces to be accessible to people with a disability.

The common areas will be locked after hours in accordance with the Development Consent conditions.

### **Safety and Security**

A range of safety and security measures are available within the building. These include:

- automatic lighting in hallways, stairs, and external areas
- secure residential entries and exits located on Gibbons Street (front entrance) and William Lane (back entrance leading to bicycle storage)
- individual secure access for each tenant to their unit. Tenants will only be able to access the floor they live on and Levels 3 and Level 17 where the 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 lobby and hallways on each level, bike store, communal open spaces and driveway
- the gated driveway and loading dock will only be accessible to SGCH staff and commercial tenants.

### **Environmental Systems in the Building**

Solar panels on the roof will power the mechanical air ventilation system servicing each unit and common area lighting as part of SGCH's commitment to sustainable development.

Tenant induction will include information on how residents can maximise thermal comfort within units to reduce energy use.

### **3.5. Building Management**

SGCH will be responsible for tenancy and property management under the NSW *Residential Tenancies Act 2010*. SGCH will ensure that there are staff in the ground floor office who will oversee the daily operational management of the building.

Tenants, stakeholders, and the community can contact SGCH during business hours on (02) 9585 1499. They can also ring this number out of business hours for any emergency or urgent events.

### **Waste Management**

Each tenant will be responsible for depositing their waste in the chutes located on each level.

Access to the bin storage areas will be limited to SGCH staff and commercial tenants who will have a separate storage area.

The residential bin storage area contains:

Waste type	Number of bins	Collections a week
Recycling bins (1100L)	12 (+1 under chute)	2
Waste bins (1100L)	6 (+1 under chute)	2

We will provide an area separate to the bin storage for the storage and collection of bulky goods. Residents must coordinate all bulky goods movements and storage with building management and Council, where they will be collected onsite.

SGCH will implement the following measures for waste management:

- regular monitoring and review of the waste management systems
- clear and easy to read signs and labels in and around the bin storage area including signs asking residents not to leave bulky goods in common or shared areas.

A contracted cleaner will clean the bin area twice a week. Bins will be collected from the private driveway along the southern boundary following the bin collection schedule and returned to the holding area.

### Service & Delivery Vehicle Access

There is no residential carparking provided at the building.

Service vehicle access to the site is provided via a one-way system entering off William Lane and exiting onto Gibbons Street.

The driveway will be secured by electronic gates with an intercom. Access to this area for loading and unloading must be coordinated with SGCH.

Council's waste trucks and emergency services will have access codes to ensure unobstructed access is available.

### Maintenance

SGCH will engage a multi-trade contractor to perform building service works. 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 we maintain the property to a high standard. This includes landscaping and cleaning of outdoor areas and common areas.

SGCH 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 office at Gibbons Street or at our head office in Hurstville.

### Signs

The following signs will be located in the lobby:

- SGCH contact details for any emergency or urgent repairs or maintenance

- emergency contacts including NSW Police, Ambulance and Fire and Rescue
- Annual fire safety certification
- emergency evacuation egress map.

### Fire Safety

The building will meet all fire regulations and standards under the Building Code of Australia. SGCH 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 SGCH Fire Safety Program, we 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.

## 4. Feedback and Complaints

SGCH encourages tenants, neighbours and stakeholders to provide feedback on our service. We use this feedback to improve our service delivery and customer service.

Feedback including general enquiries and complaints can be provided by completing a [Feedback form](#), or by phone, email or in person at our Gibbons Street office. The SGCH Manager, Customer Feedback will manage formal complaints.