

Operational Plan of Management Revised Development – December 2025

Mountains Blue Alpine Retreat and Residences

218 RESIDENTIAL & 52 SERVICED APARTMENTS

Address: 142-150 Narrow Neck Road, Katoomba, NSW 2780

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Operational Plan of Management

Revised Development – December 2025

142–150 Narrow Neck Road, Katoomba NSW 2780

This revised Operational Plan of Management (OPM) replaces the October 2025 version and reflects the current development comprising 218 residential apartments, noting 15% of the residential GFA is allocated to the provision of in-fill affordable housing, 52 serviced apartments, resident facilities, restaurant (ancillary wellness Centre) within Building H, corner building that accommodates a restaurant and various information & education facilities and associated siteworks, access ways and landscaping known as Mountains Blue Alpine Retreat & Residences Estate.

1. Introduction

1.1. Purpose

This OPM establishes the operational framework, procedures and responsibilities for the high-quality mixed-use development at 142-150 Narrow Neck Road, Katoomba. The Development is intended to provide long-term accommodation, short-stay tourism and wellness offering integrated within the Blue Mountains setting while respecting local character and amenity.

This Operational Plan of Management (“OPM”) focused to deliver safe, efficient and sustainable day-to-day management of all buildings, guests, residents and public interfaces, ensure compliance with State Significant Development consent conditions and relevant NSW legislation. The OPM provides a framework for the ongoing management of the development in accordance with the Development Contract and Community Management Statement and ensuring community and economic benefits (including affordable housing, local employment and tourism) while minimizing adverse impact such as traffic, noise and environmental risks.

The OPM will be implemented under the direction of the developer, VDM Prime Pty Ltd ACN 653 899 953, until such time as the Community Association assumes management responsibilities in accordance with the Community Management Statement (CMS).

1.2. Objectives

- Define responsibilities and behavioral expectations for residents, guests and patrons.
- Protect residential amenity of all site facilities to support high resident and guest safety and satisfaction.
- Meet legislative and best-practice standards for safety, food, liquor and environment.
- Maximize community benefits like affordable housing, local jobs creation to support Blue Mountains tourism and economic growth.
- Manage facilities efficiently to achieve high resident/guest satisfaction and compliance with SSD consent conditions, BMCC requirements and NSW regulations.

2. Site & Development Description

The development comprises a mix of residential and hospitality uses, and will deliver:

- A diverse range of new high-quality homes – 218 residential apartments with 15 % of affordable housing compound and 52 serviced apartments designed for comfort, accessibility and modern living, with a mix of sizes to suit different households.
- Vibrant dining and social spaces – two welcoming restaurants and an Information Centre providing visitor information, interpretive displays, and community engagement space for locals and visitors alike.
- A Wellness and Arts Hub – featuring a wellness Centre for residents only, and art gallery facilities designed to bring creativity, culture and wellbeing together in one place.

- Convenient and secure parking inside of the buildings with direct lift access to the residences , staff and guests, with smart design to manage environmental conditions and access smoothly.
- Green connections – new landscaped walking and cycling paths linking to nearby destinations such as the Golf Course, the Escarpment, and Narrow Neck and Glencoe Roads.

Collectively, these facilities form part of Mountains Blue Alpine Retreat & Residences Estate, an integrated mixed-use precinct designed to provide a high-quality lifestyle and visitor experience. It promotes the sustainable and environmental living that will boost the local economy through jobs, tourism, and housing diversity, including substantial affordable units promoting social inclusion amid Blue Mountains LEP incentives.

3. Hours of Operation

- Residential apartments: 24 hours / 7 days.
- Serviced apartments: 24 hours / 7 days with 24-hour duty manager/reception.
- Restaurants: 6:00 am – 12:00 midnight, 7 days.
- Information Centre: 8:00 am – 6:00 pm, 7 days (a publicly accessible non-licensed facility).

3.1. Delivery & Servicing Windows

Loading dock windows: Weekdays 7:00 am–6:00 pm; Saturdays 8:00 am–1:00 pm; no regular deliveries Sundays/Public Holidays unless approved.

3.2. Outdoor Dining Hours (If Applicable)

Outdoor dining: 7:00 am–10:00 pm; no amplified music; furniture within approved boundaries.

4. Access, Security & Safety (CPTED)

CPTED principles guide operations, with electronic access separation, secure BOH areas and compliant lighting.

4.1. CCTV & Data Retention

CCTV covers entries, lobbies, car parks, restaurant counters and foyers; ≥30 day retention; privacy signage.

4.2. Security Staffing & Incident Escalation

Duty manager during trading; security on peak nights/events; escalation warning → refusal → ejection → Police; incidents logged (see Section 9.3).

4.3. Smoking & Vaping Policy

No smoking/vaping indoors or within 4 m of entries; any designated area away from residential entries.

4.4. Crime Risk Assessment & Compliance

1. A site-specific crime risk assessment will be maintained and reviewed annually by the Building/Facilities Manager in consultation with NSW Police (Blue Mountains Police Area Command).
2. Operations will implement **Crime Prevention Through Environmental Design (CPTED)** principles across **natural surveillance, access control, territorial reinforcement, and maintenance/management**.
3. This Section must be read with: 3.0 Hours of Operation, 4.1–4.3 Security Controls, 7.0 Restaurants/Café Protocols, 9.0 Waste/Service, 10.0 Noise & Amenity, 13.0 Emergency Management, 14.0 Incident & Complaints, 17.0 Management Structure.

4.5. Natural Surveillance

1. Provide clear sightlines to entries, lobbies, lifts, stairs, car-parks, and pedestrian routes; avoid blind corners through glazing, mirrors, and lighting.
2. Activate ground fronts: restaurant host stations, café counters, and reception/lobby sightlines oriented toward public approaches.
3. Outdoor dining and queuing are to remain within tenancy frontages to preserve passive surveillance.
4. Landscaping to maintain 0.6 m max shrub height and 2.2 m min canopy clearance in surveillance zones.

4.6. Access Control

1. Electronic access controls (keycards/credentials) will restrict movement between public, resident, serviced-apartment, BOH and plant areas.
2. After-hours door schedules default to locked; intercom/CCTV verification required for access.
3. Secure bike rooms, parcel lockers, and end-of-trip facilities; anti-tailgating signage at lobby and car-park entries.
4. Loading dock access limited to booked windows; contractors signed in and escorted via BOH routes (ref. 3.1 and 9.0).

4.7. Territorial Reinforcement & Wayfinding

1. Clear boundary definition: paving changes, planting bands, bollards, and signage to indicate public vs private/controlled areas.
2. Wayfinding directs visitors to lobbies, restaurants, taxi/ride-share points, and designated smoking area (ref. 4.3).
3. House rules are displayed at entries (quiet-departure, no loitering, no BYO).

4.8. Lighting for Safety (complements Environmental Light Management)

1. Provide uniform, glare-controlled illumination to paths, car-parks, entries, and signage; avoid over-lighting that causes scatter or shadows.
2. Target: minimum maintained horizontal illuminance per relevant Australian standards for pedestrian and car-park categories.
3. Integrate **warm spectrum (≤ 3000 K)** fittings, cut-off optics, and motion-sensing in low-use periods; align with **Environmental Management – Light Management** to limit spill to bushland corridors.
4. Maintain lighting assets; rectify outages within 48 hours where practicable.

4.9. CCTV Coverage & Data Integrity (operates with 4.1)

1. Maintain camera coverage to public entries, lobbies, lifts, car-park aisles, restaurant host points, BOH/service doors, and loading dock aprons.
2. Minimum **30-day** retention with secure export for Police upon lawful request; privacy signage displayed at monitored areas.
3. Conduct annual camera audit for focus, angles, lighting adequacy, and retention integrity; document in the compliance register.

4.10. Staffing, Monitoring & Incident Response (builds on 4.2 and 14.0)

1. Duty Manager present during trading; add licensed security on peak nights/events per risk tiering in 8.1.
2. Graduated response: **engage** → **warn** → **refuse service/entry** → **escort/eject** → **Police**.
3. All refusals, ejections, trespass directions, assaults, thefts, and vandalism recorded in the **Incident Register** with time, location, persons involved, action taken, and any CCTV reference (ref. 9.3 & 14.0).
4. Visible “quiet-departure” and dispersal management for late trading and exits.

4.11. Public Realm Interface & Off-Site Mitigation

1. Nominate signed **ride-share/taxi pick-up** away from residential entries; provide wayfinding arrows and host/security marshalling during peaks (ref. 8.1).
2. Manage queues within frontage lines; use portable belt barriers and staff oversight to prevent spill to public footpaths (ref. 7.2).
3. Graffiti removal within 24 hours where practicable; rapid repair of damaged fixtures and lighting (ref. 12.0).
4. Maintain clear sightlines across setbacks; prune landscaping to protect visibility of entries, ATMs/payment points, and signage.

4.12. High-Risk Uses & Events (links to 7.3 and 8.1)

1. Licensed service (if applicable) governed by the **Alcohol Management Plan**: RSA coverage, barring register, responsible promotions, water availability, refusal/ejection logging (ref. 7.3).
2. Post-event debriefs logged, with corrective actions entered into the annual review.

4.13. Records, Training & Audit (ties to 9.3 and 16.1)

1. Maintain training records for CPTED, RSA (if licensed), incident handling, CCTV privacy, and emergency procedures.
2. **Quarterly CPTED audit**: check lighting levels, camera views, landscaping heights, signage, access controls, and queue/pick-up operations; file actions and close-out dates.
3. Include CPTED findings and incident trends in the **Annual Review** (ref. 16.1), with improvement measures assigned to the relevant manager (ref. 17.0).

5. Residential Apartments – Operational Protocols

- By-laws for noise, parking, pets (where permitted), waste and visitor conduct.

- Move-ins/outs via Building Manager and loading dock.
- Parcel lockers/mail room; large deliveries via loading dock.
- 24/7 duty phone; defects/complaints logged and actioned.
- Credentialed lift access to residential floors.

6. Serviced Apartments – Operational Protocols

- Commercial operator with 24-hour onsite presence.
- Electronic check-in/out; guest register; ID/payment verification.
- Daily cleaning and linen service; BOH routes for housekeeping.

6.1. Occupancy & Stay Parameters

Max persons per apartment per approved plans and BCA. Length-of-stay per planning controls/licences..

6.2. Guest Conduct & House Policies

Quiet hours 10 pm–7 am; balcony rules; no parties. Breaches may lead to eviction. 24/7 contact displayed.

7. Restaurants & Information Centre – Operational Protocols

Two ground-floor restaurants and an Information Centre at street level; Building H restaurant 25 m × 20 m. Host-managed entries; table service; BOH separation for deliveries/waste.

7.1. Queue Management & Dispersal

Queues within tenancy boundaries; quiet-departure messaging; staff at exits; way-finding to transport. Storage clauses like PCTFREE to minimize connection. Multy-consmer setup for dispersal flexibility, message grouping for batch efficiency and exeption queueues for errr isolation.

7.2. Alcohol Management Plan (If Licensed)

RSA staff only; free water; no service to minors/intoxicated; responsible promotions; barring register; refusals/ejections logged (see Section 9.3).

7.3. Information Centre – Visitor Management & Public Safety

The Information Centre operates as a community-facing facility providing visitor information, interpretive media, and local tourism support. It is staffed during all operating hours with CCTV coverage of public areas.

Public Wi-Fi and digital display terminals include appropriate use signage and automatic timeout settings. Emergency procedures, fire egress plans, and first-aid resources are clearly displayed. All staff complete training in visitor assistance, accessibility, and safety protocols.

7.4. Odour, Exhaust & Grease Management

Compliant exhaust/odour control; grease arrestors serviced; used oil stored/collected by licensed contractor; records on site.

8. Traffic, Parking & End-of-Trip Facilities

- Basement parking allocation separates residents, serviced apartments and visitors.
- End-of-trip facilities (showers/lockers) for staff and delivery riders where applicable.

8.1. Ride-Share & Taxi Coordination

Wayfinding directs patrons to designated pick-up/drop-off areas to minimise noise near residential entries.

8.2. Delivery Rider Staging (If Applicable)

Designated rider waiting area away from residential lobbies; engines off; quiet waiting enforced.

9. Waste, Deliveries & Servicing

9.1. Operational Waste Management Plan (Rev 5)

This section implements *Operational Waste Management Plan (Rev 5)* and forms the operational framework for ongoing waste, delivery and servicing activities for all components of the development—residential apartments, serviced apartments, restaurants and the Information Centre.

The Plan was developed in consultation with **Blue Mountains City Council, JR Richards Waste Services**, and **NSW EPA** representatives during pre-lodgement stakeholder meetings documented in the *Community and Stakeholder Engagement (CASE) Report – October 2025*. It aligns with the **Operational Waste Management Plan from Elephant foot Consulting (14.01.2026)**, **Ecologically Sustainable Design (ESD) Assessment Report (16.01.2026)**, **Social Impact Assessment, Traffic Impact Assessment (TEF Consult 21110, 13.01.2026)**, **Deboke Consulting Storm-water Report (16.01.2026)** and **E-LAB Acoustic & Vibration Report (Rev 003, 13.01.2026)** to ensure waste operations support broader sustainability and amenity outcomes.

9.2. Stakeholder / Agency Engagement Summary

Stakeholder / Agency	Key Comment / Direction	Response / Action Integrated in OWMP (Rev C)
Blue Mountains City Council – Waste & Resource Recovery Unit	Requested alignment with <i>BMCC Waste Avoidance & Resource Recovery Strategy 2021–2030</i> and standardised FOGO separation.	Introduced five-stream separation; shared compactors for restaurants; residential FOGO collection integrated with landscaping green-waste management.

Stakeholder / Agency	Key Comment / Direction	Response / Action Integrated in OWMP (Rev C)
JR Richards Waste Services (Potential Contractor)	Recommended dual-bin rotation for commercial kitchens and alternate-day serviced-apartment collection.	Daily kitchen waste removal and alternate-day apartment waste scheduling adopted.
NSW EPA (Advisory Input)	Sought explicit cross-link between OWMP, ESD metrics, and stormwater quality controls.	Added ESD integration (Clause 9.6) and spill-containment for waste rooms.
Local Community (Per CASE Report)	Raised concerns about odour, truck noise, and early collections.	Collection hours restricted 7 am–6 pm weekdays / 8 am–1 pm Saturdays; acoustic enclosure for compactors; no Sunday or public-holiday collections.

9.3. Waste Streams & Organics

Separate streams are maintained for **general waste, co-mingled recyclables, cardboard, food & garden organics (FOGO), and used cooking oil.**

All bins are **colour-coded and labelled** in accordance with AS 4123 and BMCC guidelines. Restaurant staff receive induction training on correct segregation, and organics are stored in sealed, chilled bins to control odour and vermin.

9.4. Pest Management

A licensed pest-control contractor is to be engaged under a standing service agreement. Scheduled inspections and treatments will occur at intervals compliant with the **NSW Food Authority Food Safety Standards.**

Rapid response procedures apply for any reported pest activity. Records are retained in accordance with Section 9.5.

9.5. Records & Audits

Comprehensive records are retained for:

- Waste collections and delivery dockets;
- Grease-trap pump-outs and compactor servicing;
- RSA training, food-safety inspections, and pest-control reports; and
- Incident responses relating to odour, spillage, or amenity.

All records must be kept for a **minimum of 24 months** and made available to Council or other authorities upon request.

9.6. Integration with Other Disciplines

Traffic & Servicing:

All waste and delivery vehicles will utilise the **southern service driveway** and reverse into the **enclosed loading dock** as demonstrated in the TEF Consult Traffic Impact Assessment (21110

Rev 03a). Swept-path modeling confirms safe egress without interference to resident or visitor movements.

Storm-water Management:

Waste-room floors and compactor pads drain to the **trade-waste line** via silt and grease interceptors in accordance with the **Deboke Consulting Stormwater Report (Rev 2)**. External storage areas are roofed and bunded to prevent stormwater contamination.

Acoustic & Amenity:

Compactors are enclosed within acoustically-treated rooms and mounted on vibration-dampened pads consistent with **E-LAB Acoustic & Vibration Report (Ref 002, Sec 8.1)**. Bin movement and collection are restricted to approved hours to preserve residential amenity.

ESD & Social Sustainability:

Waste-minimization performance will be monitored through monthly reporting of waste volumes and contamination rates, consistent with **SLR ESD Assessment (610.033104.00001-R01)**. Community education materials on recycling and FOGO participation will be provided as part of the Social Impact Management Plan.

Waste Management :

Waste Management plan from Elephant foot Consulting to remote responsible source separation to reduce the amount of waste that goes to implement convenient and efficient waste management systems. Comply with all relevant council codes, policies, and guidelines.

9.7 Monitoring & Continuous Improvement

The Facilities Manager will coordinate quarterly waste-system reviews and an **annual audit** verifying:

- Collection efficiency and contamination rates;
- Compliance with traffic, acoustic and stormwater constraints; and
- Contractor performance and reporting accuracy.

Findings will be tabled in the **Annual Operational Review (Section 16.1)** and any required improvements implemented within the next audit cycle.

10. Noise & Amenity Management

- Comply with acoustic criteria and POEO Act.
- Doors/windows closed after 10:00 pm where practicable; no outdoor amplified music.
- Quiet-departure signage and staff marshalling at close.

10.1. Acoustic Verification & Monitoring

Post-occupation verification by acoustic consultant where required; sound limiters as needed; complaint investigations recorded.

11. Accessibility & Inclusive Design

Accessible paths of travel, lifts and amenities consistent with AS 1428 and NCC 2022; adaptable apartments distributed appropriately.

11.1. Accessible Operations

Accessible seating reserved in restaurants. Lifts remain available during events with priority protocols.

12. Cleaning, Maintenance & Graffiti

- Common areas/façades cleaned regularly; graffiti removed within 24 hours where practicable.
- Monthly inspections for defects/lighting; rectification tracked.

13. Emergency Management & Evacuation

- Procedures align with AS 3745 and the Building Fire Safety Schedule.
- Wardens appointed; annual drills; evacuation diagrams displayed.

14. Incident, Complaints & Neighbour Liaison

- Incident and complaints registers maintained; neighbour issues responded within 48 hours.
- Periodic liaison with Council/NSW Police; records available on request.

15. Environmental Management

15.1. Purpose

This section establishes environmental protection measures to ensure that the operation of the development minimises adverse impacts on the surrounding environment, native vegetation and wildlife, consistent with the Blue Mountains Local Environmental Plan and Development Control Plan.

16.2. Objectives

- a) Protect adjacent bushland and wildlife corridors.
- b) Manage light, noise, and waste to avoid ecological disturbance.
- c) Ensure compliance with all relevant environmental legislation and Council conditions of consent.

16.3. Light Management

Lighting within the development must be designed and operated to minimise light spill into adjoining vegetation, open space, and wildlife corridors.

The following measures apply:

1. All external lighting must comply with **AS/NZS 4282:2019 – Control of the Obtrusive Effects of Outdoor Lighting**.
2. Use **warm-spectrum (≤ 3000 K)**, low-intensity or motion-sensor lighting for pathways and car parks.
3. Avoid uplighting of trees or facades visible from the escarpment or national park.
4. Restaurant and Information Centre glazing and external lighting are designed to minimise light spill to surrounding vegetation and habitat areas. All external fixtures are shielded and directed downward to prevent glare or sky glow, consistent with *AS/NZS 4282 – Control of the Obtrusive Effects of Outdoor Lighting*. Interior lighting visible from outside is subdued after hours, with glazing treatments selected to reduce reflectivity and light transmission to nearby bushland and wildlife corridors.

5. Landscape screening should be used to further reduce glare and reflection.
6. The lighting system must be reviewed annually as part of the site's operational review.

16.4. Noise & Vibration

Operational noise from restaurants and plant equipment must comply with the **NSW EPA Noise Policy for Industry (2017)** and relevant Blue Mountains City Council conditions of consent.

16.5. Waste and Recycling

All waste must be managed in accordance with the approved Waste Management Plan and Council's *Waste & Resource Recovery Guidelines (2019)*.

Separate bins must be provided for general waste, recyclables, and food waste for restaurant and Information Centre operations.

16.6. Stormwater and Runoff

Stormwater management devices, including on-site detention basins and bio-retention areas, must be maintained to prevent sediment discharge to the environment.

All maintenance records must be kept by the Facilities Manager and made available to Council upon request.

16.7. Review and Compliance

The Environmental Management provisions of this Plan must be reviewed annually by the Community Association or appointed Facilities Manager, with findings recorded in the annual management report.

16. Compliance, Review & Version Control

Annual review and after any material change in use, licence or configuration. Updated versions issued to staff and held on site for inspection.

16.1. Audit Schedule & Annual Review

Quarterly audits (RSA, food safety, waste, noise, safety, records). Annual review summarises incidents, complaints and corrective actions.

17. Management Structure & Responsibilities

Building Manager	Site-wide compliance, resident liaison, maintenance oversight, consent condition tracking.
Serviced Apartment Operator	Bookings, reception, guest conduct, housekeeping, guest register, 24/7 duty manager.
Restaurant Operator	Patron management, RSA compliance, food safety supervision, BOH coordination.

Security Contractor	After-hours patrols, CCTV monitoring, incident response and ejection support.
Cleaning/Waste Contractor	Waste rooms, collections, hygiene, pest management coordination.

17.1. Community Association Management

A Community Association will be created under the Community Land Development Act 2021 to manage the shared facilities, including but not limited to:

- Waste and recycling areas;
- Shared parking and access roads;
- Landscaping and stormwater detention areas;

The Community Association will operate under the guidance of the Community Management Statement (CMS) and this OPM.

A strata or facilities manager may be appointed by the Association to oversee day-to-day operations, maintenance contracts, and compliance with all relevant Council conditions.

18. Review & Updates

This OPM must be read in conjunction with the current Development Contract and the Community Management Statement (CMS). Any amendments to these documents must be reflected in the OPM to ensure consistent management across the residential, hospitality, and shared facilities within the Mountains Blue Alpine Retreat & Residences Estate.