

Iglu Student Accommodation

Operational Management Plan

Iglu Redfern II

80-88 Regent St, Redfern





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1. Summary

Iglu Pty Ltd ("Iglu") is a specialist student accommodation developer and operator. Iglu provides tertiary students with a high quality, all-inclusive accommodation service offering, located within close proximity to universities, local amenities and public transport. Iglu's aim is to provide accommodation and warm hospitality that enables and enhances students' academic and social experience.

Iglu Redfern II will be amalgamated with Iglu Redfern, located adjacent at 66 Regent Street, Redfern which commenced occupancy in February 2018. Iglu Redfern II will be adjoined with Iglu Redfern via the community space on level 1.

Iglu Redfern II will offer a range of studio units, loft units and 6-bed cluster units, with each bedroom containing a private en-suite bathroom. Iglu Redfern II will also provide additional rooms designed for the key disability groups.

This operational management plan addresses all operational and management procedures to ensure the premise operates in conjunction with the existing Iglu Redfern and without disturbance to the surrounding locality. Each student entering into a contract with Iglu will be provided with House Rules highlighting the rules of the property including a noise policy, hours of operation and key contacts.

The property monitoring systems will ensure all students living at Iglu Redfern II are provided with a safe and secure environment with electronic door locking systems, CCTV to monitor all site entry points and access limited to student residents only and staff members.

A Fire Safety Statement will be certified on an annual basis and the certificate will be clearly displayed in the reception area. A whole-of-site fire evacuation drill will be carried out twice a year, and all fire Emergency Warning and Intercommunication Systems (EWIS) checked and maintained on a monthly basis.

Iglu Redfern's General Manager will be responsible for the running of Iglu Redfern II and will be supported by a team of Iglu property management staff members. The staff profile will include Resident Leaders (student employees), who will be responsible for the organisation of property events and activities to encourage interaction and participation amongst students. These activities will range from academic assistance and cultural awareness evenings through to BBQ's and games nights. The General Manager will be contactable 24 hours per day, 7 days per week with a team of professional staff members and Resident Leaders who are also available at various times.



2. Property

2.1 Location

Iglu Redfern II is bounded by Regent Street to the east, William Lane to the west and Marian Street to the South.

Iglu Redfern II will be adjoined with Iglu Redfern via the community space on level 1.

The property is located 3 minutes walking distance (150m) from Redfern station and 7 minutes walking distance (750m) from the University of Sydney.

Being located within 150 metres of Redfern Station, students living at Iglu Redfern will be able to commute to a number of universities and venues throughout Sydney in less than 5 minutes.

The property will house a number of bicycle racks to encourage students to cycle around the local area.

2.2 Operating Systems

Iglu Redfern II will be utilising the same comprehensive student housing management system as Iglu Redfern. It offers a complete solution for the successful management of accommodation service to students. Modules include;

- Online Housing Applications – allows residents to place an enquiry/application via the properties website with forms tailored to the requirements of the property.
- Room Selection – Allows residents to enter preferences for roommates, share apartment location, room types and apply to live with a friend.
- Billing Functionality - for automated charging, rental runs, and invoices. Allows payments to be made online to their account.
- Communications – Mail merge capabilities, SMS communications, email databases for clients/enquiries/reserved and in-house guests.
- Reporting – comprehensive reporting on debtors, overdue arrivals/departures, statistical compilation including nationality/gender/course enrolments etc.
- Maintenance – records property inventory and condition, schedules room inspections and close rooms for maintenance. Allows maintenance jobs to be logged online.
- Incident Management – flags resident's involved in incidents, records notes and correspondence and supports the uploading of supporting documentation.

2.3 Rooms

Iglu Redfern II will be made up of a total of 265 beds. Iglu provides three types of rooms available for the key disability groups; the mobility-impaired, hearing and speech impaired and vision impaired. The beds will be broken down as follows:

Type of Apartment	Number of Beds
Studio Units	163*
Loft Units	6
Six Bedroom Cluster Units	16
Total	265

*Includes rooms available for the key disability groups.

Table 1: Room Type Breakdown

Every bedroom at Iglu Redfern II will contain:

- Lockable door;
- Bed;
- Desk lamp;
- Desk & desk chair;
- Blinds;
- Wardrobe;
- Bookshelf;
- Mirror;



- Rubbish bin;
- Air-conditioning unit;
- Internet connection; and
- En-suite bathroom containing a shower, toilet, basin, cupboard and sink.

Common areas of share apartments will include:

- Couch/ottomans;
- Coffee table;
- Blinds;
- Dining table and chairs;
- Television;
- Cupboards;
- Television unit;
- WiFi internet connection;
- Rubbish bin;
- Air-conditioning, and
- Kitchen with cupboards, oven, microwave, stovetop, refrigerator, range hood and sink.

In addition to the bedroom items, studios will also include a kitchette with cupboards, convection microwave, stovetop, refrigerator, range hood and sink, blinds, dining table and chairs, television and rubbish bin.

Items such as an iron, ironing boards, mop and bucket, dustpan and vacuum cleaners will also be provided to each apartment.

Occupancy will be capped at one person per room except in the case of studios which are not to be occupied by more than two people.

Provisions will be made for guests and/or visitors who must register with Iglu Management prior to or upon arrival and upon departure.

2.4 Building Facilities

Iglu Redfern II has been designed to ensure that all building facilities enhance the study environment and social experience for Iglu's residents. All of Iglu's common areas are accessible for students with disabilities.

Iglu Redfern II will offer students additional communal spaces including:

Ground floor

- Garbage Room – providing a number of large bins for residents to dispose of general, comingle and cardboard waste.
- Bicycle Storage Area – providing a designated lockable space with bike racks for residents to store their bike securely onsite.

Mezzanine

- Bicycle Storage Area - providing a designated lockable space with bike racks for residents to store their bike securely onsite.
- Communal Laundry - providing five 8kg (or larger) washing machines and six 9kg dryers, notice board, clothes folding table and chairs for those waiting for their washing.

Level 1

- Courtyard – expanding the current resident courtyard by approximately 188m².
- Study Stations – provided for residents to utilise for individual study sessions etc.
- Casual Lounge Area – casual seating and 'chill-out' lounge spaces.

Roof Terrace

- Outdoor Terrace – outdoor area for residents, with tables and seating provided. Smoking is prohibited. Loud noise, including music, is prohibited in external common areas. All external areas will be locked off by Management at 10pm and re-opened at 9am, 7 days a week.



No speakers will be installed in any outdoor areas associated with the premises including public domain. Speakers within the premises will not be placed to direct music towards the outdoor areas associated with the premises.

2.5 Access and Security

Access to the property will be possible via the main entry foyer of Iglu Redfern adjacent to Regent Street and will be restricted via an electronically coded swipe card provided only to current in-house residents and staff.

Each student residing at Iglu will receive a swipe card programmed specifically for zoned access, namely the main foyer door, lift access to their floor, access to their studio or share apartment (and access to their room). Students will not be able to access any other share apartment/bedroom that they do not occupy. The electronic card system will allow Property Management to review and read every lock throughout the building and the cards that have accessed that point.

For addition security, CCTV is installed to monitor all external access points, lifts and public areas within the property. In line with current operations at Iglu Redfern, all external access points will have reed switches and are alarmed and linked to a 24-hour monitoring company which will call the duty manager if left open for an extended time. A duress button is installed within the reception/administration office that will be linked up to a 24-hour monitoring company in case of emergency.

Outside of office hours, there are Resident Leaders living onsite that are available to support students with administrative or pastoral care issues. Resident Leaders are employed and trained by Iglu to act as duty managers outside of office hours. Security Guards patrol the perimeter of the building as dictated by site specific neighbouring establishments and events. Iglu has strong relationships with adjoining neighbours in relation to security management.

2.6 Utilities

All costs associated with the provision and usage of utilities including gas, water and electricity will be included within the weekly accommodation fee. Consumption per share apartment/bedroom will nevertheless be monitored to encourage fair and reasonable usage and, if necessary, implementation of consumption controls or charging will result for excessive use.

2.7 Cleaning, Waste and Recycling

Cleaning

Iglu will be responsible for the upkeep and cleaning of all public areas of the property, ensuring they are cleaned daily during the week and as required on weekends. Public area cleaning refers to the vacuuming of carpets, removal of loose rubbish in walkways and lifts, mopping of floors, cleaning of walls and hard surfaces, common toilet cleaning and sterilisation and the sweeping and removal of rubbish on street frontage.

The cleanliness of share apartments, bathrooms and bedrooms will remain the responsibility of each occupant. Iglu will provide each share apartment with a vacuum cleaner, mop, bucket, broom, dustpan & brush but the students will be accountable for ensuring their room, bathroom and common share apartment space is maintained at a clean and hygienic standard.

In addition to the standard entry and exit condition inspection, Property Management will conduct apartment and room condition inspections on a biannual basis (unless required sooner) to ensure compliance with the standards set out in the Iglu Redfern House Rules. Property Management will provide occupants with at least three weeks' notice prior to conducting inspections to allow residents ample time to prepare. If upon inspection the dwelling be deemed to be below the required standard, the occupant/s of that share apartment will be given an additional 48 hours to rectify the failed items. If the accommodation areas are still unhygienic or unacceptable the residents will be asked to meet with Property Management to discuss the inspection where the residents may be charged the costs of rectifying the failed area/s.

Waste and Recycling

Iglu will provide a garbage room for deposit of garbage by residents. This room will be located on the ground floor and will include bin facilities for the disposal of both general waste as well as recyclables and cardboard materials.

Property Management will be responsible for ensuring the timely collection and disposal of collected rubbish on a regular basis but it will remain the responsibility of students to ensure that all rubbish is bagged and placed within the ground floor waste area. Noise from collection of waste will be compliant with all relevant standards and will not unreasonably interfere with adjoining premises or obstruct any public road.

2.8 Maintenance and Repairs

Iglu Redfern has a Senior Facilities Manager onsite and may appoint an Assistant Facilities Manager who together will be responsible for the general upkeep of all building services and facilities.

In conjunction with Property Management, the Senior Facilities Manager ensures that any maintenance requests received from students are documented and repaired wherever possible, as soon as possible. Should a larger fault occur, the services of an external contractor will be employed and repairs carried out as quickly as possible to limit disturbance to students and neighbours.



Scheduled property maintenance works will be arranged to ensure students are provided with a minimum notice period of 48 hours and every effort made to ensure any disturbance caused to students is limited. The minimum notice periods depend on the purpose of entry according to the Residential Tenancies Act 2010 and will be adhered to prior to entering a share apartment/bedroom.

The Senior Facilities Manager is also responsible for the upkeep of all common area equipment as well the landscaping of common gardens and street frontage.

Iglu will maintain and work to a site-specific Life Cycle Costing Plan and Asset Maintenance Plans to ensure that the quality of the fixtures, fittings and equipment is upheld to a high standard and routine maintenance is carried out. Property Risk Registers and Asset Registers will also be created post completion of the building and reviewed on a regular basis.

2.9 Fire Safety

A copy of the Fire Statement and current fire safety schedule for the premises will be prominently displayed in the reception area.

The Senior Facilities Manager alongside the General Manager will ensure that the Fire Statement will be certified on an annual basis and the certificate is clearly displayed in the reception area. This is incorporated into the property's Annual Maintenance Plan that forms part of the site-specific Asset Maintenance Plan.

2.10 Emergency Procedures

Iglu Redfern II will be incorporated into Iglu Redfern's approved response/action system to provide Emergency Response and to minimise false Fire Brigade call-out. The final solution is subject to compliance with building codes and fire safety approval.

The Fire Panel and Emergency Warning and Intercommunication Systems (EWIS) System will be located on the ground floor of the building and is under an annual service contract with monthly testing of the system. There is also a monitoring contract in place to ensure timely action and registration with the NSW Fire Brigade.

Iglu Redfern II will be reviewed prior to the occupation of students and an Emergency Response and Evacuation Plan will be fixed on the back of every entrance to an apartment and in common areas.

All staff are trained in Emergency Response and Evacuation procedures, fire drills and extinguisher usage with mandatory evacuation drills conducted twice a year as per Iglu Redfern's WHS Calendar. Personal Emergency Evacuation Plans (PEEP) are made with a person with a disability and communicated to staff members to ensure the safety of each resident in the case of an emergency.

Personal safety awareness sessions are conducted at the start of each semester or three times per year.

2.11 Incident Reporting and Complaints Procedure

Any resident, at any time, can contact an Iglu staff member to discuss a complaint against another resident or issue regarding the operation of the Property. Serious complaints must be lodged in writing.

As outlined in Iglu's Work Health & Safety Management Plan, the property WHS Committee documents any incidents, accidents, injuries, vandalism, close-calls and complaints on an online incident reporting system which is accessible on site when required. If relevant, follow up investigations, actions and changes that occur as a result of an incident or complaint is also documented within the original incident report.

3. Customers

3.1 Accommodation Terms

All 265 rooms within Iglu Redfern II will be available for rent on either a 6-month or 12-month residential tenancy agreement. All students must meet Iglu's eligibility criteria which states that each student must be enrolled in a tertiary institution and must be over the age of 18.

3.2 Property Rules

Every student residing at Iglu Redfern II will be provided with House Rules which will cover items such as;

- Rights and responsibilities (i.e. accommodation fee payments, privacy of information)
- Use of alcohol and drugs (i.e. alcohol prohibited areas, consequences of drugs on premises)
- Noise and curfew (i.e. noise policy, curfew of common and public areas)
- Iglu life (i.e. staff members, after hours contacts, cleaning expectations)
- Safety and security (i.e. being conscious of individual and fellow student's welfare)
- Dispute resolution and household problems (i.e. how we can help with any disputes or issues)
- Public space (i.e. be respectful of the public space around the Property including but not limited to no obstruction, anti-social behaviours and littering)



- Emergency procedures and contacts (what to do in case of an emergency and 000).

Below is an excerpt of key noise, drugs and alcohol policies within the House Rules.

"Drugs and Illegal Activity

The possession, growing, usage, or selling of any non-prescribed or illegal drugs and/or the possession of any equipment to aid the use of illegal drugs or substances is prohibited. Any breach of this Rule will be considered serious misconduct and result in disciplinary action including referral to the Police.

Alcohol

If you want to drink alcohol, please do so responsibly with consideration for your impact on others. Alcohol consumption at Iglu is not permitted in common areas unless at an Iglu organised social event.

Privacy and Quiet Enjoyment

You must be respectful of other's needs to live in a quiet and enjoyable environment.

When entering another student's Unit, please knock on the door and do not enter unless invited in. The Duty Manager holds a set of keys when on duty to deal with mislaid keys and emergencies only. Any person requesting entry into another person's unit will be denied access unless the occupier gives permission in writing.

Noise

Please be courteous and mindful of others around you at all times and limit any noise that may interrupt or concern other residents living either in the same Unit, or surrounding Units. Radios, televisions, stereos, musical instruments and other audio equipment should only be used to a volume that will not impact or disturb others."

Misconduct (including breach of any of the House Rules and obscene, harassing or discriminatory behaviours) is any action or series of actions that negatively impacts people and/or property at Iglu Redfern. Depending on the nature of the misconduct, Iglu may take disciplinary action including the following:

- Written warnings
- Recovery of financial cost or damages
- Termination of the Residential Agreement of the person(s) who have committed the misconduct
- Police involvement and/or legal action.

3.3 Community Program

Iglu Redfern has dedicated Resident Leaders (RLs) living onsite, who in conjunction with a team of property management staff organise and host a broad range of events and activities throughout the year for students living at the property.

These events are aimed at not only integrating students and assisting in the creation of a strong social community but also assisting students to adapt to university life and independent living. Activities run in the Iglu Community Program will aim to assist students in 4 main areas; personal development, focused around academic and life skills assistance, health and wellbeing, cultural sharing as well as social integration and community building.

3.4 Local Contacts/Links

A list of all important local community contacts, websites and phone numbers will be included in the Welcome Pack provided to each student upon check-in. A translated format will be provided if requested. A member of staff will also be contactable 24 hours per day, 7 days per week should any student require assistance during or after standard business hours.

3.5 Pastoral Care

A member of Iglu staff will always be available and onsite every day of the week, 24 hours per day.

In addition to emergency procedures, all staff are trained in First Aid, Mental Health and Dispute Management. Iglu places a high level of importance in ensuring students are offered a supportive, safe and inclusive environment to live in.

After hours staff are responsible for carrying out regular patrols of the property and each residential level throughout their shift to ensure no excessive noise or disturbance is being created to interfere with the quiet enjoyment of others. In accordance to Iglu Redfern's House Rules, any resident/s found to be repeatedly causing disturbance to others residing at Iglu Redfern will be subject to disciplinary action, which may result in termination of their agreement.



4. Staffing

4.1 Staff

Iglu operates a 24 hour a day, 7 day a week service for residents – meaning that there will always be a member of staff onsite and available to assist. General office hours of the reception run Monday to Friday, 9am to 7pm and Saturday to Sunday, 10am to 6pm. The General Manager is contactable 24 hours per day, 7 days per week and work with a team of professional staff members and Resident Leaders.

In addition to the current employees at Iglu Redfern, Iglu Redfern II intend to employ an additional 4 staff members.

4.2 Training

All staff employed by Iglu will be trained and conversant in the following areas;

- First Aid
- Mental Health
- Emergency Response and Evacuation
- Dispute Management
- Maintenance System
- Customer Service.

5. Review

This Plan will be complied with during the use of the premises and will be reviewed at least annually to ensure that operations at Iglu Redfern are kept up to date with Iglu Standards.