

Plan of Management – Template

This Appendix contains a template for use in the preparation of a Plan of Management for a Boarding House or Co-Living Housing development.

The Plan of Management sets out the various requirements and responsibilities of management and lodgers and includes:

- Management Arrangement and Staff contact details
- Lease Agreements
- Council consent compliance details
- Furniture/ Equipment
- Fire Safety
- Cleaning/ Maintenance/ Gardening/ Pest Control
- Inspection and recording records
- Waste and Recycling
- Maximum Occupation
- Safety, Security and Amenity
- Neighbour Interaction/ Complaints Handling
- Maintenance of an Incidents Register
- Use of Kitchen/ Meals provision
- House Rules
- Parking Arrangement
- Emergency Evacuation Plan
- Requirements for keeping Council informed of any change in management

Note: Requirements may change from time to time, and consultation should be made with Council to ensure currency of requirements.

PLAN OF MANAGEMENT
Boarding House/ Co-Living Housing
[INSERT ADDRESS]

1. Introduction

- 1.1 This Plan of Management provides directions and controls on the use and management of the premise as a Boarding House or Co-Living Housing. The directions and controls are to be strictly adhered to in the operation of the Boarding House or Co-Living Housing, to ensure compliance with the conditions of Development Consent and health and amenity requirements for both the occupants and surrounding residents.
- 1.2 The Plan of Management refers to the plans prepared by [Insert Name] dated [Insert Date of Plans] and Development Application No. [Insert Number].
- 1.3 The Plan of Management has been prepared for a Boarding House or Co-Living Housing at premises: [Insert Address, Suburb]. The Boarding House or Co-Living Housing was approved on [Insert Date of DA Consent] and is subject to compliance with the Conditions of Consent [Insert DA Consent Number]. The Conditions of Consent and a copy of the approved plans are provided as Annexure A [Provide Copy of Relevant Consent As Annexure A].
- 1.4 The Boarding House or Co-Living Housing is to be managed by [Insert Whether an Off-Site Manager, Or On-Site Manager] who will be familiar with the content of the Plan of Management.
[Insert Manager Contact Details]
- 1.5 The location of the premises is shown on Figure 1 – Location Plan.
[Insert Location Plan]

2. Definitions

In this Plan of Management

- a. **Building:** means the building known as [Insert Address].
- b. **Business:** means the operation of the building as a Boarding House or Co-Living Housing.
- c. **Communal Room:** means the room(s) identified as the communal room(s) on the approved plans.
- d. **Common Areas:** means the common room(s), kitchen, laundry/bathroom, hallways and the stairs as identified on the approved plans.
- e. **Common Open Space:** means the external communal area including the front yard, side yard, rear yard, ground floor patios and porches as identified on the approved plans.

- f. **Council:** means Burwood Council.
- g. **Boarder, Lodger, Occupant:** means a person having the benefit of the use a nominated room and the common rooms /areas within the building.
- h. **Manager:** means
 - For Boarding House – the Land and Housing Corporation or a registered community housing provider;
 - For Co-Living Housing – the Manager engaged by the business proprietor.
- i. **Owner:** means the registered proprietor/s of the building.
- j. **Room:** means that part of the building occupied and used by a lodger/ occupant.

3. The Development

The subject **Boarding House or Co-Living Housing** development comprises the following:

- Total **No.** of rooms comprising
 - o **No.** of single rooms
 - o **No.** of double rooms
 - o **No.** of Manager's room (if any)
- **No.** of vehicle parking spaces
- **No.** of bicycle parking spaces
- **No.** of motorcycle parking spaces
- **No.** of indoor communal living area
- **No.** of outdoor communal open space

Refer to the approved plans prepared by **[Insert Name]** dated **[Insert Date of Plans]** and Development Application No. **[Insert Number]**.

4. Objectives of the Plan of Management

This plan seeks to minimise the impacts associated with the ongoing use of the **Boarding House or Co-Living Housing** located on the Site, particularly the potential impacts on the surrounding residential properties.

The specific objectives of the plan are to:

- a. Demonstrate the responsibilities of the Manager
- b. Ensure that an acceptable level of amenity is maintained to surrounding residential properties
- c. Ensure that appropriate measures are implemented to maximise the safety and security of residents
- d. Detail the process for reporting, recording and management of complaints and incidents associated with the operation and management of the premises

5. Access to Plan of Management

A copy of the approved Plan of Management is to be provided to each occupant/ resident and will be made available to all persons involved in the operation and management of the premises. All staff and occupants are to be made aware of the contents and their obligations under approved Plan of Management.

A full copy of the approved Plan of Management is to be permanently displayed in each room and each common area.

6. Responsibilities of The Manager

The proprietor shall engage a Manager whose responsibilities are, but not limited to, the following:

No.	Responsibility	Description
1	Availability	The Manager is contactable 24 hours/ day, 7 days/ week
2	Accommodation Registration	Maintain an up-to-date Accommodation Register providing the following details: <ul style="list-style-type: none"> - Name of the occupant - ID (typically driver's license or passport) of each occupant - Allocated room of occupant - Length of stay - Payment details - Occupation Provide a copy of the Accommodation Register to Council or the NSW Police upon request
3	Border/ Lodger/ Tenant Selection	Ensure that all tenants submit a tenancy application, together with appropriate identification and verification checks prior to entering into a Lease Agreement. All tenants will be screened through the National Tenancy Database, criminal record, employment and reference checks.
4	Incident Registration	Maintain an <i>Incident Register</i> which includes the following information and is available to neighbouring residents, police, and/ or Council upon request: <ul style="list-style-type: none"> - Incident date and time - Name, address and contact details of person reporting the incident - Details of the incident - Action undertaken by the Manager - Follow up and outcome and/or further action required
5	Complaints Registration	Maintain a <i>Complaints Register</i> which includes the following information and is available to neighbouring residents, police, and/ or Council upon request: <ul style="list-style-type: none"> - Registration No. of complaint (as provided to the person at the time of lodging the complaint)

		<ul style="list-style-type: none"> - Complaint date and time - Name, address and contact details of person making the complaint - Nature of complaint - Action undertaken to resolve the complaint - Follow up and outcome and/or further action required
6	House Rules	Enforce the House Rules listed in of this Plan of Management.
7	Information Provision	Provide occupants with appropriate information prior to the commencement of occupation, as required under this POM. The Manager must ensure occupants are aware of the contents of this POM. A hard copy of this plan is to be provided to each new occupancy upon arrival.
8	Occupancy Duration	Enforce the minimum occupancy period of not less than 3 months and house rules listed in this POM. At no time is any room to be advertised or made available for short term stay accommodation such as that associated with backpacker hostels, motels, hotels or the like.
9	Cleanliness of the Premises	<p>Ensure that a cleaner attends the Boarding House or Co-Living Housing twice weekly to make sure that the common areas, private open space, car parking and general outside areas of the Boarding House or Co-Living Housing area kept clean, tidy and disinfected to a professional standard.</p> <p>Ensure each room will be provided with a waste disposal container.</p>
10	Inspection and Records	<p>Carry out inspections on a regular basis at a minimum of once every 3 months to ensure that the building is maintained in a clean and tidy condition and that all facilities and fittings are appropriately maintained.</p> <p>Record all inspections in a log book which must be made available to Council upon request.</p>
11	Waste Minimisation and Recycling	Organise the waste collection and facility needs for the site, and the ongoing storage and collection of waste on-site including transfer of waste to and from collection points for the waste collection service as required, and regular cleaning of bins/waste storage areas/ rooms.

		<p>The manager is to be responsible for the collection arrangements, including making sure that the waste containers are placed adjacent to the kerb on the day of collection and removed back onto the property promptly after collection, and including the servicing of special waste such as “sharps” and/or sanitary napkin receptacles. Where receptacles are provided for the disposal of sanitary napkins, these are to be serviced and readily cleaned on a regular basis.</p> <p>Collection responsibilities of the manager include all regular garbage, recycling and green waste collection services, as well as household clean-up collection, ensuring goods for collection are managed in accordance with Council’s collection requirements (information available on Council’s website at: www.burwood.nsw.gov.au or via Council’s Customer Service 02 9911 9911).</p>
12	Occupancy Rate	The maximum number occupants of each room will be documented in the Lease Agreement between the landowner and the tenant. Quarterly inspection of each room will be carried out to ensure compliance with the Lease Agreement and this POM.
13	Impact on Adjoining Properties	Ensure minimum impact on adjoining properties by applying the House Rules.
14	Safety and Security	<ul style="list-style-type: none"> ▪ Internal signage will be prominently displayed to provide the Manager’s contact details, as well as emergency contact numbers for essential services such as fire, ambulance, police and utilities such as gas, electricity, plumbing, locksmith, security and cleaning services. ▪ Provide occupants with a key to their room and the common areas once they have entered into a Lease Agreement ▪ Frequently check equipment, fittings and furnishings and maintain them in safe working order. If equipment is identified as unusable, these items will be tagged appropriately and a replacement or repair organised within a reasonable period. ▪ Maintain the electrical circuits to a safe standard ▪ Ensure laundry facilities are maintained in safe working order within each room.

15	Change in the Management	<ul style="list-style-type: none"> ▪ Notify the Council in writing within 1 month of any change in the management and provide contact details for the new management.
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7. Access to the Premises

The Boarding House or Co-Living Housing shall be accessible to all registered occupants 24 hours/ day, 7 days/ week. Occupants shall enter the premises by using a security card/ key.

8. Maximum Occupation

The total maximum number of occupants in the building is [Insert Number in Text and In Numerals].

The maximum number of persons per bedroom is as follows:

Room No.	Max. No. of persons
Room one (1)	[Insert number in text and in numeral]
Room two (2)	[Insert number in text and in numeral]
Room three (3)	[Insert number in text and in numeral]
Room four (4)	[Insert number in text and in numeral]
Room five (5)	[Insert number in text and in numeral]
Room six (6)	[Insert number in text and in numeral]
Room (etc.)	[etc.]

Occupants will be provided with the following:

- A copy of this Plan of Management
- A copy of their Lease Agreement
- A copy of the Emergency Evacuation Plan
- One (1) key is to be provided to each occupant to access their individual bedroom, communal living room and communal open space
- Access to vehicle parking is to be provided when specified as part of the occupant's Lease Agreement
- Working door locks to individual bedrooms
- A container for waste disposal equipped within each room
- Fitting, equipment and furnishings are to be maintained in a safe working conditions

9. Furniture & Facilities

[This section is to be used to list the furniture and facilities provided within each room of the boarding house or co-living housing. An example list is provided]

[Example List]

1. *Each room shall be provided with:*
 - a. One (1) single bed, mattress and bedding
 - b. One student desk & chair
 - c. One desk lamp
 - d. Clothes storage facility of 1.0m³
 - e. Window furnishing/blind
2. *The communal kitchen is to be provided with a sink, one stove (or an oven and cook top) and two large refrigerators/freezer.*

3. The common room is to be provided with a dining table and [insert number] of chairs

Note: Additional inclusions should also be listed here, such as television, sofas, etc, and identification of access and facilities for people with disabilities.]

[End of example list]

10. Minimising Impacts On Residents

So as to minimise impacts upon the residents of adjoining premises as well as residents of the building the following rules are to apply:

- a. No loud music or television noise is permitted after 10.00pm.
- b. No parties or gatherings are permitted upon the premises after 10.00pm.
- c. No visitors other than residents of the property are permitted after 10.00pm.
- d. No use of the outdoor areas is permitted after 10.00pm.
- e. No smoking in areas which may affect the amenity of other residents on site or of residents of neighbouring properties.

Note: More specific references may be required to define the terms such as “loud” and “noise”, maximum number of persons after 10pm, etc depending on the scale of development proposed.

11. House Rules

House Rules must be prepared as part of the Plan of Management, and addressing the following headings. The approved House Rules must be clearly displayed within each bedroom and within each communal living area of the development

The house rules are to be clearly displayed throughout the premises and are to detail the following:

Rule	Description
Resident and guest behaviour	Residents and their guests must not interfere with the reasonable peace, comfort and privacy of other residents and neighbouring properties.
Maintenance of rooms	<p>Residents must maintain their rooms:</p> <ul style="list-style-type: none">- In a clean manner- In a way that does not interfere with the reasonable comfort of other residents- In a way that does not create a fire or health hazard <p>Residents must not intentionally or recklessly damage or destroy any part of their rooms or a facility of the Boarding House or Co-Living Housing</p>
Guests	Residents must make sure their guests are aware of and follow the House Rules. No guests are allowed into the Boarding House or Co-Living Housing before [xx] am and after [xx] pm.

Keeping of pets	Pets must not be kept on the premises without the written permission of the Manager.
Waste disposal	General waste is to be enclosed in appropriate receptacles and all waste (general, recycling and green) shall be disposed responsibly in the common waste collection area. No domestic rubbish, food scraps, food wrappers, goods or materials are to be left in the hallways, common areas or outside the Boarding House or Co-Living Housing
Fire safety	Occupants are to familiarise themselves with the location of the fire blankets, fire extinguishers, fire safety and evacuation procedures located in the hallway and within each room.
Noise control	Noise is to be kept to a minimum at all times in both private rooms and common areas. Please enter and leave the premises quietly.
Security	The front door of the premises is to be locked at all times. Please do not let anyone in the premises who has no legitimate reason to be there. Any loss of keys should be reported to the Manager for further actions.
Outdoor communal areas	The outdoor communal areas will be available for all occupants to use, between [xx] am and [xx] pm, [xx] days a week. The shared facilities within outdoor communal areas are to be kept clean and tidy after the quiet enjoyment.
Indoor communal areas	The indoor communal areas will be available for all occupants to use, between [xx] am and [xx] pm, [xx] days a week. The shared facilities within indoor communal areas are to be kept clean and tidy after the quiet enjoyment.
Communal kitchen	The communal kitchen will be available for all occupants to use, between [xx] am and [xx] pm, [xx] days a week. The communal kitchen facilities are to be kept clean and tidy after the use.
Smoking/ Alcohol/ Drugs	No smoking is permitted in private rooms. Alcohol shall be consumed responsibly. Drugs are strictly prohibited from being consumed in the Boarding House or Co-Living Housing.

Access to rooms for inspection	Access to private rooms must be made available for quarterly inspection by the Manager to ensure that the room is maintained in a clean and tidy condition and that all facilities and fittings are appropriately maintained.
Renew any lease	Incident register will be referred to prior to renewing any lease

12. Fire Safety

Emergency Evacuation Plans are to form part of this Plan of Management.

All fire safety features within the building are to be regularly maintained in accordance with any statutory requirements.

A copy of the annual fire safety statement and current fire safety schedule for the premises must be prominently displayed in the reception area.

A floor plan must be permanently fixed to the inside of the door of each sleeping room to indicate the available emergency egress routes from the respective sleeping room.

All residents are to be made aware of the fire safety features of the building and what to do in the event of an emergency.

All staff shall be trained in relation to the operation of the approved Emergency Management & Evacuation Plan.

13. Cleaning & Maintenance

The subject premises are at all times to be maintained in a safe and healthy condition. In this regard all common areas are to be cleaned to a professional standard at least once a week. The cleaning and maintenance is to occur to both the area and fixtures and fittings in the area.

In addition, all boarders are to be made aware, upon their entering into an agreement to occupy, of their responsibilities in relation to the maintenance and cleaning of the facility.

Further, the common open space areas are to be maintained in a neat and orderly manner. This will require twice/month mowing and garden maintenance during spring and summer and once/ month mowing and garden maintenance during autumn and winter.

14. Waste Management & Recycling

Residents of the facility are to be encouraged where possible to take advantage of Council's waste and recycling facilities. It is the responsibility of the boarder to sort garbage and place it in the appropriate receptacles.

The manager is to be responsible for the collection arrangements, including making sure that the waste containers are placed adjacent to the kerb on the day of collection and removed back onto the property promptly after collection, and including the servicing of special waste such as "sharps" and/or sanitary napkin receptacles. Where receptacles are provided for the disposal of sanitary napkins, these are to be serviced and readily cleaned on a regular basis.

Collection responsibilities of the manager include all regular garbage, recycling and green waste collection services, as well as household clean-up collection, ensuring goods for collection are managed in accordance with Council's collection requirements (information available on Council's website at: www.burwood.nsw.gov.au or via Council's Customer Service Centre ph: 9911 9911).

15. Safety & Security

At least the following matters are to be provided within the property:

- Internal signage indicating the property caretaker or manager and contact numbers;

- Emergency contact numbers for essential services including fire, ambulance, police and utilities such as gas, electricity, plumbing and the like;
- Perimeter lighting;
- Individual room keys (a master key is to be maintained by the manager and made available to the fire brigade);
- Landline telephone within a common area available for use by residents in the event of an emergency.

Note: Other safety and security measures for reference in the POM might also include:

- surveillance or security camera systems;
- fencing and secure gates;
- Identification of access and facilities for people with disabilities;
- Information about maximum loading of electrical circuits.

[END OF PLAN OF MANAGEMENT]