

5.4 Boarding Houses and Co-Living Housing

State Environmental Planning Policy (Housing) 2021 (Housing SEPP) includes requirements for boarding houses and co-living housing.

In addition to the Housing SEPP, applicants should be aware of their obligations under the Boarding Houses Act 2012 and the requirements of the Boarding Houses Regulation 2013.

This section of the DCP aims to encourage the provision of high quality boarding houses and co-living housing developments by providing objectives and controls in addition to those provisions in the Housing SEPP.

This section applies to

- development of new boarding houses and/ or co-living housing,
- change of use of existing buildings to boarding house or co-living housing, and
- alterations and additions to existing boarding house developments.

Reference should also be made to Area-based controls and Heritage provisions under other sections of this DCP where applicable.

General Objectives

- O1. Ensure that boarding house and co-living housing developments are well located, close to public transport and services.
- O2. Ensure that the overall design of boarding house and co-living housing developments do not detract from the existing character of the neighbourhood.
- O3. Ensure that the design of new boarding house and co-living housing development results in an acceptable level of amenity for future occupants through consideration of solar access, open space provisions, privacy, safety and security.
- O4. Ensure that boarding house and co-living housing developments deliver an acceptable level of amenity and minimise the impacts on neighbouring properties.

Site Planning

Objectives

- O5. Ensure the site is of sufficient width and area so is capable to
 - accommodate practical vehicular access and car manoeuvring,
 - provide open space with satisfactory level of amenity, and
 - provide reasonable separation from the adjoining properties.
- O6. Ensure the site is of a sufficient dimension to accommodate high quality development.

Provisions

- P1. The minimum lot size for a boarding house and co-living housing developments is to be consistent with the requirements of the Housing SEPP.
- P2. The minimum site frontage for boarding house or co-living housing developments is 17m.

- P3. Development must not result in the isolation of adjoining land. Where a development may result in the creation of an isolated site or sites, the application must address the site isolation requirements under relevant sections of this DCP.

Local Streetscape Character

Objectives

- O7. Ensure that new development is compatible with the scale and compliment the character of the surrounding development and streetscape.
- O8. Ensure that new development proposed on land that is **within the vicinity of** a heritage item or within a Heritage Conservation Area is designed so that it is sympathetic to the heritage significance **of the heritage item or the HCA** and sensitively integrate the new development into its surrounding area.

Provisions

- P4. The development application is to be supported by a statement and detailed site analysis which demonstrates to Council's satisfaction the compatibility of the design of the development with the character of the local area.

The statement must include the following:

- a description of the existing character in terms of elements that contribute to the overall character of the local area (comprising streetscape and visual catchment area),
 - any design responses for the following characteristic elements, as a minimum:
 - i. predominant building type,
 - ii. predominant height of buildings,
 - iii. predominant front setback and landscape treatment,
 - iv. predominant side setbacks,
 - v. predominant rear alignment of buildings and rear landscaping,
 - vi. the architectural form (built form, massing and proportions and roof form and pitch), materials and finishes of existing buildings that contribute to the character of the local area,
 - vii. predominant parking arrangements on sites within the area (location, structures), including the location of vehicular crossings and driveway entry.
 - an explanation of how the design of the proposed development has regard to the site analysis provisions in accordance with Section 2.2 of the BDCP.
 - an explanation of how the design of the proposed development has regard to the design excellence provisions in P6 and P7,
- P5. Boarding house and co-living housing developments located in the vicinity of a heritage item or within a Heritage Conservation Area must be designed to sympathetically address the significance of the heritage item or the Heritage Conservation Area. The development application is to be supported by a statement

that demonstrates compatibility of the design of the development with the character of the local area. The statement must address at least the following:

- i. elements identified in P4 above
- ii. the significance of the heritage item or Heritage Conservation Area
- iii. the age and style of existing buildings
- iv. the curtilage of the Heritage Item
- v. predominant design features such as verandas, eaves and parapets

Design Excellence

Objective

- O9. Provide quality design that delivers the highest standard of architectural, landscape and urban design
- O10. Provide design excellence that inspires and encourages the neighbourhood to follow
- O11. Enhance the qualities of the area and design to uplift the future character of the neighbourhood

Provisions

- P6. Where Clause 6.5 of the BLEP 2012 applies, the Development Application must identify, through a design statement, how design excellence will be achieved in the proposed development. The design statement must include drawings and examples of the building features, textures, materials, finishes and colours and how they are suitable to the subject site and its context.
- P7. If Clause 6.5 of the BLEP 2012 does not apply, the new development must exhibit design excellence and the Development Application must identify, through a design statement, how design excellence will be achieved. The design statement must respond to the following:
 - (a) whether a high standard of architectural, landscape and urban design has been achieved (including in the materials used and in detailing appropriate to the location, building type and surrounding buildings),
 - (b) whether the form and external appearance of the proposed building, and ground level detailing, will significantly improve the quality and amenity of the public domain,
 - (c) how any streetscape and heritage issues have been addressed,
 - (d) whether the amenity of the surrounding area, including any view corridors, vistas or landmark locations, will be adversely affected,
 - (e) how traffic circulation and vehicular access will be addressed and whether the proposed development supports the provision of high quality pedestrian, cycle and service access,
 - (f) whether any adverse effect on pedestrian movement and experience will be avoided (and whether the public transport interchange as the focal point for

pedestrian movement in the surrounding area will be reinforced and the ease of pedestrian access to and from that interchange will be facilitated),

(g) diversity of public open spaces at the ground level, as well as the roof and other levels of buildings,

(h) how the bulk, mass, modulation, separation, setback and height of buildings have been addressed and whether they are appropriate in the context of existing and proposed buildings,

(i) whether a high standard of ecologically sustainable design (including low-energy or passive design) will be achieved and overshadowing, wind effects and reflectivity will be minimised.

Built Form Design

Objective

O12. Establish the appropriate separation of the built form to the public domain and adjoining development.

O13. Ensure ceiling heights allow for sufficient daylight access and natural ventilation.

Provisions

P8. The main entrance of the boarding house or co-living housing development is to be provided within the street elevation to address the street. Side entrances will only be permitted on sites with a secondary frontage and only where they result in a cohesive resolution of the streetscape and do not adversely impact upon neighbouring properties.

P9. Boarding house and co-living housing developments must have a minimum floor to ceiling height of 2.7m for habitable rooms. Subterranean habitable rooms will not be supported.

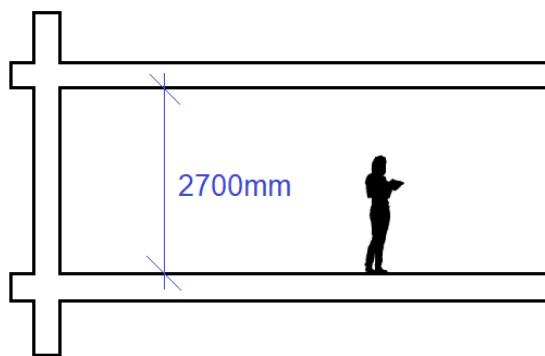


Figure 48: Minimum floor to ceiling heights for boarding houses and co-living housing

P10. In the case of existing dwellings being converted into boarding houses or co-living housing, existing floor to ceiling heights are to be maintained or be no less than 2.7m, whichever is greater. Contributory facade elements and the integrity of the dwelling's structural framework are to be maintained.

P11. Any new boarding house and co-living housing developments in an R1 General Residential Zone shall provide a front setback that is equivalent to the predominant street setback or 6m, whichever is greater.

P12. For new boarding house or co-living housing development that has less than 3 storeys in an R1 General Residential Zone, the minimum side and rear setbacks shall comply with the following minimum requirements:

	Side Setback	Rear Setback
Ground Floor	2.0m	6m
First floor	3.5m	6m

Note: Any new boarding house or co-living housing development that has at least 3 storeys, the building will comply with the minimum building separation distances specified in the Apartment Design Guide as required by Section 25 and Section 69 of the State Environmental Planning Policy (Housing) 2021.

P13. In a residential zone, where a side or rear boundary of the development is contiguous with a heritage item, the required minimum setback is:

- 5m for any part of the building at or above ground level, and
- 4m for any underground excavation, irrespective of the setback of the heritage building from its boundary or landscaping of that setback.

P14. The fire stairs, pump rooms or similar structures must not detract from the overall visual amenity of, and should not be located within the setback area.

P15. Balconies or pergolas are not to encroach into the minimum side and rear setback areas.

P16. Development must locate the private open spaces and communal open space behind the front building line, with the exception of balconies or pergolas which may be located within the front setback area, however these must be designed so as to not encroach more than 1.5m into the front building setbacks.

Visual Appearance and Articulation

Objective

O14. Ensure well-proportioned built forms, façade treatments and varied architectural character that minimises the appearance of building bulk from the public domain, including along the street.

O15. Ensure that the scale, modulation and façade articulation of development responds to its context.

O16. Manage the floorplates with pragmatic internal planning that sensibly informs the façade and external articulation

O17. Ensure services including fire booster valves, substations and other infrastructure do not detract from the streetscape presentation of a building.

Provisions

P17. Building facades must be clearly articulated and employ high quality materials and finishes that enhance and complement the streetscape character. Design solutions may include:

- a composition of varied building elements
- a defined base, middle and top of buildings
- revealing and concealing certain elements
- changes in texture, material, detail and colour to modify the prominence of elements
- varied roof forms that add visual interest

P18. Building facades should be well resolved with an appropriate scale and proportion to the streetscape and human scale. Design solutions may include

- well composed horizontal and vertical elements
- variation in floor heights to enhance the human scale
- elements that are proportional and arranged in patterns
- public artwork or treatments to exterior blank walls
- grouping of floors or elements such as balconies and windows on taller buildings

P19. Large areas of blank, minimally or poorly articulated walls are not acceptable.

P20. Development must not rely solely on the use of two-dimensional colour and materials to create visual interest. Modulation and articulation in the building form must be considered in the design of the building. Large span or proportion of rendered cement on elevations is not permitted.

P21. Important corners should be given visual prominence through a change in articulation materials or colour, roof expression or change in height.

Internal Design

Room Design

P22. The internal area of private rooms within co-living housing developments and boarding rooms must comply with the requirements of the Housing SEPP 2021.

Communal Living Area

P23. Communal living areas in boarding houses and co-living housing developments must comply with the requirements of the Housing SEPP 2021. The calculation of the area can include any dining area and area that is intended to be used for recreation, but cannot include bedrooms, bathrooms, laundries, reception area, storage, kitchens, car parking, loading docks, driveways, clothes drying areas, corridors and the like.

P24. Where communal living areas are situated:

- on ground level of a development, these must be located adjacent to the outdoor communal open space.
- above ground level of a development, these must be located as close to any outdoor communal open space **where possible**

P25. For boarding houses and co-living housing developments 4 storeys or more, a communal living area is to be provided for every 4 storeys or part thereof.

Kitchen Facilities

P26. A private kitchenette should include at minimum a sink, cupboards and cooktop. Laundry facilities can be integrated into the kitchenette. An area with a minimum width of 600mm immediately in front of the kitchen joinery must be provided for the purpose of kitchen. Details are to be included on the Architectural Plans submitted with the Development Application.

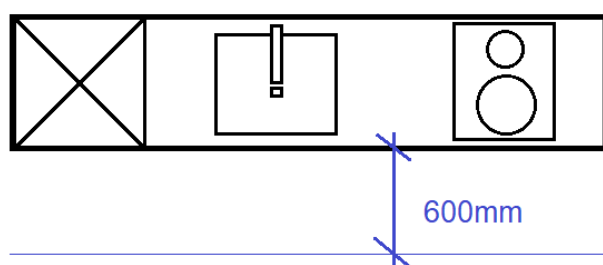


Figure 49. Kitchen area calculation

P27. Where communal kitchen rooms are provided within a development, these must be situated adjacent to the communal living area and must comply with the following requirements. Details are to be included on the plans submitted with Development Applications.

Class 1b Kitchen	A communal commercial grade kitchen area with kitchen sink and facilities for food preparation, tables and chairs in a central location, accessible to all residents with a minimum area of 6.5m ² for one to six residents or 11m ² for 7-12 residents
Class 3 Kitchen	A commercial grade communal kitchen and dining area with a minimum area of 15m ² plus 1m ² per additional person above the minimum 12 persons.
Kitchen Requirements	<p>The following must be provided in any kitchen as a minimum:</p> <ul style="list-style-type: none"> ▪ One sink for every six people with running hot and cold water. ▪ One stove top cooker for every six people. ▪ Exhaust ventilation. ▪ A lockable drawer or cupboard for food storage for each guest in the kitchen area.

Laundry Facilities

P28. For co-living housing developments, private laundry facilities must be provided within each individual room.

P29. For boarding house developments, adequate laundry facilities will be available within the premises and could be provided as private, communal or a combination of both.

P30. Where a communal laundry is provided, it is to provide:

- 1 washing machine/dryer (or combo) for every 8 rooms or part thereof,
- 1 large laundry tub with running hot and cold water for every 8 rooms or part thereof.

P31. A least one outdoor clothes drying area shall be provided and located to maximise solar access. The outdoor clothes drying area must be well integrated within the landscape design and must not be located where visible from the street or public domain.

P32. All appliances achieve an energy star rating of 3.5 or higher, unless otherwise legislated.

Visual Privacy and Acoustic Amenity

Objectives

O18. Ensure an acceptable level of visual privacy and acoustic amenity is provided for the development and adjoining residential uses

Provisions

P33. The siting of windows and other openings and communal or gathering spaces above ground level should avoid direct overlooking to adjoining residential uses. Where overlooking cannot be avoided, redirection of views to the front or rear should be incorporated into the design of the development.

P34. Bedrooms within boarding house and co-living housing developments must be designed to locate bedrooms away from significant internal and external noise sources.

P35. Consideration of the design of the development should aim to minimise the impact of noise internally and to the adjoining development. The design of the development should consider:

- the location of openings relevant to adjoining uses and neighbouring properties,
- locating similar building uses (such as bathrooms) back to back

P36. Noise mitigation treatments and design considerations for developments adjoining busy roads or rail corridors, that satisfy the requirements for habitable rooms in accordance with Department of Planning, Industry and Environment's 'Development Near Rail Corridors and Busy Roads – Interim Guideline' and the requirements of Clause 2.120 of SEPP (Transport and Infrastructure) 2021 must be addressed, where appropriate. Details are to be included with the documentation submitted with the development application.

Landscaping and Open Space

Objectives

- O19. Ensure sufficient and well located private and communal open space to meet the recreational needs of residents
- O20. Provide areas for deep soil planting to achieve increased urban tree canopy cover and deliver green grid connections.
- O21. Maximise the landscape curtilage around the site for quality planting, establishment of tree canopies and creation of useful outdoor spaces in addition to boundary screen planting.
- O22. Incorporate landscape design early in the design process to provide optimal outcomes for the residential amenity. Landscaping needs to be coordinated with other disciplines to ensure building design and service locations complement landscape and public domain.

Provisions

Landscaping and Deep Soil

- P37. A detailed landscape plan must be submitted with any development application for boarding house and co-living housing developments.
- P38. Existing significant trees and vegetation, where achievable, must be incorporated into the proposed landscape treatment.

P39. Deep soil zones are to be provided to meet the following minimum requirements.

Site area	Minimum dimensions	Deep soil zone (% of site area)
800m ² – 1,500m ²	3m	10%
Greater than 1,500m ²	6m	

- P40. Deep soil zones should be located to retain existing significant trees and to allow for the development of healthy root systems, providing anchorage and stability for mature trees. Design solutions may include:
- basement and sub-basement car park design that is consolidated beneath building footprints,
 - use of increased front and side setbacks,
 - adequate clearance around trees to ensure long term health,
 - co-location with other deep soil areas on adjacent sites to create larger contiguous areas of deep soil.
- P41. Alternative forms of planting should be provided, such as planting on structures while ensuring appropriate stormwater management is achieved where:
- the location and building typology have limited or no space for deep soil at ground level (e.g. central business district, constrained sites, high density areas, or in centres), or

- there is 100% site coverage or non-residential uses at ground floor level.

P42. Planting in deep soil areas is to include trees that achieve a minimum mature height of 6m.

P43. Structures in a landscaped area need to be reinforced for additional saturated soil weight, as appropriate.

P44. Where development is proposed in an established residential zone, the front setback area must be landscaped to be compatible with the existing streetscape.

P45. Landscaped areas should take advantage of existing site conditions when responding to features such as:

- Changes of level;
- Views; and
- Significant landscape features including trees and rock outcrops

Private Open Space

P46. Private open space provided to individual rooms of boarding houses or co-living housing development must have a minimum dimension of 1m and minimum area of 2m².

P47. For rooms with access to the ground level or a podium, private open space must be provided to individual rooms, with access from the room.

P48. For each room above ground level facing street along the front elevation, a private open space in the form of balcony must be provided to increase the visual interest and enhance the passive surveillance to the public domain.

P49. Where possible private open space shall be provided to individual rooms. The private open space is to be designed so as to not to impact the amenity of neighbouring residential properties.

P50. Private open spaces above ground level can be designed in the form of recessed balconies to mitigate privacy impacts to the adjoining residential properties.

P51. Clear glazing to balustrades must be avoided. The balustrade design should be visually recessive.

Communal Open Space

P52. Communal open space is to be provided in accordance with the requirements of the Housing SEPP 2021 and must be consolidated into a well-designed, easily-identifiable and useable area.

P53. Communal open space may be provided above ground level where:

- i. the proposed elevated communal open space will provide a high level of amenity as a communal open space at ground level of the site; and

- ii. there will be no significant impact on surrounding properties in respect to the loss of visual and acoustic privacy.

P54. At least 50% of the required communal open space area is to receive 2 hours of direct sunlight between 9am and 3pm on 21 June.

P55. Roof top communal open space areas, amenities and common rooms should include equitable access for all residents, and must be designed to ensure that noise and overlooking of residential neighbours will be avoided, by way of screening and setbacks from boundaries.

P56. Where roof top communal open space is proposed on a site adjoining land that permits lower maximum building height, the communal open space is to be setback to minimise the extent of overlooking onto the adjoining properties.

P57. Ancillary structures on the roof such as lift overruns and staircases should be located where their impact is minimised to reduce their visual dominance. Balustrades should be visually recessive or be incorporated into a roof feature.

P58. Communal facilities such as barbeques, seating and pergolas shall be provided within the communal open space. Details are to be included on the landscape plan submitted with the development application.

P59. Planting should be used to screen communal open space from adjoining properties or the public way, with trellis, screens with climbing vines or the like, used to complement deciduous tree planting.

Parking

Objectives

O23. Minimise the adverse impact of vehicles on the amenity of the development, streetscape and neighbourhood.

O24. Ensure adequate provision of secure bicycle parking.

O25. Ensure that basement car parking is appropriately designed for user safety and environmental sensitivity.

Provisions

P60. The number of car parking spaces will be provided at the rate as prescribed under the SEPP (Housing) 2021.

P61. At least one parking space will be provided for a bicycle for every 5 rooms in co-living housing and boarding house development.

P62. At least one parking space will be provided for a motorcycle for every 5 rooms in co-living housing and boarding house development.

P63. The design and consideration of the car park or parking facilities shall refer to the relevant Transport and Parking section in the BDCP.

Operational Management

Objectives

- O26. Ensure management and operational practices secure the safety and wellbeing of occupants.
- O27. Ensure that development is operated and maintained in a manner that minimises impacts on adjoining owners and residents.
- O28. Ensure that clear and suitable operational measures and practices are in place for the on-going management of boarding house and co-living housing developments.

Provisions

- P64. Co-living housing developments are to be managed by a manager who has overall responsibility including the operation, administration, cleanliness, maintenance and fire safety of the premises. Management arrangements are to be set out in a Plan of Management.
- P65. A development application for boarding house or co-living housing must be accompanied by a Plan of Management which provides all details relevant to the operation of the premise. The Plan of Management, as a minimum, must address the ongoing management and operational aspects of the development. A template Plan of Management is included at the Appendices.

Note: The approved Plan of Management will form part of any development consent and any changes to the Plan of Management will require an application under the provisions of s4.55.

Fire safety

Objectives

- O29. Ensure the appropriate level of fire safety within all boarding house developments and that acceptable levels of service provision are maintained.

Provisions

- P66. The relevant fire safety requirements under the Building Code of Australia/ National Construction Code shall be considered at early state of the design of boarding house and co-living housing development.
- P67. An Emergency Evacuation Plan must be prepared as part of the Plan of Management detailing the evacuation procedures in the event of the emergency, provision of resident log book, identifying the assembly point and detailing how residents will be made aware of the procedures contained within the plan. The Emergency Evacuation Plan must be clearly displayed within each room and in the communal living areas of the development. A condition of consent will be included in this regard.

Service Facilities

- P68. Consideration shall be given to waste collection and removal at the early stage of the overall design of the building. The waste management and services shall comply with the relevant requirements under Section 6.2 of the BDCP and shall be designed to minimise adverse impacts to the amenity of the residents and the neighbouring properties.

- P69. Garbage bin areas and external storage facilities shall be sited and designed for attractive visual appearance (e.g. with appropriate screening) and function and complement the architecture and environs. The size, capacity and location of garbage bin areas shall be in accordance with the Waste Management provisions of this DCP.
- P70. Mail box and postal facilities to be included and to comply with provisions P8, P9 and P10 under Section 3.2.4 Street-Front Activities and Building Access. Refer to Figures 1(a) and 1(b).
- P71. Fire safety and power supply utilities are to comply with provision P12 under Section 3.2.4 Street-Front Activities and Building Access. Refer to Figure 1(c).
- P72. Mechanical and ventilation equipment are to comply with the provisions under Section 3.2.4 Street-Front Activities and Building Access.
- P73. Building services elements such as electrical substation, OSD tanks, gas meters, fire hydrant boosters and the like should be thoughtfully integrated either with building or landscape design, to improve the entry experience and maximise pedestrian amenity within the public domain interface along the street. These details must be indicated on the plans submitted with the development application.

Signage

Provisions

- P74. A maximum of one external sign will be permitted with a maximum area of 0.3m². The sign shall indicate the address of the property.
- P75. Details of the signs location (if proposed) are to be shown on the development application plans.

End of this Section

Annexure – 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.
----	--------------------------	--

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	Residents must maintain their rooms: <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 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
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]