

Plan of Management

for a

Lifestyle Resort

at

**34 Wyndella Road,
Lochinvar NSW 2321**

being

Lot 225, DP 246447

February 2024

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1 Introduction

1.1 Purpose of Plan of Management

This Plan of Management (PoM) articulates the values, use, management practices and objectives of the Manufactured Home Estate at 34 Wyndella Road, Lochinvar, NSW 2321 (Lifestyle Resort).

The provisions of this PoM are to be satisfied by the Owner of the Lifestyle Resort.

In the event of a change in ownership, the Maitland City Council (Council) is to be notified in writing within three (3) weeks of such change. The notification letter should include details of the new operator, including their name, address, and contact phone number.

2 Aims of Plan of Management

This PoM aims to establish:

- The Owners and Lifestyle Resort Staffs' operating roles and responsibilities;
- Management practices and processes including hours of operation, visitor policy, record keeping, communication policy and health and safety protocols;
- Security and access arrangements including emergency management procedures and internal roads and car parking protocols;
- Resort shuttle bus schedule and operating arrangements; and
- Clear rules and processes around the use and reservation of key community facilities.

2.1 Property Details

| Site Details | |
|-----------------------|---|
| Property Address | 34 Wyndella Road, Lochinvar NSW 2321 |
| Property Description | Lot 225 DP 246447 |
| Area | 10.76ha |
| Local Government Area | Maitland City Council |
| Owner | Commercial 7 Pty Ltd as trustee for Commercial 7 Investment Trust |

| | |
|----------------------|---|
| Premises Description | Manufactured Home Estate for 200 sites with associated community facilities |
| Development Consent | XXXXXXX |
| Approval to Operate | XXXXXXX |

Location maps showing the Site in a regional and local context are set out in the following Figures.

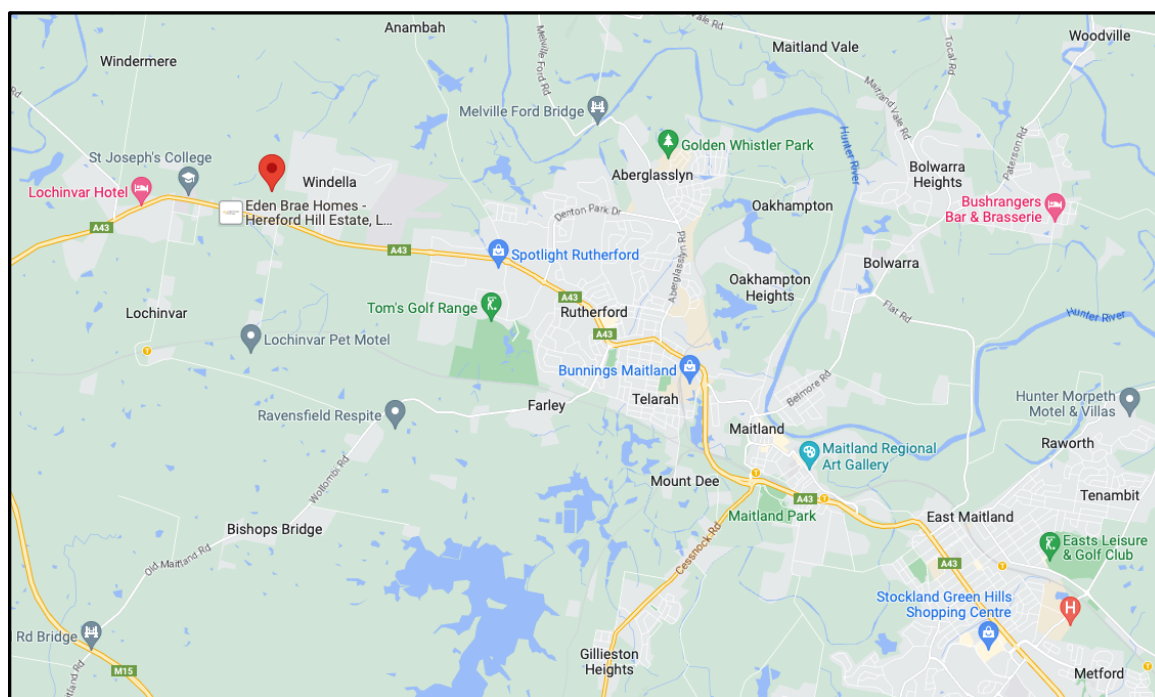


Figure 1 - Regional Context Map

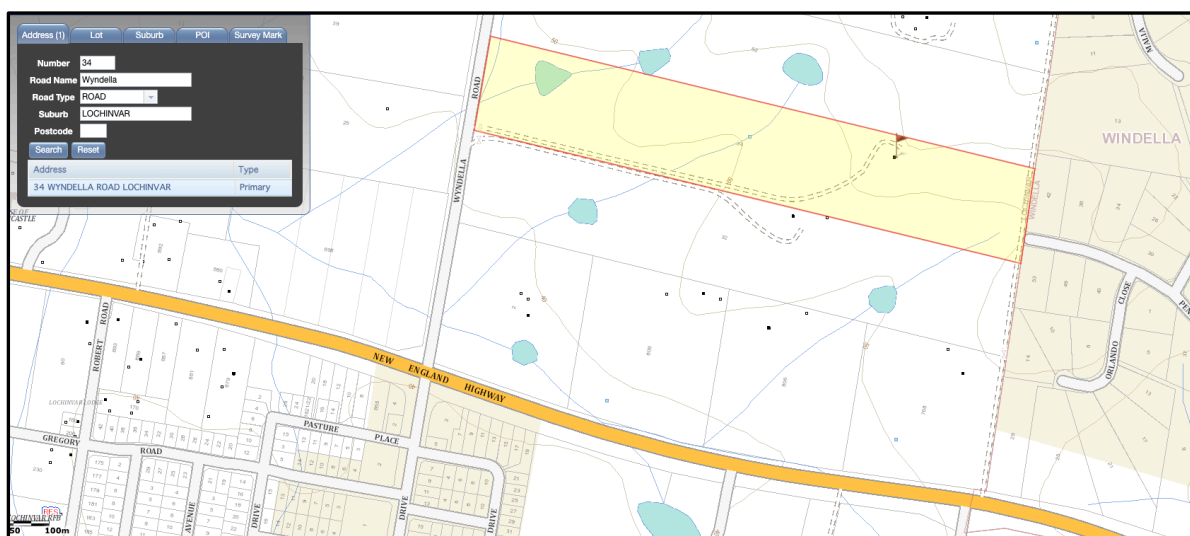


Figure 2 – Subject Site

2.2 Lifestyle Resort Facilities

The Lifestyle Resort encompasses 209 dwelling sites, internal roads, parking, services, drainage, and community facilities.

Community facilities include:

- **Clubhouse:** Includes a dining room, bar, kitchen, cinema, lounge, games area, gym, and arts and craft room.
- **Additional Amenities:** Swimming pool, pickleball courts, bowling green, workshop, community garden and outdoor BBQ area.
- **Gated Entry and Car Park**
- **Resort Shuttle Bus**
- **RV Parking**
- **Landscaping:** Extending throughout the Lifestyle Resort and along its boundaries.
- **Walking Trail:** 4m gravel bushfire trail around the perimeter of the site.

An extract from the Lifestyle Resort's Site Plan is included below.

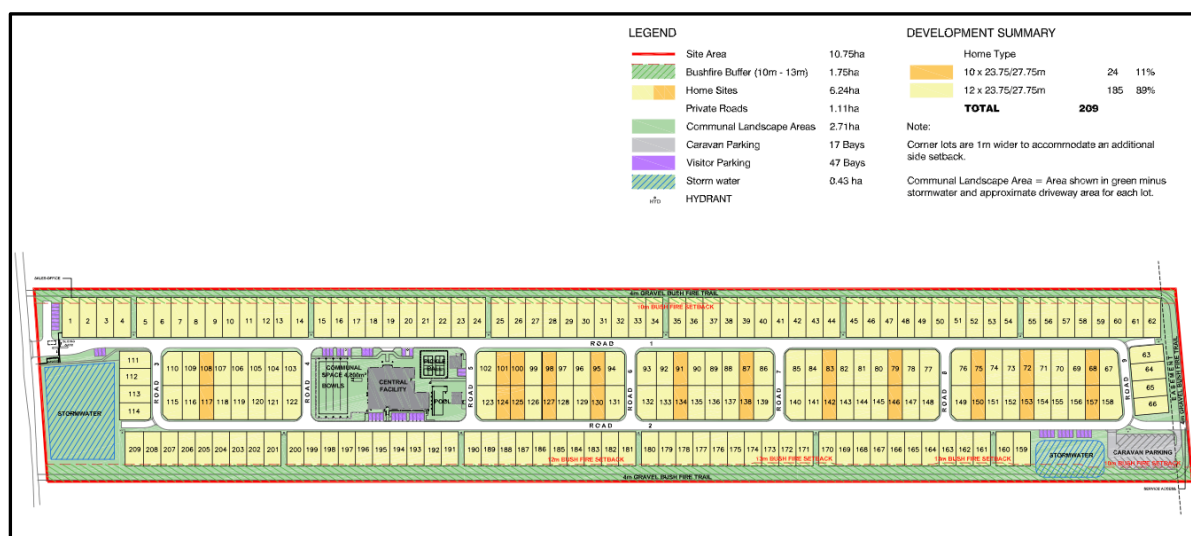


Figure 3 - Site Plan

3 Resort Management

3.1 Owner's Roles and Responsibilities

The Owner has overall responsibility for ensuring the Lifestyle Resort achieves the aims set out in this plan and complies with any conditions of development consent that may be imposed by Council.

The Owner is responsible for the overall management of the Lifestyle Resort and overseeing the implementation of:

- (i) management and operating policies and procedures;
- (ii) the recruitment, training and supervision of staff; and
- (iii) roles and responsibilities.

3.2 Site Manager and Staff Roles and Responsibilities

A Site Manager is to be appointed to run the Lifestyle Resort on a day-to-day basis.

The Site Manager will be responsible for:

- (i) responding to the Residents Associations' queries;
- (ii) responding to security breaches at the Lifestyle Resort;
- (iii) communicating with police, ambulance and other emergency services as required;
- (iv) overseeing procedures for evacuation in the case of fire or other emergencies;
- (v) induction and supervision of all personnel;
- (vi) preparation and implementation of the staff roster;
- (vii) education and training of all personnel;
- (viii) oversight of maintenance of incidents and accident/injury registers;
- (ix) direct communication with individual residents;
- (x) regular evaluation of the premises for maintenance, repairs, and replacements;
- (xi) ensuring repairs and maintenance works are carried out in a timely manner;
- (xii) maintain hygiene standards within the Lifestyle Resort and ensuring regular cleaning of facilities and the Lifestyle Resort;
- (xiii) enforcement of the Lifestyle Resort Rules;
- (xiv) communicating and building a positive relationship with neighbours;
- (xv) managing the operation of the Resort Shuttle Bus or any other facilities operated by a third party; and

- (xvi) implementation of Equal Employment Opportunity (EEO) requirements, NSW Health and WorkCover NSW requirements and regulations.

The Staff will be responsible for:

- (i) assisting the Site Manager in upholding and implementing all relevant policies and procedures with particular reference to access, unauthorised activities and anti-social behaviour;
- (ii) conducting spot cleaning of common areas and Lifestyle Resort facilities on a needs basis;
- (iii) assisting residents, on a daily basis, in and around the communal/Club house facilities;
- (iv) maintaining landscaping of the communal areas of the Lifestyle Resort;
- (v) overseeing the removal of waste and maintenance of waste collection areas;
- (vi) cleaning and disinfecting all wet areas, toilets and common areas;
- (vii) managing maintenance of cleaning schedules and spot cleaning checklists;
- (viii) acting under the instructions of the manager/proprietor in case of an emergency and/or evacuation of the Lifestyle Resort or any of its facilities; and
- (ix) ensuring all child resistant barriers to the swimming pool are operational and maintaining water quality of the pool.

3.3 Hours of Operation

The Lifestyle Resort operates twenty four (24) hours seven (7) days a week.

The Lifestyle Resort office will be open during standard businesses hours and an after-hours office number will be provided for emergencies. Emergency contact numbers will be clearly displayed at the a prominent place within the resort. These numbers may be varied from time to time and residents will receive notification of any such changes.

3.4 Record Keeping

The Site Manager shall maintain and securely keep records of all residents of the Lifestyle Resort.

Additionally, the Site Manager is to keep a current version of the following documents on file and make them available for residents at Reception:

- (i) PoM;
- (ii) Development Consent for the Lifestyle Resort (including any modifications);
- (iii) any approved Section 82 Objection to Regulation compliance;
- (iv) approval to Operate for the Lifestyle Resort; and
- (v) Certificate of Compliance or Section 68 Approval issued for the dwellings.

3.5 Communication

A Noticeboard is to be provided within the Lifestyle Resort to inform residents about in-house events, operational procedures and policies and to detail the booking process for the Resort Shuttle Bus.

3.6 Health and Wellbeing

The Site Manager will be responsible for the regularly inspecting the Lifestyle Resort facilities and common areas. Additionally, the Site Manager will arrange for regular pest control of the communal facilities.

All new residents of the Lifestyle Resort will be provided with an information pack containing the following:

- (i) locality map and directions to key destinations;
- (ii) public transport options and Resort Shuttle Bus timetable;
- (iii) information on local community services (council services, doctors, pharmacies, etc.);
- (iv) shopping centre location;
- (v) Lifestyle Resort Rules;
- (vi) business hours contact details and emergency contact details for Lifestyle Resort management;
- (vii) alternative contact details if manager is unavailable; and
- (viii) emergency evacuation procedures.

Lifestyle Resort Rules will be prepared and adopted covering the following issues:

- (i) policies regarding unauthorised activities;
- (ii) peace and quiet, abusive language, excessive noise and anti-social behaviour in consideration of internal and adjoining neighbours;
- (iii) behaviour and conduct in communal areas and Lifestyle Resort facilities; and
- (iv) contact details for emergencies.

3.7 Security & Access

To maintain the security of the Lifestyle Resort residents the Site Manager will ensure the following procedures are implemented:

- (i) security cameras will be located throughout the Lifestyle Resort;
- (ii) management staff are responsible for maintaining the Lifestyle Resort incident book and accident/injury register. Any breach of security or related episode is documented the incident book and reported to the Manager; and
- (iii) Security gates are provided to the entrances of the Lifestyle Resort and the operation and maintenance are the responsibility of the Site Manager.

Vehicle entrance will be through a sliding gate or boom gate with access granted by using a numbered keypad, number plate recognition, or a similar method.

A pedestrian gate accompanies the main vehicle gate, along with any additional pedestrian gates located along the perimeter of the site. Pedestrian access will be via a numbered keypad and/or intercom.

Residents of the Lifestyle Resort will be informed if the gates are inoperable and alternate measures should be implemented to restrict access, ensuring safety for residents. Notice of malfunctioning gates will be communicated to residents, along with the implementation of alternative access controls.

Individual resident access codes will be provided to Lifestyle Resort residents as part of the Welcome Information Pack, along with emergency services when installed and if changed.

3.8 Managing Visitors

The Site Manager is responsible for ensuring the following:

- (i) visitors abide by the Lifestyle Resorts Rules;
- (ii) all visitors, including children must be accompanied by a resident of the Lifestyle Resort whilst they are within the common areas and facilities of the Lifestyle Resort; and
- (iii) visitors (including children) cannot ride bicycles, roller blades, skateboards or the like within the common areas of the Lifestyle Resort.

These rules will be communicated to residents via a Noticeboard and in the Residents' introductory Welcome Information Package.

3.9 Unauthorised Activities on the Premises

The Lifestyle Resort Rules regarding unauthorised activities on the premises are prominently displayed at the entrance and in the reception area of the Lifestyle Resort.

Any residents of the Lifestyle Resort found involved in any unauthorised activity will be subject to the provisions outlined in the applicable Residential Site Agreement.

3.10 Emergency Procedures

All personnel undergo training in emergency procedures as part of ongoing personnel development including familiarisation with fire exits and location of fire extinguishers throughout the Lifestyle Resort facilities.

In the event of a fire or other emergency requiring evacuation of the communal facilities or the Lifestyle Resort, the Site Manager and/or the Lifestyle Resort staff will implement fire evacuation procedures, ensuring immediate removal of all persons from the Lifestyle Resort facilities.

A first aid kit and instructions on CPR, is to be maintained in a readily accessible location on the premises.

3.11 Garbage Collection

The Owner is tasked with making arrangements for either Council or a private contractor to collect all domestic waste from each individual dwelling site and any other waste enclosures at the Lifestyle Resort. Council or an approved private waste contractor will then transport all waste material to the local landfill designated by the Council.

The Site Manager will be responsible for ensuring regular cleaning and maintenance of any waste enclosures.

3.12 Resort Shuttle Bus

From the date of occupation of the first home, the Owner is to provide a Resort Shuttle Bus (Bus). The Bus will be maintained and serviced by the Owner and Residents will have the opportunity to book the bus for day trips. The Bus can be driven by either a qualified bus driver, resort staff or residents who have passed relevant health and safety checks and completed the induction process.

A notice of scheduled outings for the Resort Shuttle Bus is to be displayed on the Noticeboard or in the Community App.

The Lifestyle Resort benefits from two public bus stops located within 400m of the site, on the New England Highway, catering to both school services and the public services run by Hunter Valley Buses between Singleton and Greenhills and Rothbury and Greenhills. Until a pedestrian footpath is provided from the site to the New England Highway, the Owner will arrange a bus driver for two daily return trips in the Resort Shuttle Bus to Rutherford Marketplace. These services are anticipated to depart the resort at 10am and 4pm and return from the shopping centre at 11:30am and 5:30pm; however, these times may be adjusted to better suit residents' needs. At a minimum, two trips will be provided seven (7) days a week until a pedestrian footpath is established to the New England Highway.

3.13 Storage (Caravan, Boat etc.)

The Site Manager is tasked with overseeing the storage area and ensuring that Residents sign licence agreements that outline the terms and conditions of long-term storage onsite.

3.14 Internal Roads, Car Parking & Pathways

The internal roads, car parking and pathways network are to be maintained to a high standard. Any damage identified will be rectified promptly to ensure access is not restricted for residents of the Lifestyle Resort and to prevent potential for injury or damage.

Visitor spaces & disabled spaces are to be clearly signposted in accordance with the conditions of Consent.

3.15 Clubhouse

The Site Manager is responsible for the day-to-day operation of the Clubhouse and other communal facilities, such as the swimming pool and pickle ball courts. This includes arranging of bookings for residents, visiting doctors, hairdressers and other relevant services providers, as well as coordinating social activities.

3.16 Landscaping of Common Areas

The Site Manager is responsible for the maintenance of the landscaping throughout the communal areas of the Lifestyle Resort and along the front boundaries of the sites. This includes ensuring a high-quality appearance is achieved and screening provided to/from adjoining properties.

4 Plan of Management Review

This PoM outlines a medium-term strategy for the management and improvement of the Lifestyle Resort. It will undergo an annual review to ensure its content remains relevant and aligns with policy and community expectations.