



PUNTHILL

APARTMENT HOTELS

**Punthill Apartment Hotel Development
10 Young Street, West Gosford 2250**

July 2022

PLAN OF MANGEMENT

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Purpose:

The purpose of this Plan of Management (POM) is to detail the various aspects of the operations associated with the hotel and apartment development to be operated by Punthill at 10 Young Street, West Gosford. It is noted that the commercial premises (car dealership) at ground level will be subject to a separate POM.

The aim of this POM is to ensure compliance with the following:

- the conditions of any development consent in respect of the premises; and
- that adequate practices and processes are in place to minimise the likelihood of anti-social behaviour and to ensure, as far as practicable, that residents and guests behave in an orderly manner whilst at and when leaving the premises so that the operations do not cause any adverse impacts to the amenity of the surrounding area or other residents and guests residing on-site.

Hours of Operation:

The hours of operation will be in accordance with any hours specified within a development consent. The hours of operation sought for the hotel components and residential lobby intend to be as follows:

Hours of Operation	
Hotel Component	Proposed
Residential lobby	24 hours, 7 days a week
Hours of operation for hotel reception	7am – 10pm with longer opening hours on certain peak periods

Opening hours across the Punthill brand vary from 24 hours reception through to limited hour receptions, which operate from 7am to 8pm. For afterhours services Punthill install key dispensers for guests who check-in after hours which enables the operator to cut key cards remotely from one of the 24-hour properties (utilising CCTV). Punthill have a contract for security services with Mon Jon.

Punthill would expect that opening hours of a property would be 7am – 10pm with longer opening hours on certain peak nights such as Friday and Saturday. Opening times can vary post opening, once the mix and requirements of our customers is identified over the initial 12-month period.

The car park, hotel and all entrances are locked (from the outside) outside of opening hours. The car park is private and as such, there are boom gates at the entrance which preclude members of the public accessing the car park without a key card or speaking to reception.

Staff:

The hotel will typically operate with one (1) Hotel Manager supported by Guest Service Agents managing the day-to-day reception. A housekeeping team will also perform cleaning duties as directed/required.

Typically, the hotel will provide approximately 15-20 staff members on a variety of employment agreements such as salary, part-time, fulltime and casual and this will vary based on demand and occupancy levels. During 7am until 3pm typically 5-10 people will be working on-site, subject to number of check-ins/outs and the number of rooms required to be serviced.

Waste:

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As Punthill will be the sole tenant for the hotel and units, waste collection will be managed privately. Punthill typically use independent commercial waste providers who provide General Waste, Recycling, Commercial and Hard Waste collection services to the hotel and units. The companies used varies, but for example, at Punthill Oakleigh the waste operator utilised is Waste Wise.

Based on the operator estimates, Punthill would typically require:

- 2-3 x 660L General Waste bins
- 2-3 x 660L Recycling Waste bins

The bins typically get collected 3/4 days a week (General Waste & Recycling) and Commercial and Hard Waste once a week or as required. Every waste company decides on the size and type of truck based on access, type of bins used and volume. It is important for Punthill to ensure that proper waste management plan procedures, an effective point of access for rubbish collection and sufficient rubbish storage for large bins are provided where possible.

As detailed in the accompanying plans (**Appendix 1**) a waste management facility has been catered for on-site and is conveniently located to enable easy access for on-site movement and collection from the loading bay. Sufficient space can be provided to accommodate any on-site treatment facilities, such as compaction equipment.

In relation to operational waste management, for the residential component, one dual chute for disposal of general waste and recovery of recyclables will be installed with access on each residential level.

For the communal area and kitchen facilities, receptacles for general waste, recyclables and food waste will be transported by the contracted cleaners/building managers.

Each day or as required, contracted cleaners will utilise the chutes to deposit the waste and recyclables generated by the residents on this level. They will also transfer the food waste receptacles to the ground level. All bins must be labelled appropriately to encourage proper segregation.

Commercial/retail tenants will be responsible for the storage and maintenance of general waste, recycling, and food waste bins back of house. On completion of each trading day or as required, nominated staff or contracted cleaners will transport all general waste and recyclables to the ground level bin storage areas.

A dedicated shared loading bay is to be provided on the ground floor level, at the rear of the building. Vehicular access to the loading bay is to be provided via the existing right of carriageway (ROW) that runs along the northern boundary of 10 Young Street, alongside 12 Young Street, such that the truck will reverse off the ROW into the bay. Once loaded, the truck will exit the Site in a forward direction.

Garbage collection is expected to be undertaken from within the shared loading bay using a rear-loading truck up to a maximum length of 11m. Both the residential and non-residential waste rooms are located adjacent to the loading bay, in close proximity to the rear of the truck. Again, this can be serviced by vehicles up to and including 11m long rigid trucks.

Check-in/Check-out - peak operating times:

The Punthill business will likely provide a mix of 75% corporate guests and 25% leisure guests. The average length of stay is typically between 3-5 nights as there is a higher proportion of longer stay given apartment-style format. This means that there are less check-ins and check-outs on average than a full service hotel. It is estimated that there would be somewhere in the range of an average of 25-35 check-ins and check-outs per day depending upon the day of week and time of year. Most guests check-out between the hours of 7am-10am and most guests check-in between the hours of 5pm-7pm.

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Housekeeping:

A comprehensive housekeeping operating manual will be implemented and will be managed and operated by the internal hotel management team. There are a variety of seven (7) different services types catering to the three (3) different types of stay. Nightly Rates — Serviced Daily except Sundays and Public Holidays; Weekly Rates — Serviced Daily except Sundays and Public Holidays; Monthly Rates — Serviced once a week as a minimum.

All linen and towels are to be replaced by management as required. All rooms are to be cleaned prior to each new guest and a cleaning service available for longer staying guests. Also, all linen and towels shall be laundered off site and deliveries and collection will occur on a daily basis.

Traffic:

It is anticipated that around 10% of guests will arrive and depart by Uber or Taxi with the balance of 90% arriving and departing using their own vehicles. As detailed in the development application, sufficient parking in excess of the required amount to facilitate the various uses on the site have been provided both on the ground level and in the upper level car parking provided within the podium of the proposed development.

Noise:

The Punthill model offers a select service extended stay apartment and hotel options which is tailored and targeted at long-stay corporate travellers, health professionals and key workers. As such, the typical product does not facilitate late night bars and associated outdoor common areas etc. which would create noise for other residents. Notwithstanding this, rooftop communal spaces, gym facilities and a conference room are proposed as part of the development. As detailed in the development application restricted music levels and opening hours have been recommended.

Communal Outdoor Areas

- Building management is to ensure that the outdoor common area is not to be used for parties, such that normal vocal levels would be expected as opposed to raised voices.
- Music is not to be played in communal spaces.
- Use of any communal space is to be limited to 7:00am to 10:00pm.

Gym

- The operating hours of proposed gym is 7am to 10pm, Monday to Sunday.
- The proposed gym is intended to be for private use by occupants of the hotel.
- No amplified music is to be played within the gym.
- The gym does not share any party walls with apartments and hotel rooms.
- Amplified music is not to be permitted within the gym.
- Background music from speakers should be limited to 75dB(A) as a spatially averaged sound pressure level.
- No shouting is allowed within the gym.
- All doors to the gym are to remain closed except for patron ingress/egress.

Conference Room

- Internal noise level within the conference room (Ground Level) does not exceed 90dB(A)L10 at all time.
- The shopfront shall be closed (except for entering and exiting patrons/staff) to minimise noise disruption to surrounding residential receivers.
- Music is not to be played within conference room.

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- Management controls should be utilised to manage patron departure particularly at closing times to ensure that patrons leaving development in a prompt and orderly manner.
- Speakers are to be vibration isolated from the building structure by NRD mounts or equal.

This POM must be read in conjunction with the development application, which specifies further detail in relation to recommended limitations to mitigate acoustic impacts.

Punthill are cognisant of adequate noise levels and apply extremely sensitive measures to ensure that noise levels are minimised given that the core business is ensuring that our guests enjoy a good night's sleep.

The main operational elements of Punthill that may create noise are pickups and drop offs for waste and linen/laundry which occur daily. These occur during business hours and outside times when our guests (and neighbouring properties) would be sleeping. As the loading dock is located within the development, noise impacts would be partially mitigated and risk of noise disruption for our guests or neighbouring residents.

Deliveries:

Waste collection will occur generally 4+ times per week. Deliveries of Linen/Laundry will occur on a daily basis and consumables will be delivered on a weekly basis.

Fire Prevention/Evacuation:

The prime concern of the operator will be the total safety of patrons, staff and neighbours. Management will ensure that up to date safety procedures and equipment are implemented at all times and an appropriate qualified fire equipment maintenance contractor may be contracted to provide an ongoing service to maintain all fire prevention and control of equipment at the premises.

Complaint Resolution:

Hotel management will endeavour to fully address any reasonable concerns of neighbouring occupiers or other third parties in a sympathetic manner.

Incident Register:

Management will maintain any required Incident Register and will enter in that register details of any required incidents.

Amendments to this POM

The POM may be reviewed and updated from time to time, as necessary.