



MANUFACTURED
HOME ESTATE

PLAN OF MANAGEMENT

34 Wyndella Road, Lochinvar, NSW 2321

Lot 225, DP 246447

2025

APRIL

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I. INTRODUCTION

I.1 Purpose

This Plan of Management (PoM) articulates the values, use, management practices and objectives of the Manufactured Home Estate (MHE) 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.

I.2 Objectives

This PoM aims to establish:

- The Owners and Lifestyle Resort staff 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.

I.3 Property 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 182 sites and associated community facilities
Development Consent	XXXXXXXX
Approval to Operate	XXXXXXXX

The following figures show location maps of the site in both a regional and local context

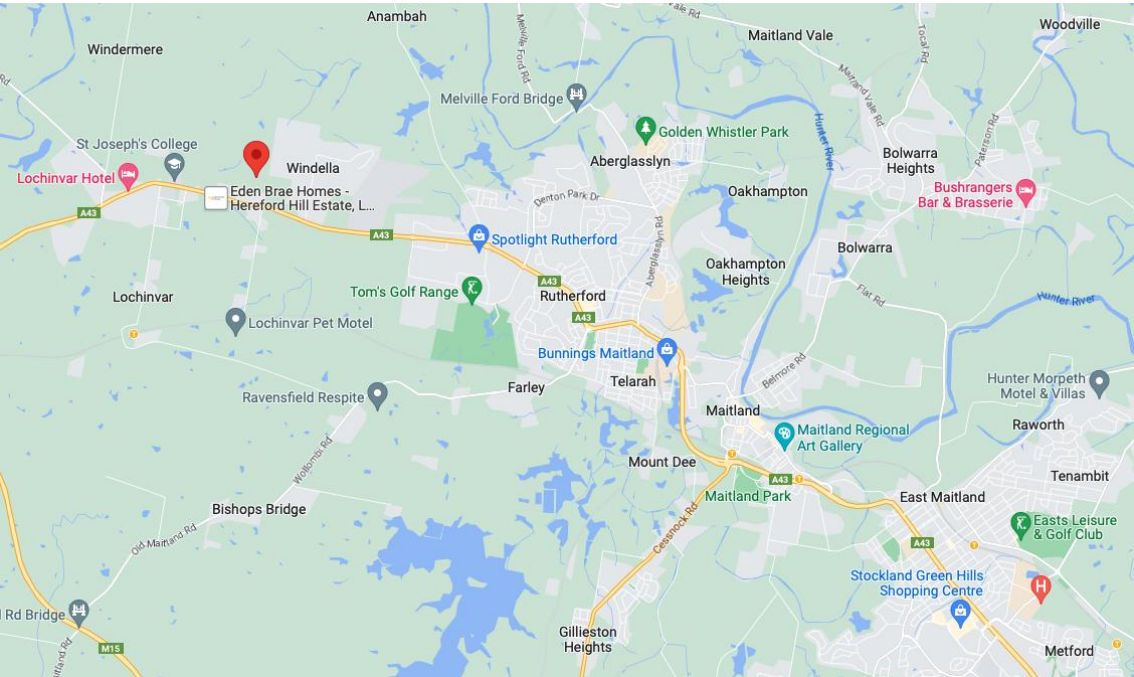


Figure 1 – regional context location map

3.2 Site Context

Key:

1. Cecily Reserve Park
2. St Joseph's College
3. St Patrick's Primary School
4. St Patrick's Catholic Church
5. Lochinvar Police Station
6. Lochinvar Sporting Complex
7. 1,200 Students St Philips K-12 Private School (in Planning)
8. Proposed 258 Lot Subdivision DA/2023/415
9. Proposed 138 Lot Subdivision DA/2023/138
10. DA Approved Lochinvar Shopping Village DA/2022/13394
11. DA Approved 312 Lot Subdivision DA/2021/1460
12. DA Approved 294 Lot Subdivision DA/2018/456
13. Purchased By Roche Group for Intersection Upgrade
14. Investigation Area IA-7 (Maitland Local Housing Strategy 2041)
15. Investigation Area IA-10 (Maitland Local Housing Strategy 2041)

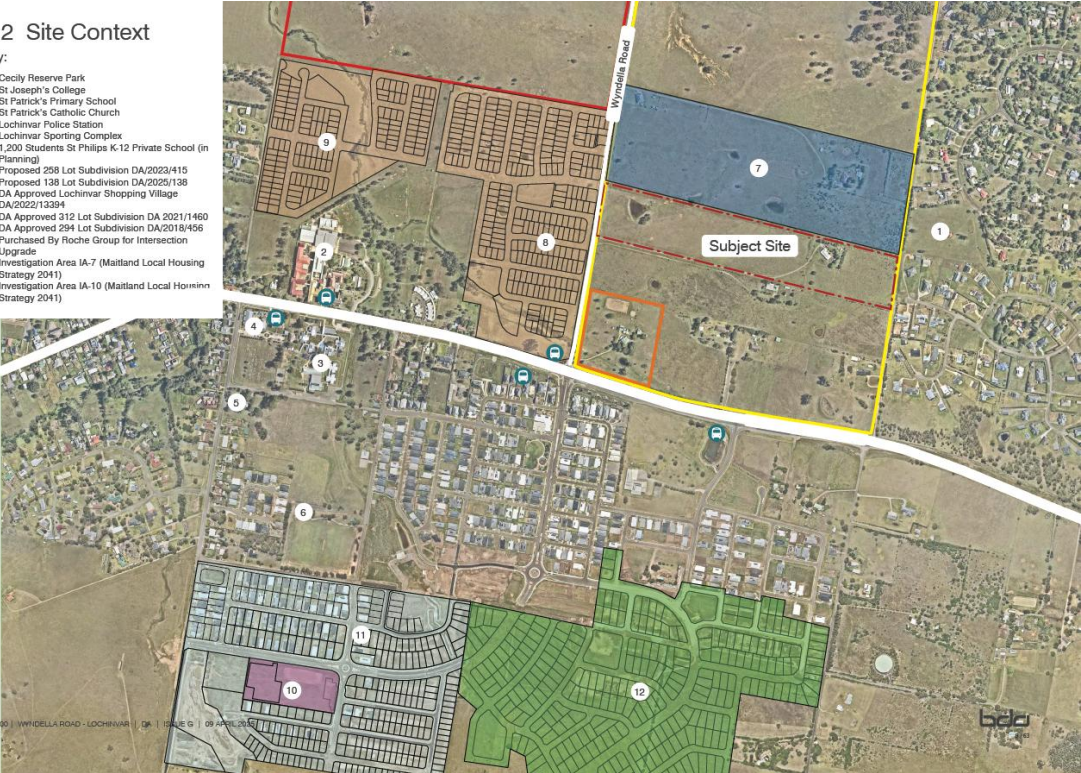


Figure 2 – local context location map

1.3.1 Lifestyle Resort Facilities

The Lifestyle Resort encompasses: 182 dwelling sites, communal open space, internal roads, parking, services, drainage, and community facilities.

Community facilities include:

- **Clubhouse:** Dining room, kitchen, cinema, lounge, games area, gym, sauna, multi-purpose room (for community gatherings, meetings and classes), treatment room (for visiting health professionals and allied health services) and arts and crafts room;
- **Additional Amenities:** Swimming pool, pickleball courts, bowling green, workshop facility, community gardens, outdoor BBQ areas, alfresco courtyards and landscaped pedestrian pathways for passive recreation;
- **Security:** Gated entry and perimeter security fencing;
- **Transport:** Resort shuttle bus service for resident transport needs;
- **Parking:** Dedicated visitor, disabled, and RV parking spaces located in designated areas within the Lifestyle Resort;
- **Landscaping:** Landscaped open spaces throughout the Lifestyle Resort, enhanced landscape buffers along boundaries, and retained bushland areas to protect environmental and visual amenity;
- **Walking Trail:** 4-metre-wide gravel bushfire perimeter trail providing emergency vehicle access and recreational walking routes.



Figure 3 – Lifestyle Resort Site Plan

2. RESORT MANAGEMENT

2.1 Owner's Roles and Responsibilities

The Owner shall be responsible for the overall management and compliance of the Lifestyle Resort, including:

- (i) Ensuring compliance with this PoM and any conditions of development consent set forth by Council;
- (ii) Developing, implementing, and overseeing operational policies and procedures;
- (iii) Recruiting, training, and supervising the Development Manager, Community Manager and Resort Staff.

2.2 Management of the Lifestyle Resort

2.2.1 Construction Phase Management

Prior to construction commencing onsite, the Owner will appoint a Community Construction Liaison. This person will be the primary point of contact for residents, neighbours, Council and other stakeholders during the construction of the Lifestyle Resort and oversee the management, safety and security of the site.

The responsibilities of the **Community Construction Liaison** include:

- a) Managing relationships and responding to questions and complaints from residents, neighbours, Council and other stakeholders regarding the construction of the Lifestyle Resort.
- b) Providing advanced notice to relevant parties before major works are undertaken or access is temporarily interrupted.
- c) Site security with an emphasis on the interface between ongoing construction works and neighbouring properties and operational areas of the Lifestyle Resort;
- d) Ensuring that construction activities are conducted in a manner that minimises disruption to residents and complies with relevant development conditions including ongoing dust and noise monitoring;
- e) Coordinating the handover process for completed dwellings, communal facilities, and landscape areas;
- f) The planting and management of landscape buffers throughout the construction of the Lifestyle Resort;
- g) Ensuring the site is kept clean and tidy and that trades, staff and contractors park in their dedicated car parking areas onsite;
- h) Overseeing the presentation, staging, and delivery of future development stages and Wyndella Road Upgrades; and
- i) Facilitating communication between the construction team, the Community Manager, and residents regarding construction activities and timing.

Operational management of the Lifestyle Resort, including resident engagement and day-to-day running of communal areas, will be the responsibility of the Community Manager in accordance with this PoM.

The Community Construction Liaison's name, phone number and email address will be distributed to all properties within 400m of any boundary of the site and it will also be posted on a notice board at the main entry of the resort (Wyndella Road).

2.2.2 Operational Phase Management

Prior to the occupation of the first home, the Owner will appoint a **Community Manager**. The Community Manager will oversee the day-to-day operations of the Lifestyle Resort and will be the residents' primary point of contact. This person will also act as the Community Operations Liaison. Their detailed responsibilities include:

- a) Managing relationships and responding to questions and complaints from residents, neighbours, Council and other stakeholders regarding the operations of the Lifestyle Resort. A formal complaint handling process will be displayed on the wall of the community manager's office.
- b) Providing advanced notice to relevant parties if any event or other operational occurrence would likely cause them a disturbance.
- c) Assisting residents with the establishment of a Residents' Association (Until a Residents' Association is formally established, the Community Manager may appoint a temporary Resident Community Liaison to represent resident interests and facilitate communication between residents and Resort Management.);
- d) Responding to enquiries from the Residents' Associations and individual residents;
- e) Managing security breaches at the Lifestyle Resort;
- f) Liaising with and coordinating emergency services, emergency evacuations, and implementing emergency procedures;
- g) Inducting, training, supervising and rostering Resort Staff;
- h) Ensuring workplace health and safety by maintaining incident, accident and injury registers;
- i) Managing repair and maintenance works promptly;
- j) Upholding hygiene standards and ensuring regular cleaning of communal facilities;
- k) Enforcing the Lifestyle Resort Rules;
- l) Maintaining positive relationships with neighbouring properties;
- m) Supporting resident-led community activities and social programs where appropriate;
- n) Managing the Resort Shuttle Bus and other contracted services;
- o) Ensuring compliance with Equal Employment Opportunity (EEO), NSW Health, and WorkCover NSW requirements; and
- p) Managing the onsite Resort Staff including the landscapers, cleaners, admin staff, events staff, contractors and tradespeople.

The Community Manager's name, phone number and email address will be distributed to all residents in their welcome packs and will also be distributed to properties within 400m of any boundary of the site. The Community Manager's details will be posted on a notice board at the main entry of the resort (Wyndella Road) and in the Clubhouse.

All **Resort Staff** will support the Community Manager by:

- a) Implementing and following policies and procedures related to access, unauthorised activities, and anti-social behaviour;

- b) Conducting daily as well as spot cleaning of common areas, and maintaining cleanliness and hygiene of all wet areas, toilets and common areas;
- c) Supporting residents within the communal facilities;
- d) Maintaining landscaping of the communal areas;
- e) Managing waste removal and cleanliness of waste collection areas;
- f) Maintaining swimming pool safety, including operation of child-resistant barriers and water quality standards; and
- g) Supporting emergency responses and evacuation procedures.

2.3 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 business hours and an after-hours office number will be provided for emergencies. Emergency contact numbers will be clearly displayed at a prominent place within the resort. These numbers may change from time to time and residents will receive notification of any such changes.

The Clubhouse will close by 10:00PM from Sunday to Thursday, and 12:00AM on Friday and Saturday night. The Resort facilities will typically close much earlier than the latest closing times listed above.

2.4 Record Keeping

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

Additionally, the Community 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) Workplace Health and Safety Management Plan;
- (iv) Emergency Management Plan;
- (v) Approval to Operate for the Lifestyle Resort; and
- (vi) Certificate of Compliance or Section 68 Approval issued for the dwellings.

2.5 Communication

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

2.6 Health and Wellbeing

The Community Manager will be responsible for the regular inspection of the Lifestyle Resort facilities and common areas. Additionally, the Community Manager will arrange for regular pest control and cleaning of the communal facilities.

All new residents of the Lifestyle Resort will be provided with a **Welcome 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) details of local home care providers and after hours GP services;
- (v) shopping centre location;
- (vi) Lifestyle Resort Rules;
- (vii) business hours contact details and emergency contact details for Lifestyle Resort management;
- (viii) alternative contact details if the Community Manager is unavailable; and
- (ix) 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.

Community Workshops and Support Services:

- (i) Resort Staff and/or the Community Manager will facilitate workshops twice per year to educate residents on topics of interest, including but not limited to telehealth services, available seniors' concessions, and physical and mental wellbeing. External practitioners or instructors may be invited to present at workshops where appropriate;
- (ii) Resort administrative staff and the Community Manager will also be available to assist residents with the use of the Community App and, where required, to support residents in setting up services such as telehealth; and
- (iii) Residents will have the opportunity to book communal facilities such as the Multipurpose Room (MPR) and the Treatment Rooms for activities that support health, wellness, and social connection. Bookings will be coordinated through the Community Manager, subject to availability and compliance with the Resort Rules.

2.7 Security & Access

To maintain the security of the Lifestyle Resort residents, the Community Manager will ensure the implementation and management of the following measures:

- (i) Install and maintain a CCTV surveillance system at key common areas of the Lifestyle Resort, including community facilities, site entries and exits, and the caravan parking area, in accordance with the CPTED Assessment. The CCTV system will enhance formal surveillance, deter anti-social behaviour, and promote resident safety. The system will comply with applicable privacy legislation;

- (ii) Operate and maintain security gates at all Lifestyle Resort entrances, controlling vehicle access via secured gates operated by numbered keypads, number plate recognition systems, remote controls, or similar technologies;
- (iii) Provide entry, directional, and wayfinding signage throughout the Lifestyle Resort to support navigation, emergency access, and community safety, in accordance with the CPTED Assessment and development conditions;
- (iv) Provide secure pedestrian gates accessed via keypad and/or intercom, located alongside the main vehicle entrance and at perimeter locations;
- (v) Provide individual access codes to residents as part of the Welcome Information Pack, and update emergency services accordingly when codes are installed or changed;
- (vi) Notify residents if gates are inoperable and implement alternative access controls to uphold security;
- (vii) Install and maintain external lighting at key common areas of the Lifestyle Resort in accordance with the External Lighting Concept Design Report and the CPTED Assessment. Lighting will enhance safety, deter anti-social behaviour, and comply with AS/NZS 1158.3.1:2020 (Lighting for Roads and Public Spaces) and AS/NZS 4282:2019 (Control of the Obtrusive Effects of Outdoor Lighting); and
- (viii) Maintain an incident register to record and manage breaches, security incidents, accidents, and injuries, administered by the Community Manager.

2.8 Managing Visitors

The Community Manager will be responsible for ensuring:

- a) All visitors comply with the Lifestyle Resort Rules;
- b) Visitors, including children, must be accompanied by a resident while they are in the common areas and facilities; and
- c) Visitors, including children, must not disturb residents and neighbouring properties' quiet enjoyment of their homes and/or the communal facilities.

These rules will be communicated to residents via the Resort Noticeboard and the Welcome Information Pack.

To preserve the residential character of the Lifestyle Resort, visitors may stay for up to six (6) consecutive weeks without prior written approval from the Community Manager. Longer stays require approval to ensure facilities remain primarily for the benefit of permanent residents.

2.9 Unauthorised Activities on the Premises

The Lifestyle Resort Rules regarding unauthorised activities are prominently displayed at the Lifestyle Resort entrance and Reception. Residents found engaging in unauthorised activities will be subject to the provisions of their Residential Site Agreement.

In cases of anti-social behaviour, Resort Staff will request that the behaviour cease immediately. If the behaviour persists or poses a safety risk, the Police, where appropriate, may be contacted without further notice. All incidents will be recorded in the incident register maintained by the Community Manager.

2.10 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 any other emergency requiring evacuation of the communal facilities or the Lifestyle Resort, the Community 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, are to be maintained in a readily accessible location on the premises.

2.11 Bushfire Safety Management

The Lifestyle Resort will be maintained in accordance with the Bushfire Assessment Report. Asset Protection Zones (APZs) will be established and the entire site will be maintained to an Inner Protection Area standard in accordance with Planning for Bushfire Protection 2019 requirements.

A 4-metre-wide fire trail will be maintained along the site's perimeter to support emergency services access. Where home sites adjoin an APZ or bushfire interface, the Resort Rules may incorporate relevant maintenance obligations to ensure compliance across the site.

The Community Manager will review bushfire safety measures annually to ensure compliance with evolving best practice standards.

2.12 Garbage Collection

The Owner is responsible for engaging a private waste contractor to collect general waste, recycling, and green waste from designated bin collection points within the Lifestyle Resort, in accordance with the approved Operational Waste Management Plan.

Residents are responsible for presenting their bins at the designated collection points on the scheduled collection days. Waste material will be transported to a licensed waste facility by the approved waste contractor.

The Community Manager will be responsible for monitoring the cleanliness and maintenance of all waste enclosures and coordinating with the waste contractor to ensure waste areas are kept clean, tidy, and free from odours and vermin.

2.13 Resort Shuttle Bus

Prior to the occupation of the first home, the Owner will provide a Resort Shuttle Bus (Resort Bus) for the exclusive use of residents and their guests. The Resort Bus will be maintained and serviced by the Owner and will be available for residents to book for day trips. It may be driven by a qualified bus driver, Resort Staff member, or a resident who has completed relevant health and safety checks and induction. The Resort Bus will be wheelchair accessible and have a minimum capacity of 10 passengers. Scheduled outings will be communicated via the Noticeboard and Community App.

At a minimum, the Owner will ensure that there are two weekly shopping centre trips, operated by a designated driver (resident, Resort Staff, or contractor). If a resident driver is not available for either or both of the two weekly shopping centre trips, the Owner will arrange for a Resort Staff member or contractor to drive the Resort Shuttle Bus. Destination and times will be determined by the Residents' Association based on resident demand, with trips anticipated to alternate between:

1. Rutherford Shopping Centre (adjacent to Rutherford Marketplace) which includes: Woolworths, Coles, ALDI and IGA supermarkets and multiple other food outlets (e.g. Bakers Delight); banking services (Greater Bank; Mutual Bank); Rutherford Post Office and various personal services outlets including

Anytime Fitness (gym) and several hairdressers, barbers and nail salons. There are also 4 medical centres, 2 pharmacies, 3 pathology collection centres, optometrist, podiatrist and physiotherapist.

2. Future Lochinvar Shopping Village which is anchored by Woolworths and is anticipated to include a medical centre, pharmacy, tavern and other specialty retailers. Construction is scheduled to commence in mid-2025.

2.14 Footpath to the New England Highway Bus Stops

Prior to the occupation of the first home, the Owner will provide a footpath connection to the two existing public bus stops located approximately 400 metres from the site along the New England Highway. These bus stops are serviced by Hunter Valley Buses (Routes 179, 180, and 180X), offering school and public transport links to Rutherford, Maitland, Green Hills Shopping Centre, and Singleton. There are currently 12 services on weekdays and 8 services on Saturdays.

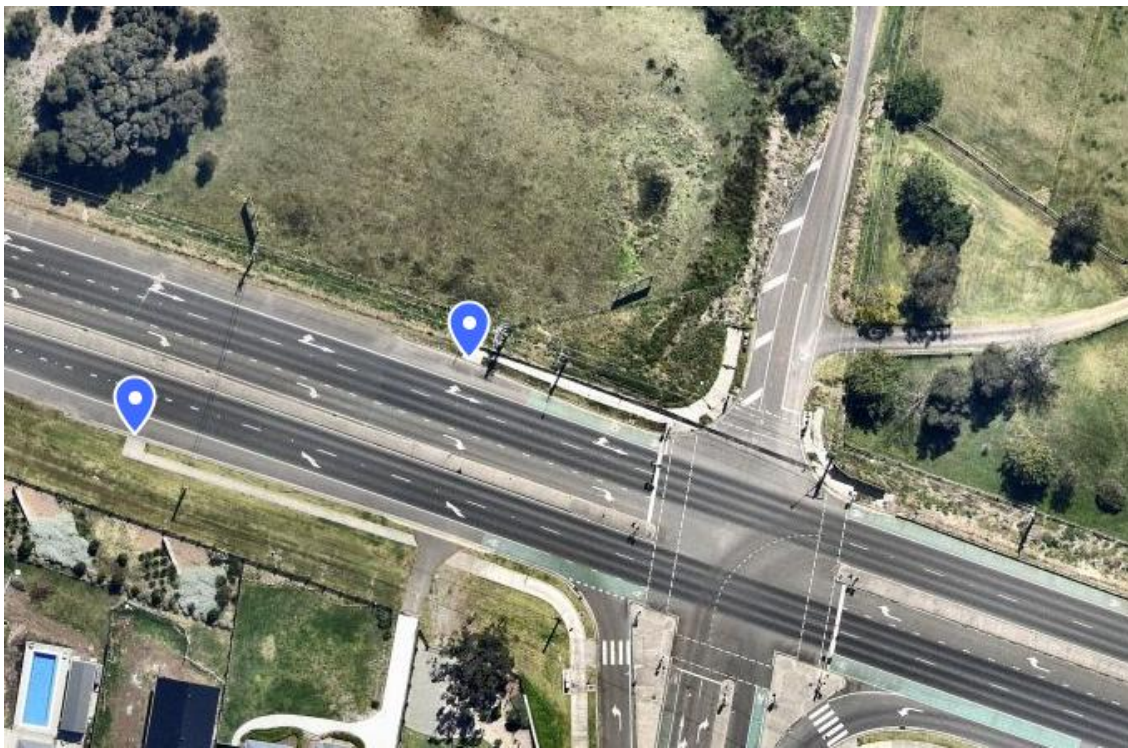


Figure 4 – Aerial image of the bus stops along New England Highway

2.15 Caravan Storage (Caravan, Boat etc.)

The Lifestyle Resort will include a dedicated storage area for long-term storage of resident-owned caravans, trailers, boats, and other permitted items.

The Community Manager will be responsible for overseeing the operation, allocation, and monitoring of the storage area to ensure it is used safely and in accordance with Resort Rules. Residents seeking to use the storage area must enter into a licence agreement that outlines the applicable terms and conditions, including access arrangements, liability disclaimers, and permitted items.

The storage area will be maintained to ensure security, cleanliness, and compliance with applicable fire safety and insurance requirements.

2.16 Internal Roads, Car Parking & Pathways

The internal road, car parking, and pathway network will be maintained to a high standard to ensure safe access and movement for residents, visitors, and service vehicles. The Community Manager will be responsible for identifying and coordinating the prompt repair of any damage to prevent hazards or access issues.

Visitor, RV, and accessible parking spaces will be clearly signposted in accordance with the approved Development Consent.

2.17 Drainage and Stormwater Maintenance

The Community Manager will oversee the regular inspection and maintenance of drainage swales, stormwater infrastructure, and erosion control measures to ensure ongoing functionality and to minimise environmental impacts. Any blockages or maintenance issues will be promptly rectified.

2.18 Clubhouse

The Community Manager is responsible for the day-to-day operation, cleaning and managing the maintenance of the Clubhouse and other communal facilities, including the swimming pool, pickleball courts, workshop, multipurpose room, treatment room, and arts and crafts space.

Responsibilities include coordinating facility bookings for residents and visiting service providers (e.g. doctors, hairdressers, allied health), as well as supporting resident-led and resort-organised social activities.

2.19 Landscaping of Common Areas

The Community Manager is responsible for maintaining landscaping throughout the communal areas of the Lifestyle Resort, including front boundaries of individual sites and perimeter buffer zones. Landscaping will be managed to ensure a high-quality visual appearance, compliance with bushfire requirements, enhance amenity, and provide appropriate screening to and from adjoining properties.

Landscaping will also be maintained to preserve sightlines and support natural surveillance in accordance with CPTED principles.

2.20 Resident Activities and Community Programs

The Lifestyle Resort encourages both casual and organised resident-led activities to foster community engagement and social wellbeing. Activities may include fitness classes, games, arts and crafts, social outings, and informal gatherings.

The Community Manager will support resident initiatives and coordinate the use of communal spaces, subject to resident interest and operational requirements.

2.21 Noise Complaints

The Community Manager will respond to noise complaints from residents and external neighbours in the event that a home owner or event at the facilities causes a disturbance. The Site Agreement and Lifestyle Resort Rules will also contain terms to ensure that residents do not impact the quiet enjoyment of other residents and external neighbours' properties.

Live music events will not be permitted outdoors at the Lifestyle Resort to maintain the peaceful enjoyment of neighbouring properties.

2.22 Construction Management

Construction activities will be managed under a detailed Construction Management Plan (CMP) for each stage.

Construction hours will be limited from 7:00AM to 4:00PM, Monday to Friday only. No construction activities will be permitted on weekends or public holidays.

Dust and acoustic monitoring will be undertaken during construction as necessary to ensure compliance with environmental and amenity standards and a **Community Construction Liaison Officer** will be appointed to respond to neighbour and resident enquiries. Construction worker parking will be contained onsite, with no construction worker parking permitted on Wyndella Road.

3. ONGOING MANAGEMENT REVIEW

This PoM outlines the ongoing strategy for the operation, management, and continuous improvement of the Lifestyle Resort.

The PoM will undergo a formal review on an annual basis, or more frequently if required, to ensure it remains fit for purpose and responsive to changing circumstances. Reviews will consider, but not be limited to:

- (i) Changes in legislation, regulatory requirements, or best practice standards;
- (ii) Operational experience and evolving site management practices;
- (iii) Feedback from residents and the Residents' Committee (where established);
- (iv) Technological advancements relevant to Resort operations and security;
- (v) Updates to the Lifestyle Resort Rules;
- (vi) Changes in broader community expectations or Council requirements.

Where updates are necessary, the PoM will be revised to ensure it continues to support the safe, efficient, and community-focused operation of the Lifestyle Resort.

A review of the effectiveness of the mitigation and benefit enhancement measures adopted in the Social Impact Assessment, that accompanies the Development Approval, will also be undertaken during the first three years of operation. Changes to programming, service access, or management approaches will be made in response to findings.

2.23 Post-Occupancy Survey

12 months after the occupancy of the first home, the Owner will undertake a post-occupancy survey to assess resident wellbeing, service access, and community integration.

As a part of this survey the Owner will embed a feedback loop in the development governance arrangements to ensure ongoing resident input into community management.