

Plan of Management

(PoM)

Associated with

Development Application (DA)

For

Proposed Farm Stay to Existing Property

Lot 1, No. 423 Maitland Vale Road,
Maitland Vale, NSW 2320 (DP185763)

Prepared for: Frank Hupp

Date: February 2025

July 2025 (all in Purple)

Submission to Maitland City Council



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1. BACKGROUND

This Plan of Management (PoM) has been prepared to ensure that the development provides an acceptable level of amenity for neighbouring properties and to ensure the daily operation of the facility complies to the statutory requirements governing the operation of a Farm Stay on an Existing Property.

The primary objectives of the PoM are as follows:

- To minimise unreasonable disturbance to adjoining residents.
- To provide a procedure to receive and resolve complaints.
- To maintain the internal and external appearance and cleanliness of the premises.
- To ensure a person is readily contactable to assist in the ongoing implementation of this management plan.
- To ensure the management is enforceable.
- To make provision for this plan to be amended as required with council approval to facilitate responsive operational changes as required to meet evolving standards for Farm Stay.
- To ensure the use of the Facility will be controlled by the PoM and the Regularity framework for a Farm stay Accommodation.
- To show compliance with the animal welfare standards.

2. COMMITMENTS

- The Farm Stay will always be operated in strict compliance with this plan and associated standards.
- It is the responsibility of the owner to ensure that the development operates in accordance with the terms of this plan as well as all conditions of development consent granted by Maitland City Council.
- A copy of this plan is to be retained on the councils Development application file, construction certificate and property file.
- The development shall be restricted to the parameters of the attached proposed planning documentation for the construction and operation of a Farm stay facility.
- At no time are any additional activities outside the parameters of the approved plans to be undertaken on the site named in this plan.

3. INFORMATION TO BE KEPT BY MANAGEMENT

Upon arrival, customers are issued with an information sheet providing general information about the premises.

The information will be updated every 12 months.

4. OPERATIONAL DETAILS

- This business will be run by our client Frank Hupp who reside at the property.
- Farm Stay will operate between 8:00am to 10:00pm, 7 days a week and check in and out will be within the same hours.
- Maximum number of guests expected at any one time will be 16 (not including guests under 12 years old).
- The accommodation will be pre booked via online platform AIR BnB.
- Maximum 2 guests (not including guests under 12 years) for each villa
- Storage for the facility will be utilised into the existing farm sheds available on the property.

5. CHECK-IN & CHECK-OUT PROCEDURE

The manager/owner will retain a register of all guests on site. The check in will be done at the time of arrival.

- The guest's name and contact details.
- Option for late Checkin
- Check out before 12:00pm

6. MANAGER/OWNERS RESPONSIBILITIES

- The manager/owner will be required to live on site (this business will be run by our clients Frank Hupp who reside at the property).
- The manager/owner shall be familiar with and aware of his or her responsibilities under all relevant legislation governing the use and operation of the Farm Stay Accommodation, including but not limited to:
 - The Work Health and Safety Act 2011,
 - the Work Health and Safety Regulation 2011
- The manager/owner shall be responsible for reception operations, keeping records and ensuring the buildings and all common areas are in an excellent state of cleanliness.

7. VISITORS

Clients and visitors to the facility will be required to sign a register of attendance. The manager/owner will be required to maintain a complete record of the names and contact phone numbers of all visitors to the site.

8. COMPLAINTS

- The manager/owner is responsible for recording any complaints, including complaints from guests and neighbours, in a complaint register. The time and date of the complaint along with the name of the person making the complaint must be logged in the register. The register must be always available for approved officers of the Council, Rangers of the Maitland City Council and police to review upon request. The register must also log the type and nature of the complaint and record action taken to address the complaint and when that action was taken.
- The manager/owner will be available on a 24/7 basis to deal with any complaints relating to the operation and management of the premises.
- There will be a register of all complaints and the register will contain:
 - Complaint Date and time
 - Name of the person/police/council member making the complaint
 - Contact details
 - Nature of the complaint
 - Action taken (by whom and when)
 - The outcome of the action and/or if further action is required.
 - All complaints shall be initially addressed by the manager/owner within 24 hours of notification and the complaints register is to be made available to the Police and Council upon request.
- In the event of a dispute with an external party, the manager/owner will initially attempt to resolve the dispute. If the dispute still cannot be resolved, then the owner will refer the matter to the community justices Centre for mediation or arbitration.
- If a complainant does not agree with the manager/owner's decision, they have the right to take the matter to arbitration through the community justice centre for mediation or arbitration or refer the matter to the Council for resolution.
- Costs of this action are to be borne by the complainant.
- Complainants will have a period of 21 days after the manager/owner decision to lodge a complaint with the authorities.

9. ONGOING MAINTENANCE

- Pest control by a professional contractor shall be carried out at least once a year.
- Villas shall be deep cleaned on a 3 monthly rotation.
- Maintenance of noxious weeds as required by council.
- Maintenance of access roads, parking, and all public areas to be undertaken on a 12 monthly cycle.
- Maintenance of the required security for the facility.
- The external presentation of the premises is to be maintained to a high standard with all surfaces to be kept cleaned repaired/painted as required or yearly, whichever is the lessor.

10. WASTE MANAGEMENT

- On-Site Sewer Disposal will be a similar system to bio cycle whereby water is treated and used for irrigation of landscaping. The tank will be located below the villas. Location to be determined by consultant during CC.
- The manager/owner will be responsible for checking the collection of all rubbish wet/dry from the villas and circulation areas.

- The bins shall be regular sulo bins and two of each i.e red, yellow and green. While all the villas will be equipped with indoor rubbish bins, the bins shall be located at the eastern end of villa 8. The bin location shall be fenced off. The bins shall be cleared on a weekly basis utilizing the council's kerbside collection.
- Waste will be managed by the manager/owner, who will ensure it is appropriately bagged and placed for collection via Council's weekly kerbside waste service.
- The manager/owner is responsible for placing the waste and recycling bins in the agreed location on collection day and for returning the bins to the collection area once emptied. The manager/owner is also responsible for cleaning the bins.
- The manager/owner is responsible for establishing and maintaining a waste collection contract with an appropriate provider as required.

11. CLEANING

- Villas, common areas shall be deep cleaned on a 3 monthly rotation.
- Villas will be required to be cleaned on a daily basis.
- Toilets/ Baths are to be cleaned daily.
- All the linen shall be changed upon after every second day of a guest's stay or earlier in case of check out and cleaned to the industrial standards.
- All the linen will be washed and maintained off site.
- All the Housekeeping and cleaning will be on contractual basis by the third-party contractors.

12. LANDSCAPE AREA MAINTENANCE

- The landscaped areas shall be maintained and manicured regularly on weekly basis by the contractors.

13. EMERGENCY EVACUATION PROCEDURE

- In the event of a natural disaster the facility must have in place a procedure for the complete evacuation of the facility.
- Where evacuation is not possible, an emergency shelter point must be provided and maintained.

14. INSURANCE

The owners will be required to maintain a public liability insurance policy cover and any other insurance policy as required by authorities.

15. ACOUSTIC MEASURES AND CONTROLS

- Once the facility is completed and in operation a detailed acoustic assessment of the facility must be undertaken.
- The report will address noise levels of villas and combined noise levels of the facility.
- Measurement distances will be to the current best practise recommendations for facilities of this type in a rural location.
- Based on the levels recorded in this assessment the owner will be required to undertake appropriate noise mitigation measures.

