

192 Stirling Street, Perth

Preliminary Operational Management Plan for Co-living Residential Development

1. Introduction

This Operational Management Plan (OMP) provides an outline of the strategies and processes that will be implemented to manage the proposed co-living residential development at 192 Stirling Street, Perth.

The OMP supports the fundamental aim of the proposed co-living development to create an inclusive, supportive, and sustainable environment for residents.

This OMP has been prepared to support the submitted development application for the project, with a more detailed OMP to ultimately be prepared upon final appointment of the preferred operator.

2. Objectives

- To provide a safe, comfortable and convenient inner-city living environment for all residents.
- To provide flexible residential accommodation options for residents seeking a zero hassle move-in experience.
- To foster a strong sense of community, inclusion, and collaboration among residents.
- To provide a high level of service in terms of amenities, resident support, and community events.

These objectives are informed by the typical demographic of co-living residents , which is characterised by:

- People who live a more nomadic lifestyle, seeking shorter term, flexible leases and having minimal personal possessions when compared with a traditional residential apartment occupant. This includes students, fly-in fly-out workers, and transient young professionals.
- People seeking a zero hassle move-in experience, with accommodation that provides full furnishings and a range of optional extras to suit their individual needs.
- People seeking convenient inner city accommodation that supports their often temporary employment or education needs at that point in time.

3. Property Management Structure

3.1. Property Management Team

The property management team will consist of:

- **Property Manager:** Oversees day-to-day operations, ensures compliance with policies, handles escalated resident concerns.
- **Resident Community Manager:** Focuses on resident engagement, organizing community-building activities, and fostering positive relations among tenants.
- **Maintenance Technicians:** Handle regular repairs, preventive maintenance, and emergency issues.

3.2. External Vendors

The property management team will also collaborate with external vendors for:

- **Cleaning Services:** Weekly common area cleaning and periodic deep cleaning.
- **Waste Management:** Regular waste collection and recycling services.
- **Landscaping:** Regular landscape maintenance.

4. Resident Services

4.1. Leasing and Rental Agreements

- The property will operate on a centrally managed leasing model, with clear and transparent lease agreements that outline the responsibilities of both the property management team and the residents.
- The property will offer flexible lease terms to accommodate short-term and long-term stays, between 3 months and 3 years.
- All apartments are leased as fully furnished living units, with full access to the shared amenity facilities throughout the development.
- All resident parking facilities (for cars, motorcycles, scooters and bicycles) and residential stores are unbundled from individual residential apartments, and are provided as optional additions to be negotiated up-front at leasing stage with individual residents.
- Available resident parking facilities are also supplemented by a car share scheme for residents, as detailed in the accompanying Parking Management Plan.
- Additional short-term, shared rentable items will also be made available to residents. This may include computer monitors, cables and other electronic devices, e-bikes and e-scooters, beach sets, and the like.

4.2. Move-in and Move-out Process

- Orientation sessions and move-in packs will be provided for all new residents covering community rules, amenities, and available services.
- Efficient move-in/move-out procedures will be coordinated by the property manager, including checklists and assistance in arranging moving services for residents if required.

4.3. Maintenance Procedures

- Residents will be able to submit maintenance requests via an online portal or directly to the management office.
- Preventative maintenance schedules will be created to ensure all appliances, utilities, and safety systems are regularly checked.

4.4. Amenity Facilities and Common Areas

The proposed development incorporates a diverse range of communal amenity facilities to encourage residents to participate in a shared community focussed living environment. This includes:

- Common kitchen, dining, lounge and rooftop terrace areas.
- A co-working hub with associated meeting facilities.

- A gym, spa room and sauna.
- A communal laundry area.
- A share car scheme.

The following procedures will be implemented to support the effective operation of shared amenities spaces:

- Regular inspections and cleaning of shared spaces.
- A digital booking system for reserving shared spaces for specific uses or events (e.g. meeting rooms, shared cars, or communal kitchen and dining areas).

4.5. Guest Suites

- The property provides four ancillary guest suites, designed specifically for temporary visitors associated with residents within the development.
- The guest suites are available on short-term, week-long lease arrangements, via the property management team.

4.6. Resident Engagement and Community Building

- Events calendar: property management will arrange regular events such as fitness classes, workshops, and social gatherings.
- Resident feedback: regular surveys and suggestion boxes to gauge resident satisfaction and improve services.
- Community app/portal: an online platform for residents to interact, share news, and collaborate on initiatives.

5. **Performance Monitoring and Continuous Improvement**

- Regular review of operational performance through key metrics such as occupancy rates, resident satisfaction surveys, and maintenance response times.
- Annual review of the OMP to incorporate feedback, address challenges, and implement new innovations.

6. **Conclusion**

This OMP will serve as a framework to ensure the successful day-to-day management of the co-living residential development at 192 Stirling Street, Perth. By fostering a vibrant community, ensuring quality service, and maintaining a sustainable living environment, the project aims to enhance the overall resident experience while achieving operational excellence.

As noted previously, a more detailed OMP will be prepared upon final appointment of the preferred operator, along with a separate safety and security management plan.