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Social impact assessment

Pemulwuy (Precinct 3), Redfern
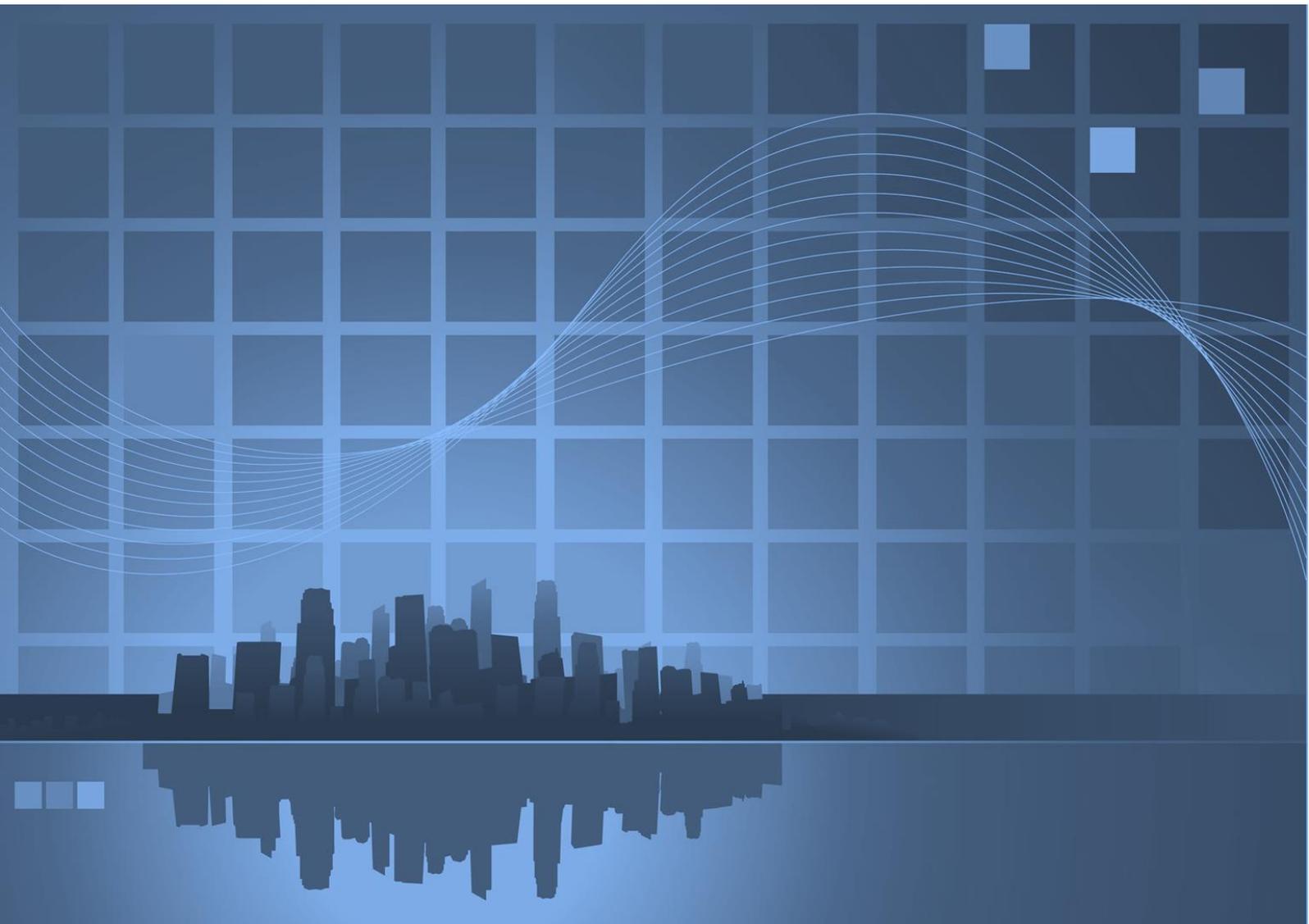
Prepared for DeiCorp Constructions NSW P/L

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1   Introduction

This report assesses the social impact of a proposed modification to an approved mixed use development (MP06_0101) at "The Block," bounded by Eveleigh Street, Vine Street, Louis Street and Caroline Street in Redfern ("the approved development"). The approved development comprises 62 social and affordable dwellings for Aboriginal and Torres Strait Islander peoples, retail and commercial suites, a 60 place child care centre and student accommodation of 154 rooms. The current application seeks approval to modify the approved student accommodation element of the development only. The modification, if approved, will increase the number of student accommodation rooms to 522 ("the proposed development").

The Secretary's Environmental Assessment Requirement's issued on 22 December 2016 set out requirements for environmental assessment of the proposal including:

> *"8. Social Impacts: The EA / EIS must include a Social Impact Assessment (SIA) that considers the impact of the proposal on the Redfern community. The SIA must address the relocation of existing residents during the construction phase of the proposed development (including opportunities for rehousing) and any longer term impacts on the immediate and wider Aboriginal community."*

This report is submitted to fulfil the above requirement. It addresses the potential impacts of the proposed development on the Redfern Community and the Aboriginal Community. It does not include a plan to manage the relocation of existing residents during the construction phase because there are no existing residents on the site. Residents have previously been relocated from the site. This aspect of the Secretary's Environmental Assessment Requirement's has been discussed with officers at the Department of Planning and Environment and it was agreed that a relocation plan is not required.

1.1   Background to the application

On 30 June 2009, the Minister for Planning and Environment granted approval to state significant development application MP06_0101. The approved development comprised construction of a mixed-use development which included residential, commercial, retail, community facilities, cultural facilities, open space and landscaping on land with frontage to Eveleigh, Vine, Louis, Caroline and Lawson Streets, Redfern. A subsequent modification to the approved development was granted on 21 December 2012. The approved development, as modified, comprises:

- demolition of existing improvements on the site
- construction of a part two and part six storey mixed-use building in Precinct P1 containing:
    - 62 social and affordable housing dwellings;
    - 340m² of retail commercial space;
    - 905m² of gymnasium fitness centre space;
    - a car park accommodating a total of 115 spaces in a basement level under the building, including 10 spaces capable of being used by people with a disability; and
    - the provision of 865m² of publicly accessible open space.
- construction of a part two and part three storey mixed-use building in Precinct P2 containing:
    - 1,465m² of retail/commercial space;
    - a 60 place child care centre;
- construction of a part three and part six storey mixed-use building in Precinct P3 containing:
    - 1,100m² of retail commercial space;
    - a 475m² gallery; and
    - student housing accommodating a total of 154 beds in 42 units and a manager's flat;
- strata subdivision of the dwellings in Precinct P1 upon the completion of the development;
- establishment of open space areas:
    - in Eveleigh Street between Lawson and Caroline Streets, to be known as Pemulwuy, "the meeting place" adjacent to the Eveleigh Street/Caroline Street intersection; and
    - fronting Caroline Street between Eveleigh and Louis Streets in Precinct P1; and
- carrying out of public domain improvements and associated roadworks.

Aboriginal Housing Company ("AHC") owns the site and is the applicant for the approved development and the proposed development. The AHC has indicated that they intend to retain ownership of the development upon its completion.

The approved development was formulated in the basis that funding would be available from the following sources:

- grants provided by the state and federal governments, including the National Rental Affordability Scheme;
- philanthropic grants;
- commercial borrowings; and
- the limited financial resources available to the AHC.

However, the AHC has been unable to raise the anticipated funds from government and philanthropists, requiring a revised feasibility model for the development. A new financial model proposes additional student housing in Precinct P3 to create increased returns. Financial modelling indicates that 522 student accommodation rooms are required to enable the AHC to complete the entire Project, without having to rely on funding from government or philanthropic grants.

Consequently, the applicant is now seeking to modify the approved development to accommodate an additional 368 student accommodation units in Precinct 3. No changes are proposed to the approved development for Precincts 1 or 2.

1.2   The current application

The current application proposes to modify the approved development by:

- constructing a building on Precinct 3 (fronting Eveleigh Street) of up to 24 storeys;
- providing 522 student accommodation rooms.

The proposed development has been the subject of a Design Excellence process. The proposed development has also been designed having regard for specifications of Altira Student Living Pty Ltd, being one of Australia's leading student housing providers. Upon completion, the facility is to be leased and operated by Altira. The AHC envisage that it will accommodate both indigenous and non-indigenous students attending nearby tertiary educational institutions.

This report considers the potential impacts of the proposed modifications on the social environment.

2 Approach

2.1 General

The purpose of this social impact assessment is to provide a professional assessment of the likely social consequences of the proposed development so that adverse outcomes can be avoided or minimised and the proposed development has maximum benefits for the community.

Social impact assessment has been defined by Finsterbush (1985)[1] as "*a process which seeks to estimate in advance all significant impacts of potential policies, programs or projects on individuals, groups, organisations, neighbours, institutions and other social units.*" The US Inter-organisational Committee on Guidelines and Principles for Social Impact Assessment states that:-

> "*Social impacts means the consequences to human populations of any public or private actions that alter the ways in which people live, work, play, relate to one another, organise to meet their needs and generally cope as members of society. The term also includes cultural impacts involving changes to the norms, values and beliefs that guide and rationalise their cognition of themselves and their society*"[2]

Thus, social impacts may be broad ranging in terms of their nature and who they affect.

2.2 Aims

This social impact statement aims to determine and describe the social impacts likely to occur as a result of the proposed development. This involves four key components as follows:

- describing the existing social conditions

- predicting the social changes that may result from the proposed development

- assessing the significance of the predicted changes (both positive and negative)

- identifying mitigating strategies to lessen potential negative impacts.

2.3 Methodology

This social impact statement has been prepared having regard for industry standard and good practice. Accordingly, preparation of the statement has involved the following key stages:

- scoping

- community consultation

- profiling

- prediction and assessment

- mitigation.

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[1] Cited in Social Policy Development Unit (1997) *Guidelines for Assessing Social Impacts*, NSW Government, pp 9.

[2] *Principles and guidelines for social impact assessment in the USA*, US Inter-organisational Committee on Guidelines and Principles for Social Impact Assessment, Impact Assessment and Project Appraisal, Vol 21, No. 3 September 2003

2.3.1 Scoping

The range of possible stakeholders and issues that may emerge because of the proposed development has been considered. The site and surrounds were surveyed. Background materials such as strategic planning reports, town planning documents, community profiles, community safety plan, literature on the impacts of student accommodation and a range of other documents were reviewed at this initial stage. The outcome from the scoping stage of analysis was a clear delineation of the geographic boundaries of those likely to be affected by the proposed development and a preliminary set of issues to examine.

2.3.2 Community consultation

A consultation program is occurring separately from the social impact assessment process. A report on the issues raised during consultation has been prepared by Scott Carver and is submitted under a separate cover.

2.3.3 Profiling

A social profile of the affected community has been prepared and analysed. The social profile aims to comprehensively describe the current social context.

The social profile has regard for the geographic area to be affected by the proposed development. The Redfern Village Centre (as defined by the Australian Bureau of Statistics) is considered the area most immediate to the proposed development. It and the Sydney local government area were examined. Data for these areas has been compared to the Sydney Region to provide a baseline for measurement. The social profile incorporates data from a wide range of sources including the Australian Bureau of Statistics, Bureau of Crime Statistics and Research, NSW Department of Planning and City of Sydney Council.

2.3.4 Assessment of impacts

Potential impacts were predicted and assessed based on profiling outcomes and community input. The assessment has regard for:

- who will be affected by the proposed development
- how they will be affected
- for how long they will be affected
- the overall level of social change to result from the proposed development.

Potential impacts identified includes both direct and indirect, as well as positive and negative impacts.

2.3.5 Mitigation measures and monitoring

Mitigation strategies have been developed to address potential negative impacts and if possible, enhance the potential positive impacts. The aim is to minimise any potential negative impacts of the proposed development, maximise positive effects and to manage changes overall. In addition, consideration is given to the need for monitoring of the impacts of the development and the effectiveness of the mitigation strategies.

3   The site and its surrounds

3.1   Location

The site of the proposed development is known as 83-123 Eveleigh Street, Redfern. The site is located immediately to the west of the western suburban rail line and to the east of Eveleigh Street. The site is located approximately 100 metres to the north of Redfern Station. The site location is indicated in Figure 1.
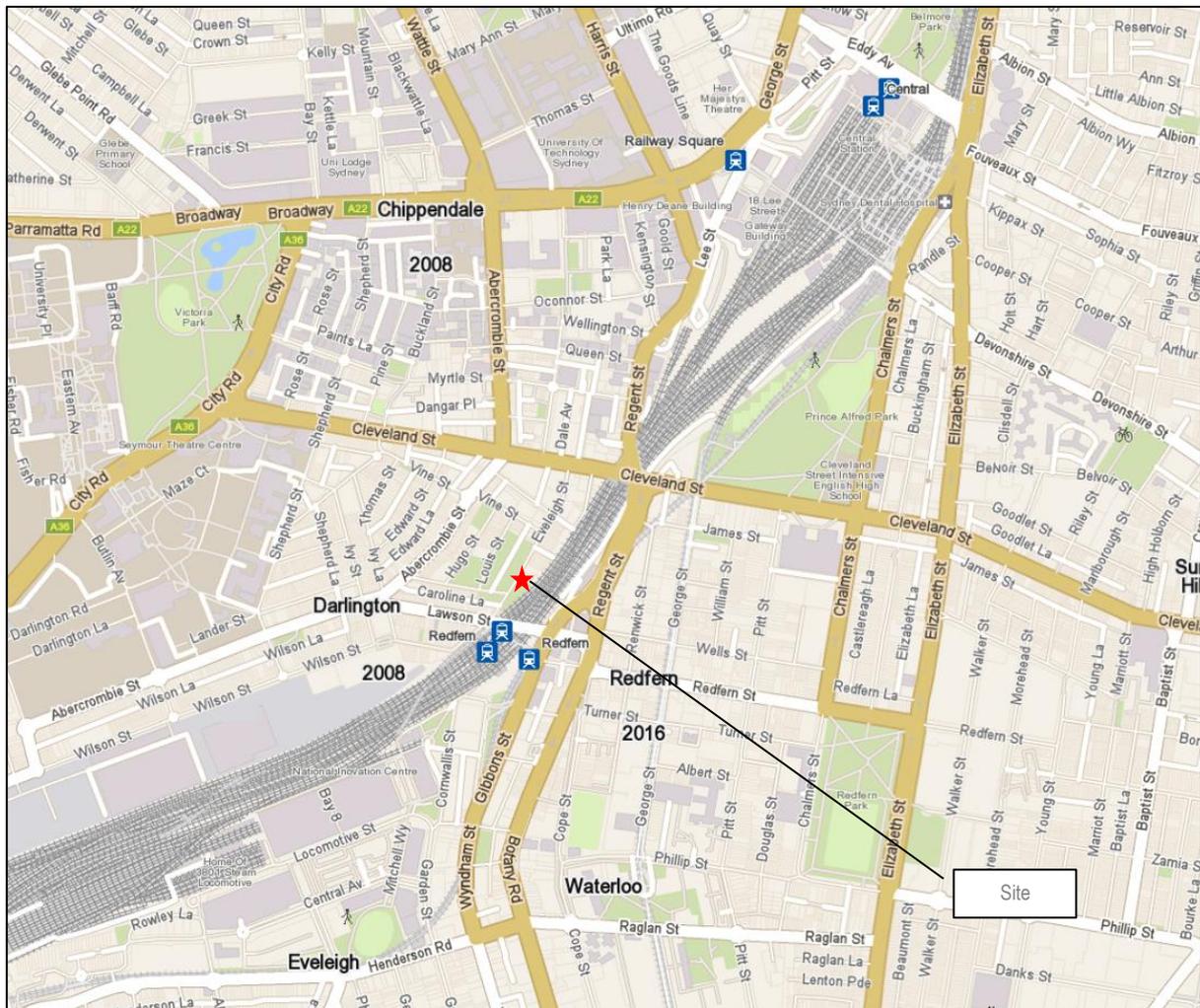

Figure 1: Location

3.2   Existing improvements

The site is now vacant land enclosed in a high wire mesh fence.

3.3   Surrounds

The surrounds can be described as follows:

- Land immediately to the north of the site comprises older style two storey terrace houses. The dwellings are in varying states of repair. At the time of inspection two of the dwellings displayed notices posted by City of Sydney Council, indicating that development applications were lodged for alterations and additions on those sites. A further two dwellings appeared to be boarded up and unoccupied.
- Land immediately to the east of the site forms a major rail corridor accommodating all rail lines from Central station to southern and western Sydney as well as NSW. Gibbons Road and Regent street lie further to the east.   Further to the east again is a mixed use precinct with some high rise residential development with commercial uses at the lower levels, traditional shops and terrace housing.
- Redfern station and the rail corridor are located to the south. The major commercial precinct of Redfern is located to the south of the rail station. Australian Technology Park is further to the south.
- Immediately to the west of the site is Eveleigh Street. Land to the west of Eveleigh street is currently vacant and forms part of the Pemulwuy development. Older style terrace house dominates further to the west. The eastern most boundary of the University of Sydney is approximately 600 metres to the west of the site.

Figure 2 provides an aerial view of the surrounds.
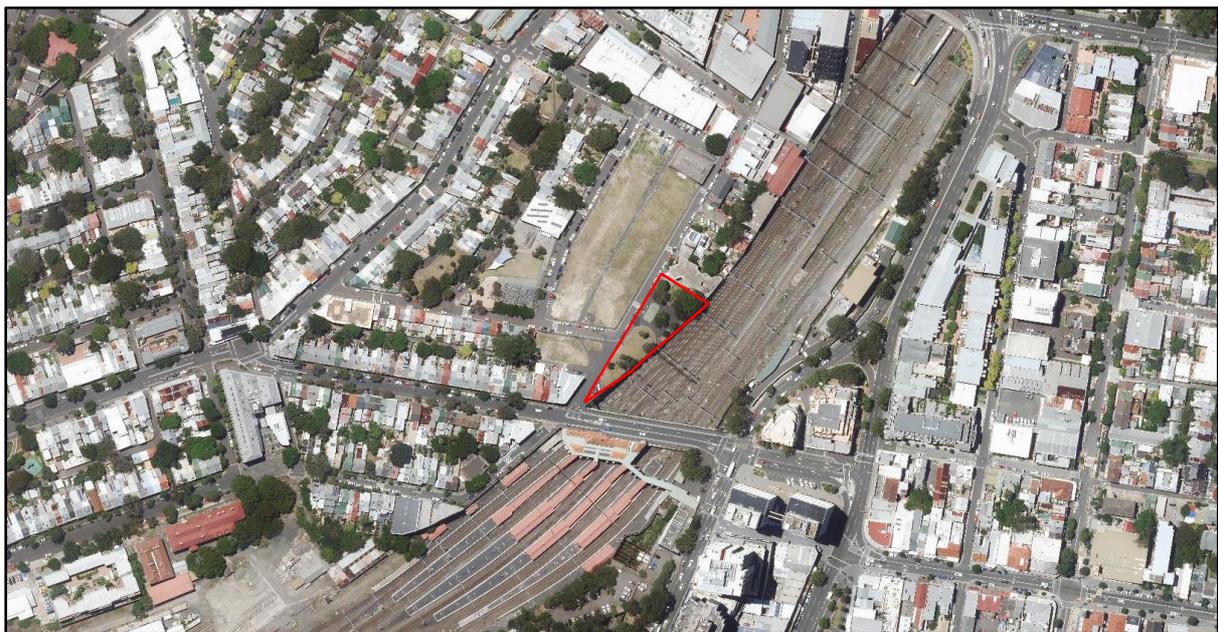
Figure 2: Aerial view of the surrounds

The site enjoys a high degree of accessibility to most parts of Sydney, being located only 100 metres to the north of Redfern Station, 1 kilometre to the south of Central Station and 2.2 kilometres to Sydney Town Hall. The site is in close proximity to the University of Sydney (600 metres to the west) and University of Technology Sydney (1.3 kilometres to the north).

3.4   History

The site forms part of a precinct that was colloquially known as The Block. The Block was bounded by Eveleigh, Caroline, Louis and Vine Streets. The Block was the subject of large protests, starting in the early 1970s, when property owners in the area conducted a campaign of evicting all Aboriginal residents. A group of campaigners successfully lobbied the Whitlam government for a grant which allowed the AHC to commence purchasing houses in 1972. Houses on The Block were purchased over a period of 30 years by the Aboriginal Housing Company (AHC) for use by Aboriginal and Torres Strait Islander

peoples. The area was significant as a source of low-cost housing for disadvantaged Aboriginal people. The main focus of life in The Block was Eveleigh Street.

As a pioneering project in Aboriginal-run housing, The Block carries enormous importance to Australia's Aboriginal heritage. The Block is viewed by the Aboriginal population of NSW as their spiritual home in Sydney. It is a place with a rich history of Aboriginal culture, activism and hope.

On 14 February 2004, The Block was the scene of the 2004 Redfern riots whish have left a lasting impression on the community and built environment. The ticketing area and station master's office at Redfern railway station was damaged by fire in the 2004 Redfern riots, which have subsequently been rebuilt and refurbished.

In the face of deteriorating housing conditions, growing maintenance costs and increasing drug abuse and crime, the AHC decided to demolish part of The Block and AHC tenants vacated the site several years ago.

3.5   The Pemulwuy project

The Pemulwuy project is the AHC's plan to redevelop The Block. The redevelopment plans have been formulated by the AHC having regard for a broad range of factors. In particular, the AHC note that:

> The Block is considered a modern sacred site by Aboriginal people across the nation. The site is historically the first urban land rights in Australia; the birth place of Australia's civil rights movement; and continues to symbolise the struggle for Aboriginal human rights and self-determination. For these reasons and many others, the future of the Block will have a profound effect on the psychological and physical wellbeing of Aboriginal communities, around the country[3].

The AHC have formed a vision for Pemulwuy that is intended to:

> breathe new life into the land, and restore a strong and healthy Aboriginal and Torres Strait Islander community to Redfern with an emphasis on cultural values, spirituality and employment[4].

The AHC are striving to provide a safe environment for families and older people. Pemulwuy is to be a vibrant community with affordable housing, businesses and community facilities. The land will remain in owned by the Aboriginal Housing Company. Pemulwuy will provide 62 affordable dwellings for Aboriginal and Torres Strait Islander people.

The project is an important opportunity for the AHC to build facilities for future generations. It is imperative that the project is financially viable and sustainable. To this end, the project is to incorporate a commercial precinct which will generate income necessary to achieve the long term goal of delivering affordable Aboriginal and Torres Strait Islander housing in Redfern. Commercial rents will in effect, subsidise the delivery of affordable housing. The AHC business model will diversify income from the commercial component of the Pemulwuy project to sustain the affordable housing on the Block and beyond. The business model is also intended to allow the AHC to reduce the dependency of Aboriginal people on the government[5].

The student housing component of Pemulwuy aims to capitalise on the site's proximity to universities and colleges, and the strong demand for student housing. AHC research has indicated that provision of student housing would be a viable commercial enterprise, the profits from which will be used to subsidise the Affordable Housing and the AHC's operations. The AHC have identified a range of benefits to arise from the Pemulwuy project (Table 1).

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[3] Aboriginal Housing Company (2006) *Community Social Plan, Redfern Pemulwuy Project*, Second Edition, pp7-8

[4] Aboriginal Housing Company cited on 1 June 2017 at http://www.ahc.org.au/pemulwuy/

[5] *Op cit.*

Table 1: Identified benefits from the Pemulwuy redevelopment project

Organisation/group	Benefits
Local Residents	The Pemulwuy Project will contribute to a positive local identity and image for Aboriginal people, for Redfern and surrounding suburbs. It will enhance the lifestyle, living standards, economic status and safety of the local community. It will provide the opportunity to create a cultural precinct that cam attract Aboriginal cultural tourism.
Local Aboriginal Community	The Pemulwuy Project will provide significant economic and cultural improvements, high standard housing and social advantage. It will provide greater access to Aboriginal services and strengthen community's capacity to address its own long term needs. It will increase Aboriginal self-esteem and self determination. It will bring cultural pride to Redfern.
Local Aboriginal Youth	The Pemulwuy Project will help improve services and activities for youth resulting in a transition of power to younger generation of leaders. There will be fewer youth at risk.
Other Aboriginal Communities in NSW and Nationally	The Pemulwuy Project will be a benchmark for other Aboriginal housing developments. It will be provide a positive image for Aboriginal people on a national and international level. It will improve the lifestyle and living standards of other communities. Sydney is the gateway to Australia and the project will raise the national image of Aboriginal people.
Police	The Pemulwuy Project will result in lower local crime rates by discouraging, drug users, drug dealers and opportunistic crime.
Emergency Services	The Pemulwuy Project will foster lower incidents of hospitalisation and deaths from drug and alcohol abuse.
Health Services	The Pemulwuy Project will improve Aboriginal health and wellbeing due to better housing conditions and a clean, drug free environment.
Drug and Alcohol Services	The Pemulwuy Project will assist in coordinating services and better support systems. It will also contribute to lower alcohol and drug-related dependency.
Homelessness	The Pemulwuy Project will result in a decrease in homelessness and homeless at risk.
Local Businesses	The Pemulwuy Project will provide a safe environment conducive to economic improvements, quality in business, and a willingness to invest in the future.
Community Services	The Pemulwuy Project will assist in greater coordination of services and support.
Department of Housing	The Pemulwuy Project will lessen the impact on public housing.
Local Government	The Pemulwuy Project will lessen the impact on human services.
State and Federal Government	The Pemulwuy Project will facilitate practical reconciliation by directly improving the lifestyle and living standards of Aboriginal people. It will also fulfil the Government's obligation to address disadvantage of Aboriginal people.
Education	The Pemulwuy Project will increase the skill levels and support for Aboriginal education. It will give greater access to education to Aboriginal youth.
Prison Services	The Pemulwuy Project will assist to decrease local crime associated with drug use.
Juvenile Services	The Pemulwuy Project will assist to decrease crime attributed to bored youth. It will also lower the risk of youth being targeted by drug dealers.

Source: AHC

4   Proposed development

4.1   Description

The proposed development at precinct 3 of Pemulwuy will comprise a building of up to 24 storeys providing 522 student accommodation rooms. Plans of the proposed development are provided in Appendix 1.

The proposed development has been the subject of a Design Excellence process. It will offer high quality living environment for 596 students.

The proposed development has also been designed having regard for specifications of Atira Student Living, being one of Australia's leading student housing providers. The facility is to be leased and operated by Atira Student Living and will accommodate both Aboriginal and non-Aboriginal students attending nearby tertiary educational institutions.

4.2   Accommodation

The mix of student accommodation at the proposed development is indicated in Table 2 below. In total, there will be 596 beds in the complex across 522 rooms.

Table 2: Accommodation mix

Accommodation	Number	%
Studio	233	45%
Twin rooms#	74	14%
5 bed cruiser*	43	41%
Total rooms	522	100%
Total beds	**596**	

* contains 5 rooms   # contains two beds

The purpose designed development will offer comfortable accommodation and a high level of amenity for students. A detailed schedule of room areas and amenities are provided under a separate cover and summarised in Table 3 below. All rooms will be fitted out with a bed, desk and storage facilities with a bathroom and kitchenette or kitchen. Most rooms (45 per cent) will be studio rooms with a bathroom and kitchenette.

Table 3: Accommodation style

Type	No.	Sq. m.	Bathroom	Kitchenette	Kitchen	Adaptable	Living	Desk	Storage
Studios (1 room, 1 bed)									
Type A		18	✓	✓				✓	✓
Type B		18	✓	✓				✓	✓
Type C		21	✓	✓				✓	✓
Type D		21	✓	✓				✓	✓
Type E		24	✓	✓				✓	✓
Adapt A		28	✓	✓		✓		✓	✓
Adapt B		29	✓	✓		✓		✓	✓
Twin (1 room 2 beds)									
Type A		22	✓	✓				✓	✓
Type B		25	✓	✓				✓	✓
5 bed clusters (5 rooms, 1 bed each)									
Type A		128	✓		✓		✓	✓	✓
Type A2		130	✓		✓		✓	✓	✓
Type B		130	✓		✓		✓	✓	✓
Type C		123	✓		✓		✓	✓	✓
Type D		136	✓		✓		✓	✓	✓
Type D2		143	✓		✓		✓	✓	✓

4.3   Indicative site population

At full occupancy, the proposed development will accommodate 596 students. However, student numbers typically decrease significantly during the university breaks and return to maximum levels during term time. Given current demand for student accommodation (section 6.6.7) it is expected that a 100 per cent occupancy rate is likely during peak periods and less than 50 per cent during university holiday periods.

Altira Student Living Pty Ltd has advised that a typical student mix, based on occupancy as similar developments, is:

- International students 74%   Domestic students: 26%
- Female 62%   Male 38%

4.4   Student accommodation market

The underlying purpose of the modified development is to facilitate the economic use and development of the land by the AHC. Knight Frank Research (2016) in *Australian Purpose Built Student Accommodation - Supply, Demand, Needs and the Investment Opportunity in the Sector* found that:

- the rising number of students in Australia, in particular international students, is having a direct impact on the demand for quality and affordable student accommodation
- there is an undersupply of purpose built student accommodation, currently estimated to be 290,525 beds nationally, with the potential for that figure to rise closer to 404,700 by 2020 if full-time (both domestic and international) growth and student mobility trends continue
- the undersupply in Sydney is projected to increase from 74,763 bed spaces today to 99,275 bed spaces in 2020
- the fundamental requirements for successful student accommodation are related to location, amenity and the quality of the accommodation.

The site is ideally located for the establishment of student housing because of its proximity to:

- a wide range of major tertiary educational establishments, including:
  - o Sydney University (52,000 students)
  - o University of Technology Sydney (40,000 students)
  - o Notre Dame University (3,500 students)
  - o TAFE Ultimo
- high-frequency public transport services from Redfern Railway Station and bus services using Lawson, Gibbons and Regent Streets
- health, community and local shopping and services
- the Sydney CBD.

4.5   Operations

The proposed development will be operated by Atira Student Living, a company with 10 years' experience in managing student accommodation. Atira Student Living advise that they are a preferred provider to some of the top education providers in Australia.

Their service includes:

- providing comfortable rooms with desks for private study, high speed internet,
- study rooms for groups to work together
- student support assistants when student needs advice
- pastoral care to support students through difficult times and build a range of life skills
- fostering healthy communities that respect culture, celebration, community, connection and protection
- fitness programs including a free gym in every facility
- counselling services
- a student experience manager
- live-in care taker

▪ social events, organised trips and experiences throughout Australia.

Key elements of operating a purpose-built student accommodation facility include critical incident handling and inspections and compliance management.

Atira Student Living has well developed operational procedures ready to implement upon establishment of the student accommodation. An operational plan is provided at Appendix 2.

5   Policy context

5.1   Redfern Waterloo urban renewal area

The proposed development is in the Redfern Waterloo urban renewal area which has been identified by the NSW Government as a priority area for revitalisation and redevelopment. The extent of the urban renewal area is indicated in Figure 3.

The Redfern-Waterloo urban renewal area is approximately 350 hectares in size. The revitalisation of this area was central to the aims of the Redfern-Waterloo Authority from 2004 until the end of 2010 and that ambition was carried forward into the Sydney Metropolitan Development Authority, and now the Urban Growth Development Corporation.

Development within the urban renewal area is occurring under the provisions of *State Environmental Policy (Urban Renewal).* Urban Growth Development Corporation seeks to facilitate urban renewal to "*ensure the area reaches its full economic, social and creative potential by creating a vibrant, socially inclusive and more sustainable community*"[6].

Planning for renewed growth in Redfern-Waterloo is proceeding accompanied by the delivery of new and improved infrastructure to generate demand for additional housing a jobs. The Redfern Waterloo urban renewal area has the potential to generate in the order of $5 billion in investment opportunities for the area over the next 20-25 years, making a significant contribution to Sydney's growth and improved social outcomes.[7] The Government is seeking to maximise the potential of the sites within the Redfern Waterloo Urban Renewal Area.[8]
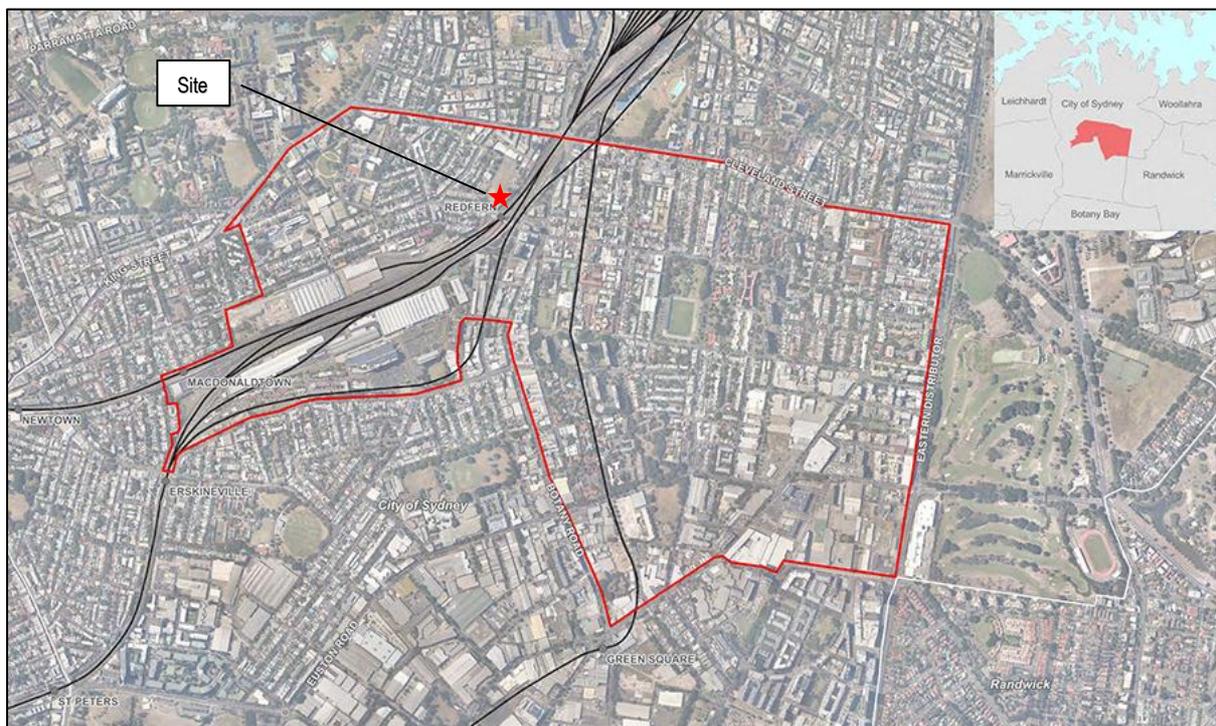
Figure 3: Redfern Waterloo Urban Renewal Area

5.1.1   Central to Eveleigh

The Central to Eveleigh Corridor is an initiative to investigate the redevelopment of the rail corridor between Central Station to Erskineville and Macdonaldtown Stations. Urban Growth NSW, state government agencies and the City of Sydney are pursuing potential opportunities for delivering world-class public transport facilities, new housing and jobs. Many of the

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[6] Urban Growth NSW cited at www.ugdc.nw.gov.au/development/redfern-waterloo on 1 June 2017

[7] Urban Growth NSW cited at www.ugdc.nw.gov.au/development/redfern-waterloo on 24 February 2015

[8] *Op cit.*

proposals for the corridor will impact on the future residents at Pemulwuy through providing improved infrastructure, access to jobs and improvements to the public domain.

The Central to Eveleigh Corridor is approximately three kilometres long, and covers around 80ha, with a significant amount of underutilised land. It includes Central and Redfern railway stations, the Australian Technology Park, Eveleigh Rail Yards and the airspace above railway lines. The location of the Central to Eveleigh Corridor is shown in Figure 4.

UrbanGrowth NSW has identified five precincts within the Corridor (see Figure 4). Also included within the Study Area are the social housing sites at Redfern and Waterloo. The proposed renewal of these two concentrated social housing sites is included within the Central to Eveleigh project.[9]
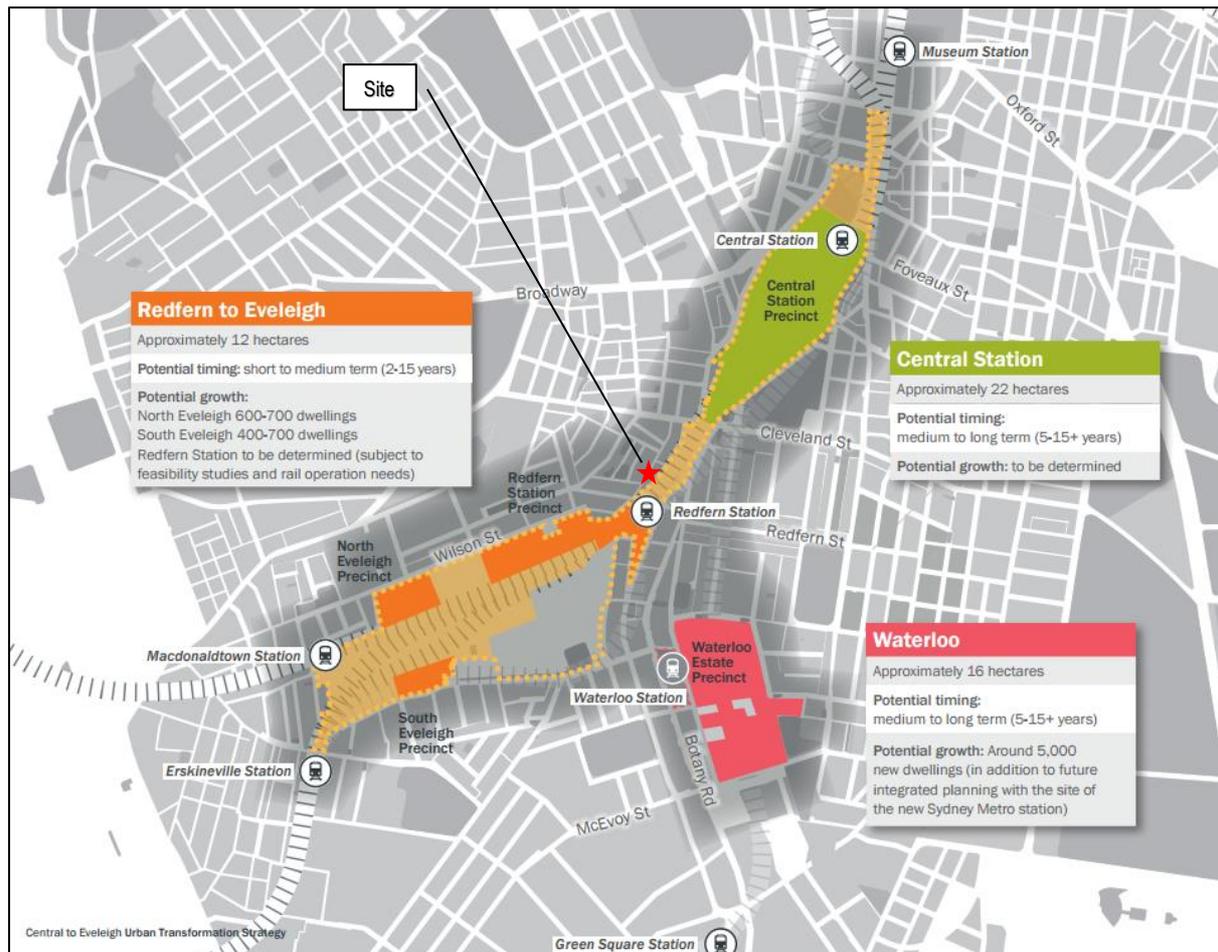
5.2   State Environmental Planning Policy (State Significant Precincts) 2005

State environmental planning Policy (State Significant Precincts) 2005 applies to the site. Part 5 of Schedule 3 of the Policy. Zones the land Business Zone - Mixed Use and student housing development is permissible with consent, in the zone. The policy also sets out various development standards including height and floor space ratio standards. There are no buildings on the site that have been identified as heritage items and the only heritage item identified in the vicinity of the site is the Redfern Station Booking Office.

Clause 22(1) in Part 5 of the Policy provides that consent should not be granted for the construction of a new building in RWAS unless consideration is given to whether the proposed development exhibits design excellence, while Clause 22(2) specifies

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[9] NSW Department of Planning and Environment *A Plan for Growing Sydney*, December 2014, p.67

the criteria to be considered to determine design excellence. The applicant met with a design review panel on six separate occasions during 2016 and 2017. All items raised in the Panel's comments in relation to architectural content have been actioned on final plans.

The modified development has been designed to achieve design excellence by:

- creating a high architectural standard in terms of the building's form and detailing
- using a range of materials and colours to create interesting and attractive elements in the townscape and streetscapes in this area
- incorporating best-practice ecologically sustainable design features.

It will significantly improve the amenity of the area when viewed from the public domain and provide a catalyst and stimulus for the ongoing renewal and revitalisation of the area consistent with State Environmental Planning Policy (State Significant Precincts) 2005.

5.3   SEPP (Affordable Rental Housing) 2009

State Environmental Planning Policy (Affordable Rental Housing) 2009 ("AHSEPP") encourages the development of new affordable rental housing and the retention of existing affordable rental housing. Part 3 of the AHSEPP relates to the retention of low cost rental accommodation and is relevant to the development application.

Part 3 applies to existing affordable housing in the form of boarding houses and low-rental residential flat buildings. It requires development consent to be obtained when these forms of housing are proposed to be developed and sets out criteria that must be considered when assessing the impact of the development on the availability of affordable housing in the area.

AHSEPP applies to:

> *"land within the Sydney region and land within the local government area of Newcastle or Wollongong City." (clause 48)*

The site is located within the Sydney region and hence, the AHSEPP applies to the site.

5.4   Sydney Development Control Plan 2012

Sydney Development Control Plan 2012 (DCP 2012) incorporates guidelines for boarding houses, including student accommodation. The DCP aims to encourage the increased provision of boarding houses and to achieve improved standards of accommodation when existing buildings are adapted or converted to a boarding house, or through the expansion of existing boarding houses, or when major refurbishment and upgrades occur.

The policy encourages affordable infill housing and boarding house development. The design of a boarding house development must be in keeping with the character of the area.

5.5   Affordable Rental Housing Strategy 2009-2014

The City of Sydney has recognised that it has a social, practical and legislative responsibility to address local housing needs. Accordingly, it has undertaken significant and ongoing work to protect existing low cost housing and support the development of new low cost housing, including student accommodation.

The Affordable Rental Housing Strategy 2009-2014 adopts a target of 10,050 affordable dwellings in the local government area by 2030. The Councils definition of affordable housing is housing that does not absorb more than 30% of a very low, low or moderate income household's gross income where:

- a very low household has a gross income is less than 50% of the medium household income for Sydney Statistical Division
- a low income household has a gross income of more than 50% but less than 80% of the medium household income for Sydney Statistical Division
- a moderate income household has a gross income of more than 80% but less than 120% of the medium household income for Sydney Statistical Division.

The document present strategies to encourage increased supply of affordable housing suited to students.

5.6 Housing Diversity Summit and Housing Issues Paper

On 12 March 2015, the City of Sydney Council held a housing diversity summit bringing together 140 stakeholders including key experts to workshop critical issues impacting of housing diversity and affordability in the Sydney local government area. The summit identified a need for a clear and consistent policy environment, taxation reform, tenancy reform and increased investment in affordable housing. This included recognition of the need for more suitable and affordable accommodation for students.

The City of Sydney placed a housing issues paper on public exhibition between 4 May 2015 and 31 July 2015. The calls for urgent action by all levels of government, the community and private sectors to address a housing affordability crisis. The paper identifies the following key issues:

- policy reforms are needed to address declining housing affordability and rental security
- affordable housing supply needs to grow significantly to ensure Sydney's social and economic sustainability
- a sustainable model needs to be developed for social housing supply as a vital form of social infrastructure
- investment to expand innovative housing models is critical to ending homelessness
- housing and infrastructure delivery need to be integrated through Sydney metropolitan planning for sustainable growth.

The paper reports that there were 4,892 student accommodation dwellings in the Sydney Local Government area at 30 June 2014.

6   Profile of existing communities

The social and demographic profile has been compiled having regard for the extent of influence of the proposed development, the geography of the local area and the nature of the available information. The geographic areas examined are:

- the Redfern Street Village Centre which includes the population of site and the immediate surrounds
- the Sydney local government area ("LGA") which is the wider community for whom impacts can be significant.

Figure 5 indicates the extent of these areas.
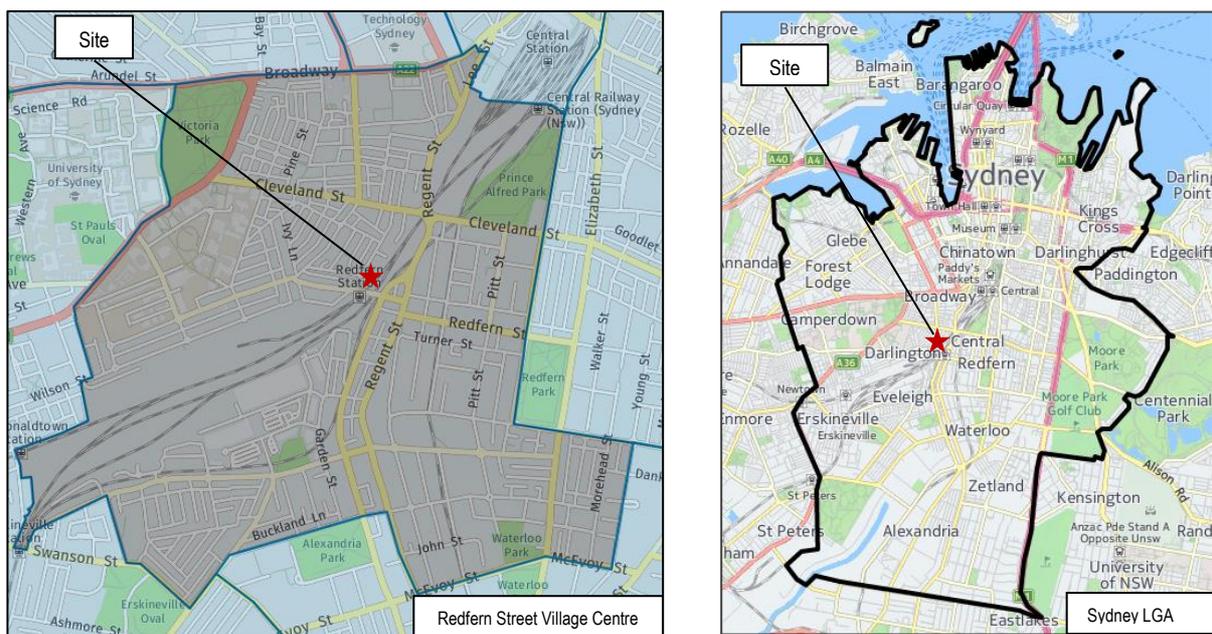
Source: Australian Bureau of Statistics

Figure 5: Geographies of interest

6.1   Demography

A demographic profile is provided at Appendix 3. The demographic profile presents key information from the 2011 Census for Redfern Street Village Centre and Sydney LGA. It includes comparative data for Greater Sydney for benchmark purposes.

6.1.1   Redfern Street Village centre

Key demographic characteristics of the population in Redfern Street Village Centre at the 2011 census are described below. The data can be referenced at Appendix 3.

- At the 2011 census, Redfern Village had a population of 18,328 persons.

- Redfern Village has significantly below average proportions of children aged 0-14 years signaling few families in the area. In 2011, 7.5% of Redfern Village population were aged 0-14 years compared to 19.2% in Greater Sydney.

- Redfern Village has very high proportions of the population aged between 20 and 29. In 2011, 29.3% of the population was in this age group compared to 14.8% in Greater Sydney.

- In 2011, 10.1% of population were aged 65 years and over compared to 12.8% in Greater Sydney.

- In 2011, 55.9% of the Redfern Village population were born in Australia. The most common countries of birth other than Australia were China (4.6%), United Kingdom (4.6%), New Zealand (3.4%), Vietnam (1.7%) and Ukraine (1.3%).

- In Redfern Village 59.2% of people only spoke English at home. Other languages spoken at home, Chinese languages and other Asian languages are the most prevalent (16.7% combined).

- In 2011, 22.2% of individuals in Redfern Village had weekly incomes less than $300 compared to 26.2% in Greater Sydney. The proportion of individuals on nil or negative income was below average at 7.4% compared to 9.8% in Greater Sydney. At the other extreme, 8.5% of individuals had a weekly income of greater than $2000 compared to 8.2% in Greater Sydney.

- In Redfern Village 40.9% of households are renting privately compared with 51.2% of City of Sydney households. Redfern Village, when compare to City of Sydney has proportionally fewer households that own their homes, and proportionally more households that rent from a social housing providers.

- The two most common household types in Redfern Village are 'lone person' and 'couples without children' which collectively make up 65.5% of all households, proportionally fewer than the City of Sydney at 68.2%. Redfern Village has proportionally fewer 'couples without children' households and proportionally more 'one parent families' households.

- In 2011, 60.2% of the population aged 15 and over in Redfern Village were in the labour force which was similar to Greater Sydney (61.7%). The most common industries of employment for the Redfern Village working population were professional scientific and technical services (15.4%), education and training (9.3%), accommodation and food services (8.6%), health care and social assistance (8.0%) and retail trade (7.9%).

- Redfern Village has as above average proportion employed as professionals and as clerical and administrative workers. In 2011, 38.9% of the employed population were professionals compared to 25.5% in Greater Sydney. In 2011, 4.1% in Redfern Village were employed as labourers compared to 7.3% in Greater Sydney.

- At the 2011 Census, the unemployment rate in Redfern Village was 8.2% compared to 5.7% in Greater Sydney.

6.1.2 Sydney local government area

Key demographic characteristics of the population living in Sydney LGA are described below.

- In 2014 the population of Sydney LGA 83,356 persons. Between the 2004 and 2014, the population in the LGA increased by 53,252 people or 36.7%.

- The LGA has relatively high proportions of people aged 20 to 34 years. In 2011, 60.7% of the population were in this age group compared to 22.5% in Greater Sydney.

- The LGA has below average proportions of children aged 0-14 years. In 2011, 4.1% of the LGA population were aged 0-14 years compared to 19.5% in Greater Sydney. The proportion of the population aged 65 years and over is also below average at 4.9% compared to 12.3% in Greater Sydney.

- In 2011, 62.7% of the population in the LGA was born overseas which was more than in Greater Sydney where 31.7% were born overseas. In the LGA, the most common countries of birth other than Australia are China (11.7%), Indonesia (9.3%) and Thailand (7.1%).

- Of the population born overseas, 1,327 people (9.3%) indicated that they did not speak English well or did not speak it at all. This is considerably more than in Greater Sydney (5.8%).

- In 2011, individual incomes in the LGA were generally less than in Greater Sydney, but with a higher proportion in the very highest income bracket. In 2011, the proportion of individuals with nil or negative income was high at 16.1% compared to 9.8% in Greater Sydney. But 24.1% earned less than $300 per week compared to 26.2% in Greater Sydney. In contrast, 11.7% of individuals in the LGA had weekly incomes above $2,000 compared to 8.2% in Greater Sydney.

- In 2011, 51.7% of dwellings in the LGA were rented which was considerably more than in Greater Sydney (30.4%). The proportion of dwellings in the LGA that are fully owned (12.8%) is low compared to Greater Sydney (29.1%). Similarly, 13.9% of dwellings are being purchased which is significantly less than in Greater Sydney (33.2%). The proportion of dwellings rented from a social housing provider (0.3%) was very low compared to Greater Sydney (5.0%).

- The proportion of households that are couples without children is similar to Greater Sydney (21.8% compared to 22.6%). The proportion of single person households is significantly above average at 27.4% compared to 21.5% in Greater Sydney. Group households are above average at 13.2% compared to 4.1% in Greater Sydney. Only 5.9% of households are couples with children compared to 34.8% in Greater Sydney.

- In 2011, 65.2% of the population aged 15 and over in the LGA were in the labourforce which was more than in Greater Sydney (61.7%). The most common industries of employment in the LGA were: professional, scientific and technical services (16.8%), financial and insurance services (10.1%), and accommodation and food services (10.0%).

- In 2011, 38.8% of the employed population were professionals compared to 25.5% in Greater Sydney. A further 16.5% were employed at managers and 13.1% were clerical and administrative workers.

- At the 2011 Census, the unemployment rate in the LGA was 5.8% compared to 5.7% in Greater Sydney.

6.2   Population projections

The Sydney LGA population has been steadily increasing. Between 2004 and 2014 the estimated resident population of the LGA increased from 145,079 to 198,331, an increase of 53,252 people. In the 10 years to 2014 the population increased by 36.7%, or an average 3,900 people per annum.

Projections indicate that population growth will accelerate in the future. By 2031, the Sydney LGA will have an additional 90,200 people living in the LGA.
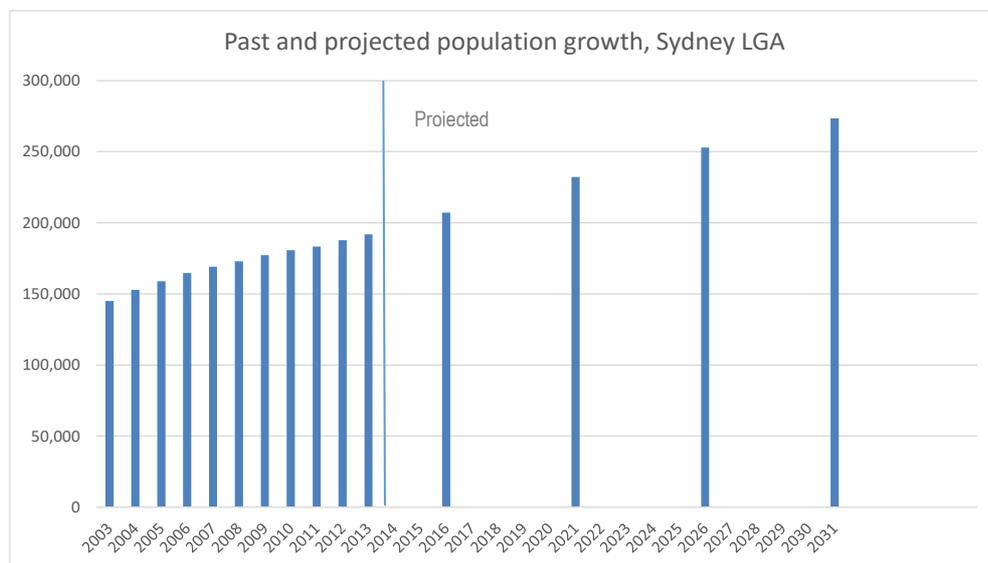
Source: Australian Bureau of Statistics Estimated Residential population June 2014, NSW Department of Planning and Environment Population Projections

Figure 6: Past and projected population growth, Sydney LGA

6.3   Socio-economic disadvantage

The index of relative socio-economic disadvantage is derived from census information on attributes such as low income, low educational attainment, high unemployment, jobs in relatively unskilled occupations and other variables that reflect disadvantage.[10]

In 2011, Sydney LGA had an index of relative socio-economic advantage/disadvantage of 1019.9 and Redfern Village had a score of 947.2[11]. Redfern Village a greater level of disadvantage than the NSW benchmark of 1,000 and is ranked in the 26th percentile of all suburbs and localities in Australia (Figure 7).
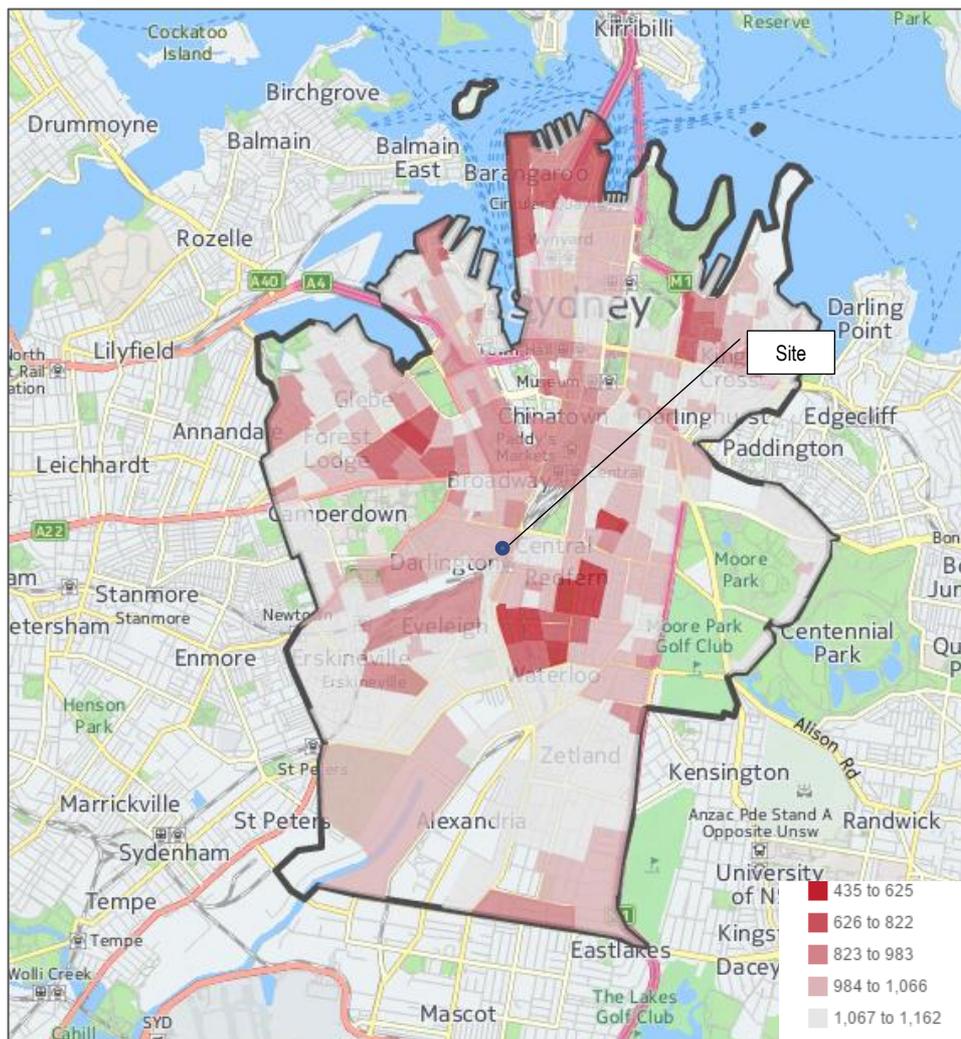
Source: City of Sydney Council and Population ID

Figure 7: Index of disadvantage

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[10] The index is constructed in such a way that relatively disadvantaged areas have low index values. High scores generally occur in areas with few families of low income and few people with little training and in unskilled occupations. A high score reflects a lack of disadvantage rather than high advantage.

[11]- Census of Population and Housing: Socio-Economic Indexes for Areas (SEIFA), Australia, 2011 Cat. No.2033.0.55.001

6.4 Overview of dwelling supply

Tertiary students requiring accommodation will access the following housing sources:

- on campus college accommodation
- off campus specialist student accommodation
- private rental accommodation, typically lower price market including boarding houses.

Their ability to access suitable housing will be influenced by the supply of housing, the demand for housing and rents.

6.4.1 Total dwelling stock

At the 2011 Census there were 94,346 dwellings in Sydney LGA. These dwellings provide accommodation for 85,150 households.

The dwelling stock is constantly changing but overall, has been increasing. Between the 2006 and 2011 censuses the total number of dwellings in the Sydney LGA increased by 8,237.
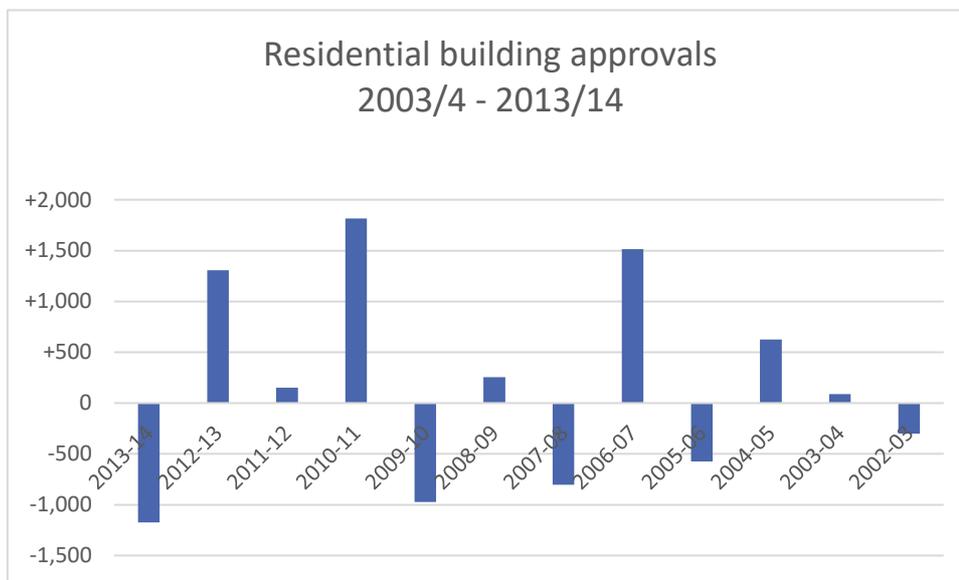
Source: City of Sydney Council

Figure 8: Annual change in residential approvals

6.4.2 Dwelling type

The Sydney LGA has an extremely high stock of flats, units and apartments. In 2011, 72% of the total dwelling stock was in high density forms compared to 21% across the Sydney Region. Medium density dwellings also provide significant accommodation (24.5%).

Table 4: Dwelling structure, 2011

Dwelling type	2006			2011			Change
	Sydney LGA	Sydney LGA %	Greater Sydney %	Sydney LGA	Sydney LGA %	Greater Sydney %	2006 to 2011
Separate house	4,149	4.8	60.9	3,547	3.8	58.9	-602
Semi-detached, row or terrace house, townhouse	21,802	25.3	19.1	23,070	24.5	19.7	+1,268
Flat, unit, apartment	59,126	68.7	19.3	66,249	70.2	20.7	+7,123
Caravans, cabin, houseboat	29	0.0	0.3	16	0.0	0.2	-13
Other	768	0.9	0.4	837	0.9	0.4	+69
Not stated	235	0.3	0.1	627	0.7	0.2	+392
Total	**86,109**	**100.0**	**100.0**	**94,346**	**100.0**	**100.0**	**+8,237**

Source: Australian Bureau of Statistics, 2011 Census Basic Community Profile

6.4.3 Dwelling size

A very high proportion of the dwelling stock in Sydney LGA is in smaller dwellings. In 2011, 68.3% of dwellings had two or fewer bedrooms.

While the largest proportion of the dwelling stock is in two bedroom dwellings (36.6%), most common type of households in the Sydney LGA is lone person households. This signals a market adjustment is required to provide smaller and more affordable one bedroom and studio apartments. Competition for one bedroom units is likely to be strong.

Table 5: Dwelling size, 2011

Number of bedrooms	2006			2011			Change
	Sydney LGA	Sydney LGA %	Sydney Region %	Sydney LGA	Sydney LGA %	Sydney Region %	2006 to 2011
0 or 1 bedrooms	21,066	26.7	6.6	27,257	32.0	7.3	+6,191
2 bedrooms	25,219	32.0	23.4	30,871	36.3	23.9	+5,652
3 bedrooms	10,122	12.8	36.3	11,941	14.0	35.2	+1,819
4 bedrooms	2,312	2.9	20.5	2,702	3.2	21.5	+390
5 bedrooms or more	683	0.9	5.6	897	1.1	6.2	+214
Not stated	19,397	24.6	7.7	11,482	13.5	5.9	-7,915
Total	**78,799**	**100.0**	**100.0**	**85,150**	**100.0**	**100.0**	**+6,351**

Source: Australian Bureau of Statistics, 2011 Census Time Series Community Profile

6.4.4   Social housing

In 2011, 8.6% of dwellings in Sydney LGA were rented from a social housing provider. The LGA is one of the highest ranked in NSW for the number of social housing tenants. Social housing is mostly concentrated in Redfern, Waterloo, Woolloomooloo, Glebe and The Rocks/ Millers Point. Affordable housing is concentrated in Green Square and Ultimo-Pyrmont. The NSW Government is looking to achieve a revised and upgraded mix of social housing in the LGA, primarily through the sale of public housing dwellings in Millers Point and redevelopment in the Redfern Waterloo Urban Renewal Area.

At June 2014, there were 9,849 social housing dwellings in Sydney LGA.[12]

The current waiting time for allocation to a one bedroom social housing unit in the Sydney LGA is 5-10 years[13].

6.4.5   Community housing

Community rental housing, also referred to as affordable rental housing, is rental housing delivered and managed by community housing providers for households on very low to moderate incomes. Community housing targets key workers essential to the city's economic sustainability and social diversity. Key workers include essential service workers (e.g. teachers, nurses), administrative and other workers in the financial and professional services sectors, hospitality and tourism sector workers, essential infrastructure workers and cultural and creative sector workers. Rents for community rental housing is typically less than 30 per cent of the gross income of very low to moderate income households.

According to the City of Sydney, there were 665 affordable rental dwellings in the Sydney LGA at 30 June 2014. These account for less than 1 per cent of the total housing stock in the LGA.

This sector has strong prospects for growth. The City of Sydney has recently supported the Salvation Army to build 118 affordable housing units. A further 104 units are currently under construction in Green Square.

6.4.6   Boarding houses

Boarding house accommodation has traditionally provided affordable private rental housing, predominantly to single people on low incomes. Boarding houses generally provide individual bedrooms and some shared facilities. Although, more recent boarding house style developments tend to be more self-contained accommodation, with fewer shared facilities. In June 2014, there were 2,703 boarding house rooms in Sydney LGA.

Since the 2011 Census there have been an additional 175 units in boarding houses added to the Sydney LGA dwelling stock. A further 345 units have been approved of which 95 are under construction. While these developments will go some way to addressing the housing needs of lone person, low income households, the need for additional low-cost housing is likely to continue.

There have been reports that tertiary students have been using boarding house accommodation in lieu of other alternative affordable accommodation. If true, this will be contributing to the increased completion for accommodation suited to households on low incomes.

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[12] City of Sydney Housing Issues Paper, April 2015, page 8

[13] Housing NSW, published waiting times at May 2015

6.4.7 Student accommodation

Sydney University estimates that of the 49,800 students enrolled at the university, between 13,000 and 17, 000 form part of the private rental market[14]. University of Technology Sydney has advised that about 70% of the demand for accommodation from their students is from overseas students.

Private rents in the suburbs surrounding Sydney University and the University of Technology Sydney are relatively expensive for students (see section 5.2). Sydney University estimates that vacancy rates within 3 kilometres of the campus are generally 1-2% compared with 2.7% in the Sydney CBD.[15] There will be an ongoing demand for specialised student accommodation in the area.

In 2012, Sydney University Commissioned Location IQ Pty Ltd to study the Sydney University Student Accommodation Market. That work identified a demand of around 8,440 new student beds by 2021.[16]

Table 6 indicates the status of development applications for student accommodation lodged with the City of Sydney Council between June 2009 and July 2014. In total, there are some 6,419 units of student accommodation recently completed or in the development pipeline, indicating that the market is responding strongly to the need for additional student accommodation. Regardless, there is a general consensus that there is an undersupply of student accommodation.

Table 6: Development applications for student accommodation July 2009-June 2014

Address	DA lodged	DA approved	Completion date	No. of units
Completions				
81-91 Quay Street, Haymarket	12/3/2008	5/11/2009	Jun-11	334
2 Avenue Road, Glebe	11/30/2010	11/15/2010	Jun-12	12
58-60 Glebe Point Road, Glebe	5/29/2009	8/31/2009	Mar-10	16
702-730 Harris St, Ultimo (UTS Peter Johnson Building)	2/5/2009	12/24/2009	Jul-11	720
157-163 Cleveland St, Redfern	10/24/2011	3/7/2012	Jun-14	389
1-9 Regent St, Chippendale	4/13/2011	8/22/2011	Dec-12	98
15-25 Regent St, Chippendale	12/9/2008	7/6/2009	Dec-10	164
			Total	**1733**
Commenced				
445 Wattle St, Ultimo	6/1/2012	6/1/2012	Jun-15	430
25 Arundel St, Glebe	12/24/2010	4/11/2012		93
8 Missenden Rd, Camperdown	4/1/2011	7/25/2011	Jan-14	128
15A Carillon Ave, Camperdown	3/31/2011	7/13/2011	Dec-13	42

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[14] University of Sydney, Submission to the Affordable Housing Inquiry, 24 March 2014

[15] Ibid.

[16] Ibid

Address	DA lodged	DA approved	Completion date	No. of units
8A Missenden Rd, Camperdown	9/28/2007	12/20/2007	Mar-10	79
150 City Rd, Darlington	10/30/2012	2/26/2013	Jul-17	399
357-383 Abercrombie St, Darlington	5/23/2011	11/16/2012	Dec-15	188
			Total	**1359**
Approved				
9 City Rd, Camperdown	5/3/2013	8/22/2013		358
75-81 Missenden Road, Newtown	7/21/2011	3/14/2012		796
10 Missenden Rd, Camperdown	9/14/2010	3/31/2011		224
1 King St, Newtown	11/25/2009	11/27/2010		103
26-98 Broadway, Chippendale	12/20/2012	12/23/2013		688
26-98 Broadway, Chippendale	4/13/2012	11/30/2012		271
			Total	**2440**
DA Lodged				
1A Harbour Street, Sydney	6/20/2013			560
19 Carillon Ave, Camperdown	12/18/2013			327
			Total	**887**
			Total - all status categories	**6419**

Source: City of Sydney Council *Residential Monitor, June 2014*

6.5   Indicators of housing demand

6.5.1   Projected age structure

Figure 9 illustrates the age structure of the Sydney LGA population in 2011 and projections to 2031.

In 2011, over half (55%) the Sydney LGA population was aged between 20 and 40 years, possibly reflecting a desire by the working population to live close to jobs located in the Sydney CBD. The population aged 20-29 years (17.9%) is the largest age group in the LGA followed by 30-34 year olds (14.7%).

This age group is expected to continue to dominate into the future, although with a reduced proportion. By 2031, the proportion of the Sydney LGA population aged 20-40 years is expected to decline to 44%. Regardless, the population aged 20-24 years is expected to increase significantly. The proportion of the population that are children and youths is expected to decrease and the proportion in all age groups above 40 years is expected to increase. Based on these projections, the demand for housing for young adults aged 20-24 year and people over the age of 40 will become more significant.
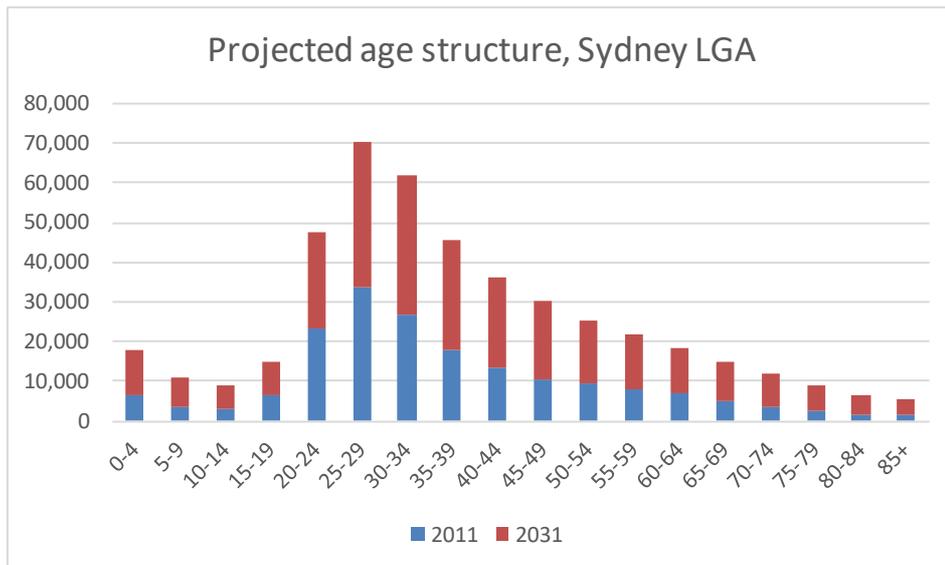
Source: Australian Bureau of Statistics 2001 Census and NSW Planning and Environment Population Projections 2014

Figure 9: Age Structure Sydney LGA, 2011 and 2031

6.5.2   Household size

Table 7 indicates household size at the 2011 Census. One and two person households account for over half of all households in the LGA. Between the 2006 and 2011 censuses, 74% of growth in households occurred in one and two person households. This indicates a growing demand for smaller dwellings.

Table 7: Household size

Number of persons usually resident	2006			2011			Change
	Sydney LGA	Sydney LGA %	Sydney Region %	Sydney LGA	Sydney LGA %	Sydney Region %	2006 to 2011
1 person	24,571	41.2	23.1	29,233	40.0	22.6	+4,662
2 persons	23,035	38.6	31.2	28,362	38.8	30.7	+5,327
3 persons	6,713	11.2	16.9	8,781	12.0	17.2	+2,068
4 persons	3,769	6.3	17.2	4,959	6.8	17.5	+1,190
5 persons	1,111	1.9	7.8	1,296	1.8	7.8	+185
6 or more persons	474	0.8	3.9	540	0.7	4.2	+66
Total households	**59,673**	**100.0**	**100.0**	**73,171**	**100.0**	**100.0**	**+13,498**

Source: Australian Bureau of Statistics

NSW Department of Planning and Environment has provided projections of persons per dwelling. In 2011, there were 1.9 persons per dwelling Sydney LGA, considerably less that the 2.5 in NSW. Average households size is expected to decline to

1.86 by 2031, compared to 2.5 in NSW. This indicates a long term demand for dwellings suited to lone person households, potentially leading to increased competition.

Table 8: Projected household size

Persons/dwelling	2011	2016	2021	2026	2031
Sydney (LGA)	1.90	1.88	1.88	1.87	1.86
NSW	2.58	2.55	2.53	2.52	2.50

Source: NSW Department of Planning and Environment

6.5.3 Household types

In 2011, there were 85,150 households in the Sydney LGA. Of these, one third (34.3%) were households with a single person living alone. The number of lone person households has been increasing. Between 2006 and 2011 the number of lone person households increased by 4,646. This will include growth in the number of tertiary education students in the area. This will contribute to increasing completion for dwellings suited to lone person households.

Households that were couples without children were also significant (24.3%). These types of households have been growing significantly, increasing by 4,632 between the 2006 and 2011 censuses.

The growing numbers of lone person households and households that are couples without children when combined, signals a significant growing demand for smaller and more affordable dwellings.

The proportion of group households is also high, most likely linked to the significant numbers of university students living in the area.

Sydney LGA has relatively fewer households which comprise couples with children and single parent families compared to the Sydney region.

Table 9: Household type, Sydney LGA

Households by type	2006			2011			Change
	Sydney LGA	Sydney LGA %	Sydney Region %	Sydney LGA	Sydney LGA %	Sydney Region %	2006 to 2011
Couples with children	5,949	7.5	34.1	7,538	8.9	34.8	+1,589
Couples without children	16,043	20.4	22.0	20,675	24.3	22.6	+4,632
One parent families	3,269	4.1	10.6	3,706	4.4	10.8	+437
Other families	1,575	2.0	1.4	1,675	2.0	1.4	+100
Group household	8,257	10.5	3.9	10,361	12.2	4.1	+2,104
Lone person	24,572	31.2	21.6	29,218	34.3	21.5	+4,646
Other not classifiable household	17,355	22.0	5.6	9,106	10.7	4.1	-8,249
Visitor only households	1,777	2.3	0.8	2,871	3.4	0.9	+1,094
Total households	**78,797**	**100.0**	**100.0**	**85,150**	**100.0**	**100.0**	**+6,353**

Source: Australian Bureau of Statistics

6.5.4   Projected households

NSW Department of Planning and Environment has prepared projections of households in NSW. Figure 10 indicates the projected mix of households in Sydney LGA. Lone person households will be by far the most common type of household in the LGA by 2031, followed by couples without children. The projections suggest that recent growth in the need for dwellings suitable for one or two persons is likely to continue. Significantly, demand will become even greater for single person households.
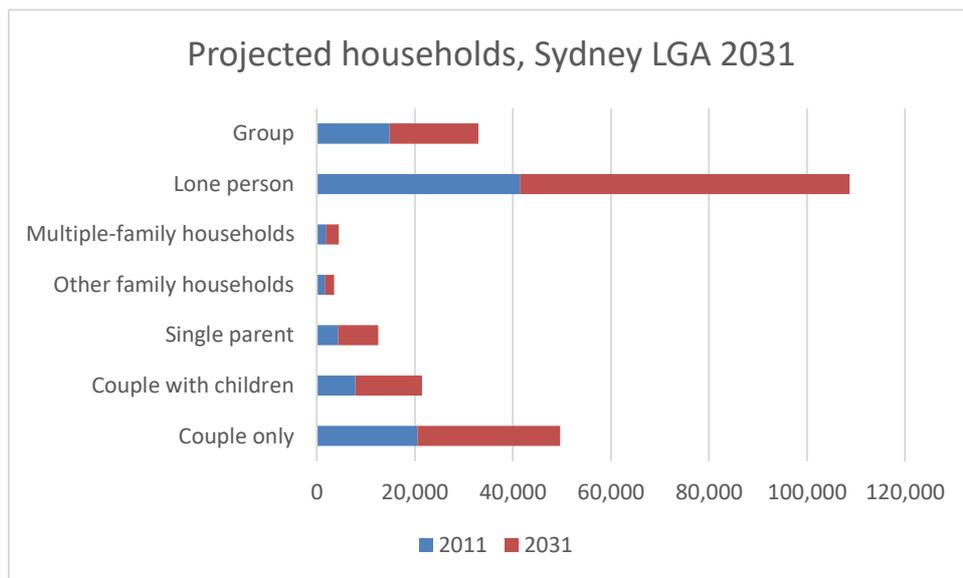

Figure 10: Projected household type, Sydney LGA, 2031

6.5.5   Tenure

Figure 11 below indicates the proportion of dwellings in each tenure type in the Sydney LGA and Sydney Region. Tenure in Sydney LGA is not typical of the Sydney Region with the proportion of dwellings rented being the dominant tenure type. In 2011, 43.9% of dwellings in the Sydney LGA were privately rented compared to 25% in the Sydney Region. A further 8.6% of dwellings were rented from a social housing provider compared to 5% in the Sydney Region.

Relatively fewer households in the Sydney LGA are purchasing or own their dwelling compared to the Sydney Region.
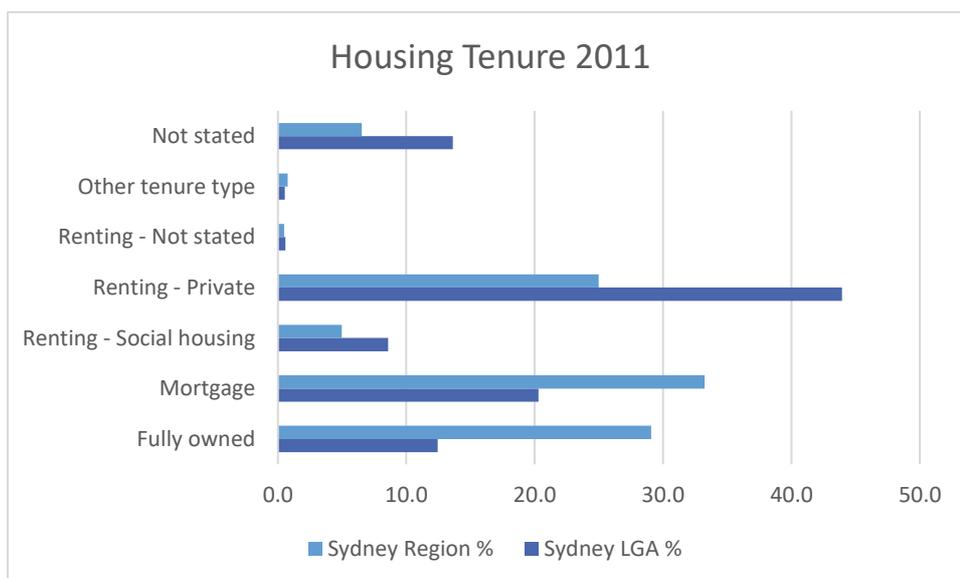
Figure 11: Tenure, 2011

Since the 2011 Census the stock of rental dwellings has been increasing. Annual change in rental bonds lodged with the Rental Bond Board increased by 4.6% in the year to December 2014.

Table 10: New bonds lodged with the Rental Bond Board 2014

Area	December Quarter 2014			% annual change in new bonds	December Quarter 2014			% annual change in total bonds
	New Bonds Houses	New Bonds Flats	Total		Total Bonds Flats	Total Bonds Houses	Total Bonds	
Sydney	111	4,132	6,396	17.4	32,532	1,153	55,036	4.6
Greater Sydney	10,937	22,475	48,810	7.0	215,692	112,324	508,567	3.7

Source: Rental Bond Board (RBB) Data September14 & September13 Quarters
Note: % Annual Change is the % change over the corresponding quarter in the previous year. % annual change only reported where bonds lodged >30 in both quarters.

Date Generated: 04 November 15

6.5.6   Vacancy rate

The August 2015 Real Estate Institute of NSW *Vacancy Rate Survey* found that 1.8% of properties were vacant[17]. This was a decrease of 0.2% from the previous period. The vacancy rate indicates that overall, there is a shortage of rental accommodation in the Sydney LGA.

17

https://www.reinsw.com.au/imis15_Prod/Web/Posts/Media_Releases/201509/MR_Residential_rental_vacancy_rates_reflect_development_affordability.aspx

6.5.7 Tertiary students

The LGA is home to a significant number of tertiary education students with Sydney University, University of Technology, TAFE and many private colleges located in the area.

In 2011, there were 19,435 persons (11.5%) living in the LGA and attending a university. This group increased by 3,725 between the 2006 and 2011 Censuses, signalling a growing need for student accommodation.

While the growth in population attending universities is significant, there was considerably greater growth in the population not attending an educational institution (+22,069 persons).

Table 11: Persons attending an educational institution

Type of institution	2006			2011			Change
	Sydney LGA	Sydney LGA %	Sydney Region %	Sydney LGA	Sydney LGA %	Sydney Region %	2006 to 2011
Pre-school	812	0.5	1.7	1,043	0.6	1.8	+231
Primary school	2,899	1.9	8.0	3,553	2.1	7.8	+654
Secondary school	2,809	1.8	6.5	2,805	1.7	6.4	-4
TAFE	4,178	2.7	2.5	5,076	3.0	2.4	+898
University	15,710	10.0	4.4	19,435	11.5	5.2	+3,725
Other	2,758	1.8	0.8	3,698	2.2	0.9	+940
Not attending	88,353	56.4	67.0	110,422	65.1	68.3	+22,069
Not stated	39,053	24.9	9.2	23,470	13.8	7.1	-15,583
Total	**156,572**	**100.0**	**100.0**	**169,502**	**100.0**	**100.0**	**+12,930**

Source: Australian Bureau of Statistics

6.5.8 Income

This report adopts the standard definition of very low, low and moderate income <u>households</u> as set out below:

Very low income	Less than 50% of the median household income for Greater Sydney	Less than $724 per week
Low income	More than 50 per cent but less than 80 per cent of the median household income for Greater Sydney	More than $724 but less than $1,158
Moderate income	More than 80 per cent but less than 120 per cent of the median household income for Greater Sydney	More than $1,158 but less than $1,736

Housing NSW Online Housing Kit

The number of households on both low incomes and high incomes in the Sydney LGA has been increasing. One effect of this will be that very low income household are becoming increasingly marginalised as the range of incomes in the city increases.
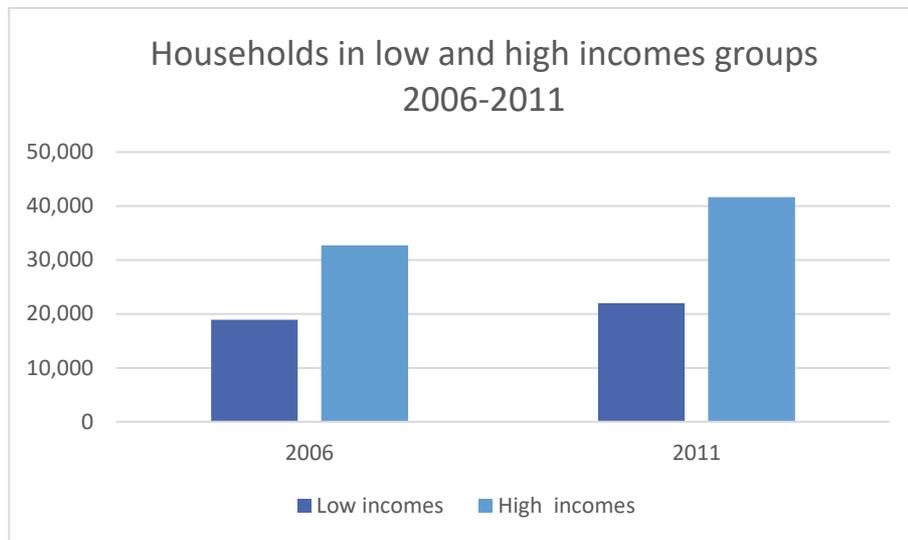
Housing NSW, Local Government Online housing kit

Figure 12: Low and high incomes households 2006-2011

6.6 Housing costs

6.6.1 Purchase price

Table 12 provides recent data on sales prices in Sydney LGA and neighbouring LGA's. Dwelling prices in Sydney LGA compare favourably to most neighbouring LGAs and are similar to, or below the average of inner ring LGAs.

Figure 13 provides an indication of the long term trend in sales prices for strata dwellings in Sydney LGA. The LGA is consistently below average for inner ring LGAs. Notably, recent increases in sales prices are widening the gap between dwelling prices in the inner ring LGAs and the Sydney Region average.

Table 13: Sales prices, September 2014 Quarter

	All dwellings		Non-strata		Strata	
	First Quartile	**Median**	**First Quartile**	**Median**	**First Quartile**	**Median**
LGA	**$'000s**	**$'000s**	**$'000s**	**$'000s**	**$'000s**	**$'000s**
Sydney region	**485**	**650**	**510**	**720**	**455**	**600**
Inner Ring	**655**	**861**	**1120**	**1450**	**605**	**736**
Ashfield	594	668	1118	1428	559	620
Botany Bay	560	737	868	1065	520	618
Lane Cove	588	700	1520	1805	565	623
Leichhardt	851	1137	1006	1227	598	815
Marrickville	658	846	898	1002	569	652
Mosman	653	1000	2030	2700	625	726
North Sydney	696	881	1276	1725	680	850
Randwick	712	874	1300	1640	657	750
Sydney	**600**	**770**	**980**	**1200**	**570**	**720**
Waverley	740	1020	1695	1971	672	801
Woollahra	880	1455	1825	2450	782	950

Source: Housing NSW Rent and Sales Report110, December 2014
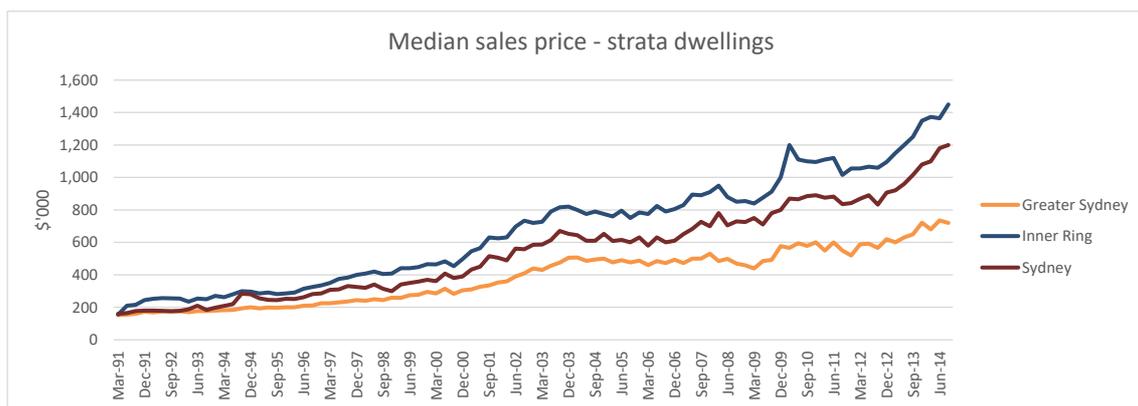
Figure 13: Strata Dwellings, Median Sales Prices 1991-2014

6.6.2 Rents

At 30 June 2014, the median weekly rent for a 1 bedroom dwelling in Sydney LGA was $540, which was more than the average for inner ring LGAs ($500). The median rent for a two bedroom dwelling in June 2014 was $700, compared to $640 for inner ring LGAs.

Figure 14 indicates the long term trend in rents for all dwelling types in the Sydney LGA. Rents have generally been increasing which is consistent with the trend in other parts of the Sydney Region. Rents for 1 bedroom dwellings have not been increasing as quickly as other forms of housing.
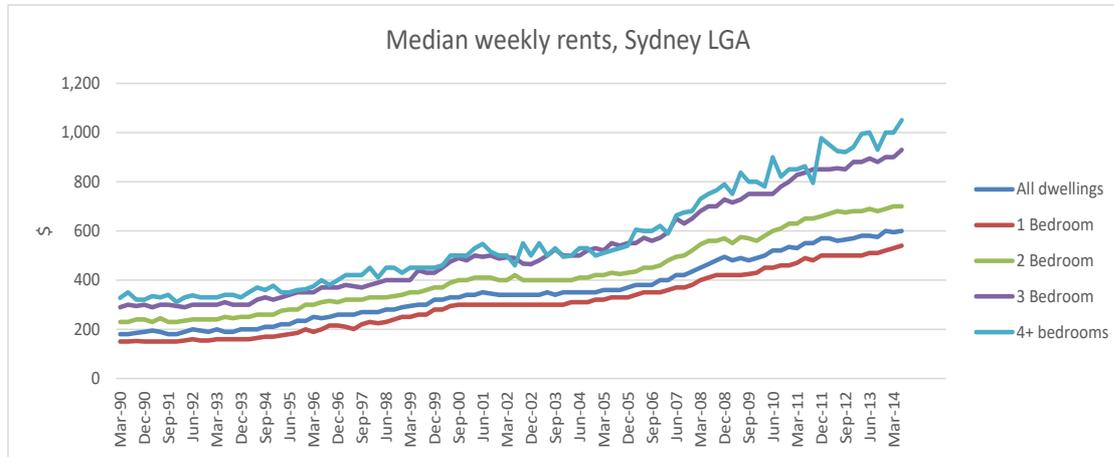
Source: Housing NSW Sales and Rent Report

Figure 14: Median Rents, Sydney LGA

Rents in Sydney LGA are considerably higher than the Sydney Region average (Figure 15). Rents are also high compared to other inner ring LGAs. At 30 June 2014 the median weekly rent for a 1 bedroom dwelling in Sydney LGA was $540 compared to $500 average for inner ring LGAs. The median rent for a two bedroom dwelling in June 2014 was $700, compared to $640 for inner ring LGAs.
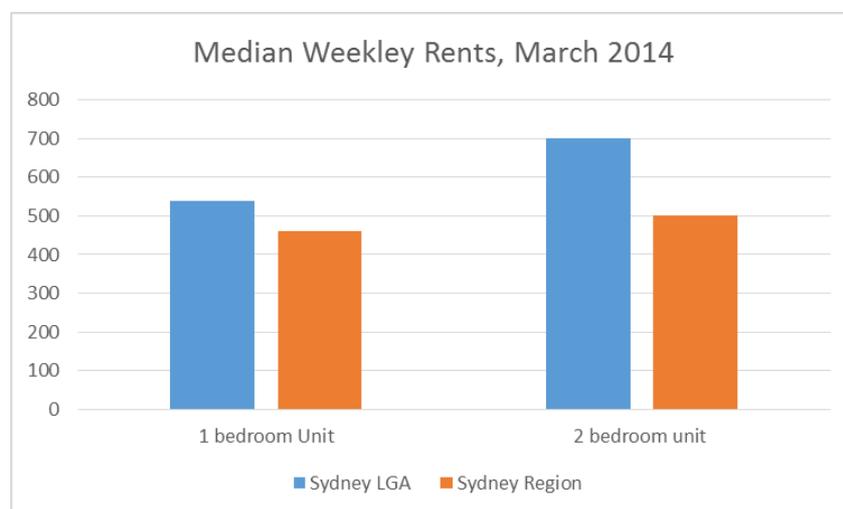
Source: Housing NSW, Rent and Sales Report, March Quarter 2014

Figure 15: Current rents

6.6.3   Mortgage repayments

Figure 16 compares mortgage repayments in Sydney LGA and Sydney Region at the 2011 Census. Compared to the Sydney Region, the LGA has higher proportions of households paying loan repayments at $2,600 per month or higher. There are relatively fewer households in Sydney LGA paying loan repayments at less than $2,600 per month.
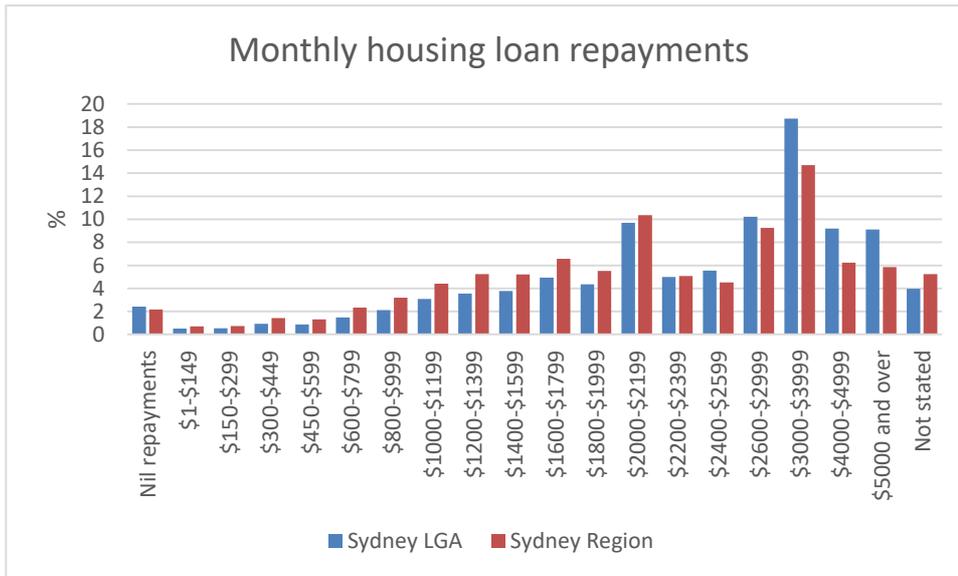
Figure 16: Monthly mortgage repayments

6.6.4   Affordability of rental dwellings

As the cost of housing is increasing, affordability is decreasing. Housing that is affordable for very low to moderate income households is declining. Figure 17 shows the proportion of rental housing that is affordable to very low, low and moderate income groups. Sydney LGA is currently identified as a "high need" area for affordable housing[18]. Some households will be finding it increasingly difficult to secure housing at a cost that does not put them in housing stress. Housing is becoming increasingly less affordable and the proportion of stock that is affordable to very low income groups remains very small.
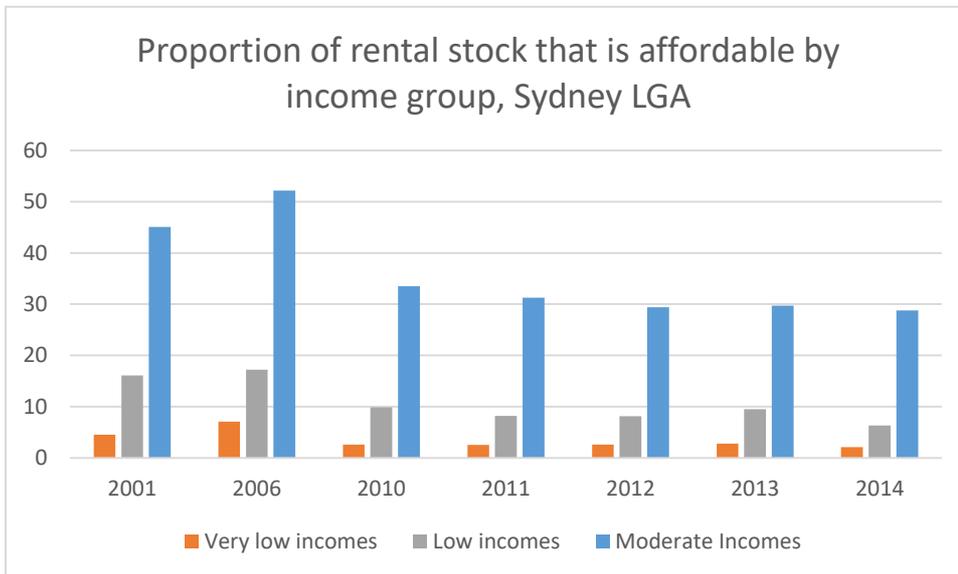

Source: Rental Bond Board (RBB) Data

Figure 17: Affordability of rental housing

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[18] Cited at www.housing.nsw.gov.au/Centre+For+Affordable+Housing/For+Planners+of+Affordable+Housing/

Where+do+we+need+affordable+Housing.htm cited on 16 February 2015

Sydney LGA has over 7,624 residents in receipt of Commonwealth Rent Assistance (CRA) and 66% are in housing stress[19]. Sydney LGA has more residents in receipt of CRA and in housing stress than any other LGA in NSW[20].
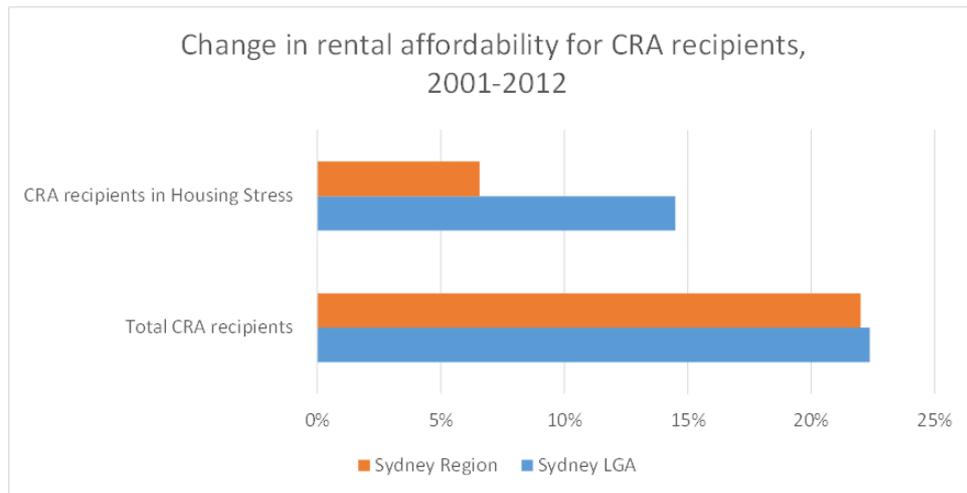

Source: Rental Bond Board, Housing NSW

Figure 18: CRA recipients in housing stress

6.6.5   Housing stress

Housing NSW defines housing stress as being experienced by very low, low and moderate income households that are paying more than 30% of their household income to meet their mortgage repayments or rent. In 2011 there were 11,635 households in Sydney LGA living in housing stress[21]. Single person households account for 88% of households in housing stress in Sydney LGA.
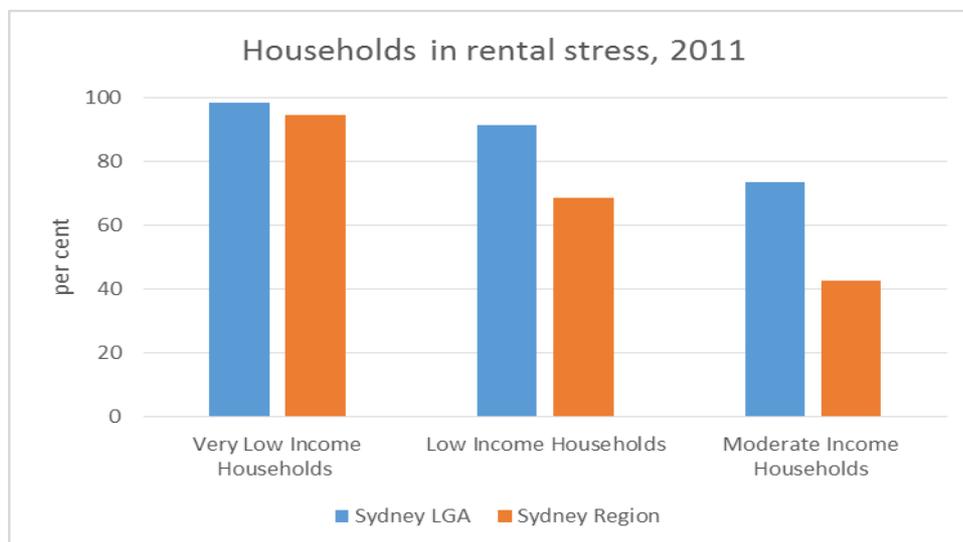
Source: ABS Census 2011   **Figure 19: Households in rental stress**

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[19] Housing NSW, Information on City of Sydney Housing Market, unpublished

[20] Op.cit.

[21] Housing NSW Local Government Affordable Housing Kit, ABS 2011 Census
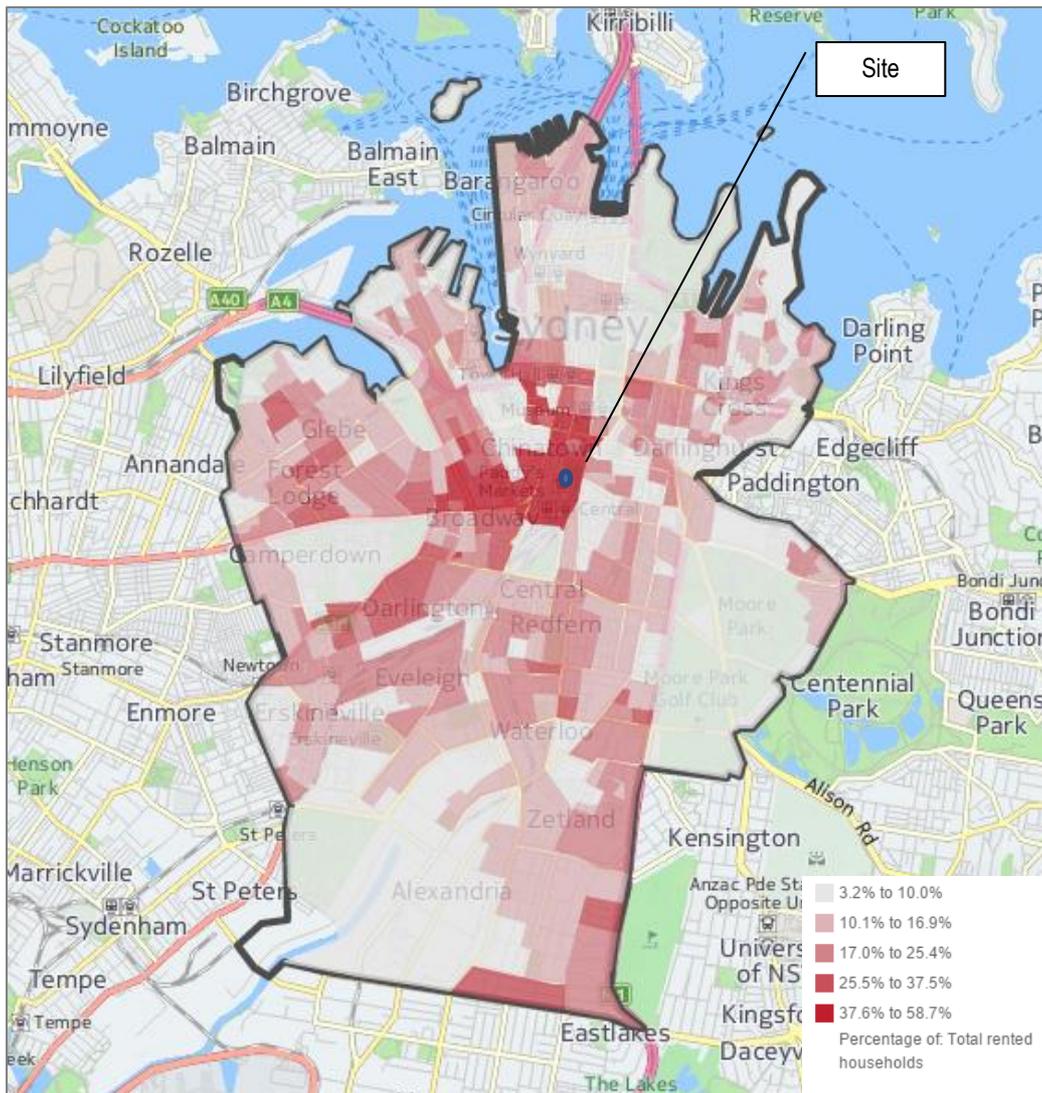
Figure 20: Households in rental stress

Housing NSW predicts that without provision of more affordable forms of housing, the market will continue to provide housing that is only within the means of households on relatively high incomes[22]. Lower income households may be forced to move out of the area or may be prevented from finding housing in the area close to employment opportunities.

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[22] Housing NSW, Information on City of Sydney Housing Market, unpublished and undated report

7 Existing community facilities and services

7.1 Overview

The availability of community facilities and services has been shown to reduce anxiety, isolation and hardship of students, particularly international students. Figure 21 indicates some the challenges for international students can experience.
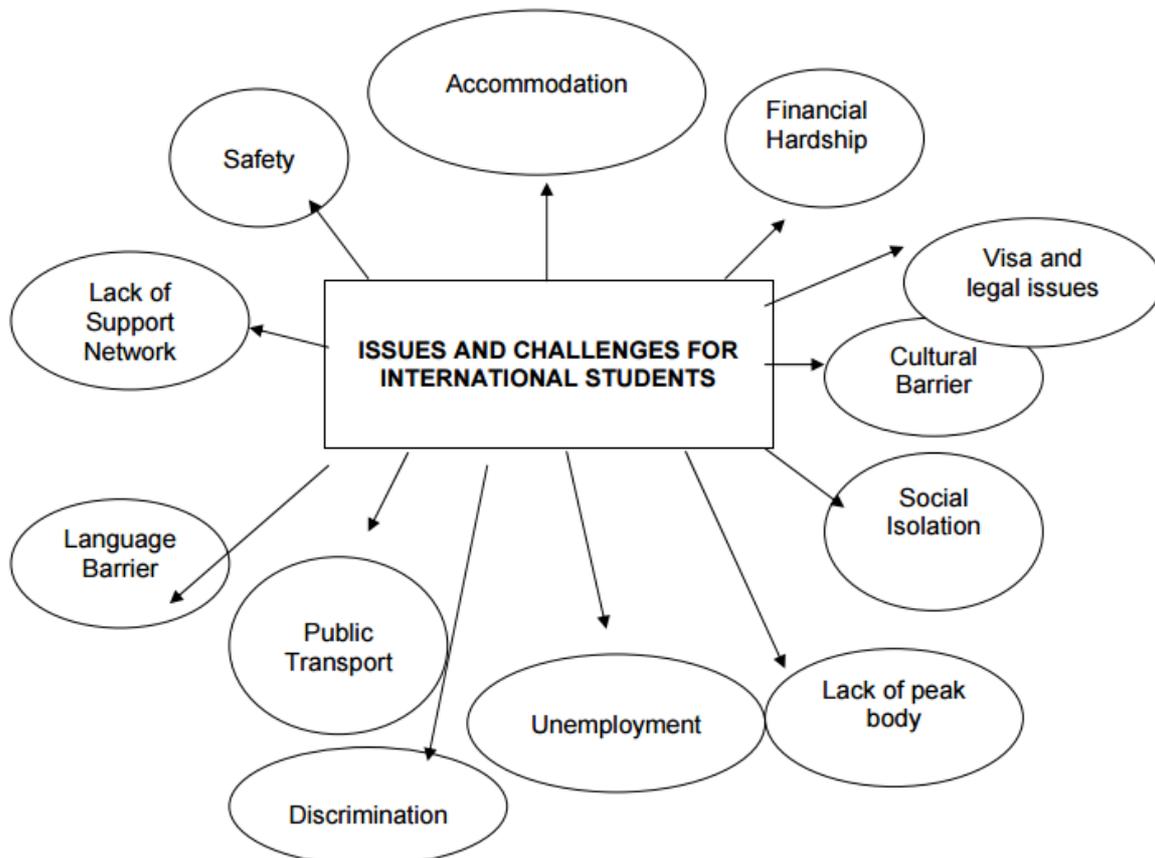
Source: City of Sydney report by Sandra Turcic (2008) Needs Assessment of International Students in the City of Sydney

Figure 21: Challenges facing students

Many needs of the students will be accommodated through the community facilities and services provided on campus and their educational institution. Regardless, there is the potential for the proposed development to impact on existing community facilities and services.

The proposed development is estimated to attract around 600 students in total and 368 more than in the approved development. It will be important for these students to be appropriately supported by the community. The types of community facilities and services that might be needed by students at the proposed development include:

- Health services;
- Open space
- Recreation facilities
- Community centres
- Libraries and cultural facilities

- Youth services
- Supermarkets

The current supply of these types of facilities and services is outlined below.

7.2 Health

The current provision of health services is indicated in Table 14. In general, the site has good access to a broad range of health services.

The site is in relatively close proximity to Royal Prince Alfred Hospital, being one of Australia's premier tertiary referral hospitals Located in Camperdown, the hospital is recognised as a worldwide leader in healthcare excellence and innovation. It is the principal teaching hospital for the University of Sydney which is located adjacent to the hospital. The hospital has 920 beds and an operating budget of well over half a billion dollars. The hospital is an integral part of the local economy having been recognised by the NHMRC as an Advanced Health and Research Translation Centre. The RPA Hospital directly employs 4,523 staff, 51% of these are nurses, 13% medical, 8% allied health, 6% scientific staff, 4% hotel staff, 12% administration, 6% other. Also on hospital site are 523 Sydney Local Health District staff, the staff of the Professor Marie Bashir Centre for Mental Health, the staff of 11 Medical Research Institutes and the staff of the one of two nationally funded integrated cancer care centres.

The Redfern Community Health Centre in Redfern Street is co-located with the Aboriginal Medical Centre at Redfern. The community health centre offers prevention, early intervention, assessment, treatment, health maintenance and continuing care services. The Aboriginal Medical Service is a multidisciplinary health care facility that provides acute and primary health to the local Indigenous Australian communities, but is not restricted to the local community. Services include general medical, dental, drug and alcohol services, mental health, and public health including: aged care, sexual health, youth programs and counselling/support services.

There are also many general practitioners (GPs), medical centres, allied health services and pharmacies throughout the area. The nearest general practitioners are located in Redfern and Chippendale.

The Sydney Dental Hospital is located within the Study Area on Chalmers Street in Surry Hills.

Table 15: Health facilities in the surrounds

Facility/service type	Number	Comments
Hospitals	1	Number includes Royal Prince Alfred Hospital, a premier tertiary and referral hospital. St Vincent's Hospital in Darlinghurst is also within reasonable distance of the site.
Community health	1	Redfern Community Health Centre provides mental health crisis counselling and case management for over 18's experiencing a range of mental health problems
Aboriginal health	1	Redfern Aboriginal Community Health offers a small team who provide community and centre based mental health consultations and treatments which are culturally appropriate.
Medical Centres	4	Includes health care Family Medical Centre on Botany Road n Redfern, Myhealth Medical Centre in Central Park, University Health Service on City Road and Broadway General Practice.

7.3 Recreation facilities

There is a mix of pocket, local and district parks and sports fields in the area which provide opportunities for both passive and active recreation. Recreation facilities include a range of indoor and outdoor sports facilities and swimming pools. (Table 16).

Table 16: Recreation facilities in the surrounds

Facility/service type	Number	Comments
Swimming pools	1	Prince Alfred Park pool
Tennis/netball/basketball courts	multiple	Jensen's tennis centre in Prince Alfred Park, Australian Technology Park has basketball and netball courts,
Skate Parks	2	Redfern Oval and Ward Park Skate Park in Surry Hills,
Multi-purpose indoor	1	Sydney University sports and aquatic centre includes a multi-purpose indoor swimming pool, gym, netball and squash courts.
Specialist facilities	1	National centre for Indigenous Excellence in Redfern is a multipurpose facility, gym and outdoor 25 metre swimming pool with camp accommodation and a corporate conference rom

A broad range of facilities are on offer to students attending the University of Sydney. However, students attending other institutions may be required to access community based facilities

7.4 Community centres

There are multipurpose spaces and community centres located nearby which offer a range of programs and facilities for hire. Key facilities include:

privately owned meeting spaces, rehearsal space and multipurpose venue located at Central Park shopping centre.

- The Australian Chinese Community Association of NSW, Surry Hills - Multipurpose community facility owned and operated by non-profit community organisation
- Ultimo Community Centre, Ultimo has a library and two indoor three outdoor multipurpose courts plus two seminar rooms for hire well used by community groups including Jessie St Women's library, Sydney Multicultural Services, and Vibewire Youth Services.
- Surry Hills Community Centre which is operated by the Surry Hills Neighbourhood Centre
- The Factory is a community centre providing services targeted towards needs of social housing tenants in Redfern Waterloo.
- Newtown Mission is a multipurpose community service space run by the Catholic Church includes a drop-in centre, creative arts space, and various creative spaces for hire.
- Redfern Community Centre is a City of Sydney multi-purpose community centre with youth service plus outdoor amphitheatre and professional recording studio and meeting room.

7.5 Youth services

Youth services and families provide important places for children and young people to access support services, or participate in recreation and leisure program. They are particularly important for disadvantaged youth. The youth-targeted facilities and services near the proposed development include:

- Creative Youth Initiatives, Mission Australia, Surry Hills - Multi-purpose youth facility offering training and creative programs and case management.
- Girls and Boys Brigade, Surry Hills - Multi-purpose youth facility providing various programs including education support and healthy activities.
- Oasis Youth Support Network, Surry Hills - Youth accommodation and support centre with education/training programs, counselling and drug/alcohol programs.
- Youth Health Centre, Youth Block in Abercrombie Street provides early intervention and care for vulnerable young people.
- PCYC South Sydney, Redfern offers sport and recreation programs particularly targeted towards at-risk youth
- Redfern Youth Program provides at Redfern Community Centre, this drop-in centre is offered to young people aged 12 to 24. Programs delivered include employment, sporting, recreational, educational activities, referral and advocacy support.

7.6   Emergency services

Emergency services located near the proposed development include:

- NSW Fire and Rescue - Stations located at Redfern, the City (Castlereagh St), Darlinghurst, Glebe, Newtown and Alexandria.
- NSW Ambulance - Stations located at Eveleigh, Paddington and Camperdown.
- NSW Police - including the Redfern Local Area Command, Central Local Area Command, Surry Hills Local Area Command, and Newtown Local Area Command.

7.7   Supermarkets and fresh food outlets

Food stores include many small convenience stores and markets. Major food outlets include:

- Eveleigh Farmers Market (at Carriageworks every Saturday morning).
- Woolworths in Redfern
- Coles in Surry Hills
- Woolworths in Chippendale

A number of major supermarkets and shopping centres are a located nearby in Surry Hills (Woolworths), Waterloo (Coles and Aldi) and Newtown (Super IGA).

7.8   Public transport

The proposed development is within 100 metres of Redfern Station and is highly accessible.

Proposed public transport plans will increase the accessibility of the site further:

- Provision of Sydney Metro services, with stations proposed for Waterloo and/or Victoria Park (near Sydney University).
- Central Station is one of six interchange precincts within the City Centre and will be designed to make transfers simpler and faster.

The rail corridor is a significant barrier to pedestrian and cycle movements in the area. However, the site is very near the Lawson overbridge.

There are a number of cycleways in the area also.

8   Potential social impacts

A number of positive and negative social impacts have been identified associated with the proposed student housing development.

Overall the social benefits of the proposed redevelopment have been found to outweigh any potential negative impacts. Especially given that all anticipated negative impacts as a result of the proposed development can be mitigated to a satisfactory degree through imposition of development consent conditions and/or implementation of a quality community engagement plan and good on site management practices.

8.1   Overview

Social impacts have been identifying as occurring at three levels:

- the individual – including
  - future students accommodated at the proposed development
  - neighbours
- the community level – including the Aboriginal and Torres Strait Islander communities for whom the Block is a special place, residents, businesses, visitors and regular users of the local area and its facilities
- the institutional level - including government and non-government services.

Social impacts may occur:

- during the planning phase – including stress and anxiety to residents caused by uncertainty arising from the development application and court proceedings
- during construction – potential stress and loss of amenity through noise, fumes, dust, parking congestion, traffic congestion and access issues potentially arising from construction works and construction vehicles accessing the site
- post construction – changed amenity, changed community demography and characteristics

Potential impacts may be summarised as:

- Potential benefits to future students, particularly in the context of tight rental market conditions
- Potential impact on existing community facilities and services
- Potential benefits to tertiary institutions
- Potential benefits to Aboriginal communities through supporting the delivery of 62 new aboriginal housing dwellings
- Potential benefits from broadening the asset base of the AHC
- Potential employment benefits
- Potential benefits to the local economy
- Potential to contribute to the changing character of the local area.

8.2   Potential impacts on the neighbourhood

Traditionally, the area has provided accommodation to Aboriginal people and households on low incomes. While Aboriginal tenants have been relocated from the site and dwellings demolished, the local community and the Aboriginal community have strong connections to the site and its heritage.

It is important that the area will remain a source of memories, friendship, support, independence and connections to the wider community. While recognising that there is always potential for large scale developments, such as the Pemulwuy project, to contribute to a loss of social ties and disruption to established social patterns, the original approval for the Pemulwuy development (as modified) remains in place. The social consequences of the approved development are not the subject of this report.

This report relates only to the potential impacts of the proposed development being the addition of 368 student accommodation rooms in a revised development scheme.

The previous approvals for the Pemulwuy development, along with recent policy directions for the Redfern Waterloo Urban Renewal Area have lay a foundation for change. While some in the community are opposed to the Pemulwuy development, the proposed development is broadly consistent with the urban renewal goals for the area.

The proposed development will not change the approved use on the site –being a high rise student accommodation building. However, the building height and on-site population will be increased. These factors will result in:

- more students on site and in the locality
- greater visual impact
- potential for greater overshadowing and loss of privacy.

The latter matters are addressed elsewhere in the DA documentation.

The potential for increased population in the locality to contribute to noise and intensity of activity during term times will need to be weighed and balanced against other aspects of the proposed development. These consideration should acknowledge that:

- The proposed development is generally consistent with the governments urban renewal goals
- the urban renewal plans for the area envisage increased population and activity in the area.
- Infrastructure planning is in place to support the anticipated population growth
- The site is already well serviced by a broad range of community facilities and services
- The is a strong need for student accommodation in the area.

Table 17: Summary of impact son the neighbourhood and mitigation

Potential impacts	Those at risk	Mitigation
Psychological stress and wellbeing		
Potential for uncertainty about the future to contribute to stress, anxiety and fear	All residents in the neighbourhood	• Effective communication of details relating to the DA and construction through: o providing written communication to residents to inform them of the status of the DA and construction timeframes o regular briefing sessions for all staff to ensure that their knowledge about the DA and pending closure is accurate and current o providing a key contact person who can answer questions
Potential resident dissatisfaction with developer and building operator Potential for poor working relationship between neighbours and management	All residents in the neighbourhood	▪ Improve communication (see above)
Potential for uncertainty to contribute to heightened anxiety and stress	All residents in the neighbourhood	▪ Keep residents informed of key decisions and timeframes
Potential financial stress from higher rents as a result of an improved neighborhood amenity	Low income residents in the neighbourhood	▪ Monitor longer term impacts.
Potential improved living conditions and associated benefits including: ▪ health ▪ psychological state ▪ wellbeing.	All residents	Benefit – no mitigation required

8.3   Potential impacts for students

The analysis in section 6.6.7 suggests that students are finding it difficult to source suitable accommodation. This presents a significant problem as most students are on very low incomes. Table 18 indicates the very small number of low cost rental properties in the area

Table 18: Rental properties advertised for less than $350 per week on 11 February 2017

Location	Rents <$200 / week		Rents $200-$350 /week	
	No. of listings	Location	No. of listings	Location
Redfern, Sydney CBD and surrounds	0	-	15	Redfern (1), Chippendale (8), Surry Hills (6), Darlington (1)
Inner west	7	Ashfield (2), Camperdown (1), Petersham (3), Summer Hill (1)	29	Annandale (1), Ashfield (3), Balmain(2), Camperdown (3), Canterbury (1), Croydon (2), Enmore (2), Glebe (3), Lewisham (2),Marrickville (2), Petersham (1), Redfern (1), Stanmore (2), Stanmore (2), Summer Hill (2)
Eastern suburbs	4	Darlinghurst (1), Kingsford (2), Kensington (1)	14	Kensington (1), Kingsford(8), Malabar (1), Mascot (1), Paddington (1), Redfern (1), Roseberry (1)
Lower North Shore	0	-	2	Neutral Bay (1), Kirribilli (1)

Source: www.domain.com.au

Rental property agents commonly require forms of identification and evidence of financial security including:

- four weeks rent as bond
- two weeks rent in advance
- 2-3 consecutive addresses
- drivers licence/passport
- statement of earnings or current pay slip
- one weeks rent in cash as a reservation fee
- a copy of bank statements.

Many students can find it difficult to present these items. In comparison, the proposed development, being purpose built and operated, will provide a safe, more accessible and more appropriate accommodation option to renting in the private rental market. This can only be of benefit to the students.

These benefits will have an important impact on the overall, long term wellbeing of students. There may also be some flow-on benefits in reduced public health costs.

The National Student Accommodation Census reports that:

To remain competitive with the best international study destinations globally, the Australian purpose built and operated student accommodation will need to maintain and improve its focus on assisting with or enhancing the broader student experience inclusive of areas such as engagement with the host university, social infrastructure, pastoral and academic support and other value added services.

The proposed development will contribute to the competitiveness of the nearby education institutions.

Table 19 provides a summary of potential impacts. Mitigation measures are proposed where impacts may result in negative impacts.

Table 19: Summary potential impacts on student housing

Potential impacts	Those affected	Mitigation
Potential increase in low cost accommodation for students that: ▪ offers a high level of amenity ▪ is adequately serviced with bathrooms, kitchens and facilities ▪ offers opportunities of social interaction and recreation ▪ designed to meet student's needs ▪ is ideally located	Students	Positive outcome. Development will provide convenience and amenity to students. No mitigation measures needed.
Supports competitiveness of educational institutions	Institutions/economy	Positive outcome. Providing purpose built and operated accommodation improves student experience and allows institutions to be internationally competitive. No mitigation measures needed.

8.4   Potential impacts on existing community facilities

A broad range of community facilities are available in the local area to support tertiary student's and contribute to a quality student experience. Students at the proposed development will enjoy excellent access to health, recreation and transport services. These community facilities are in addition to services provided on tertiary education campuses.

The proposed development will contribute to a growing demand for community facilities and services in the Redfern Waterloo urban renewal area. While acknowledging the implications of this for future service delivery, planning for expansions to infrastructure delivery to the area is underway. In the circumstances, it is unlikely that the proposed development will place an unreasonable burden on community facilities and services in the area.

8.5   Potential impacts on amenity

Some residents in the neighbourhood have expressed concern at the potential impact of the proposed development on amenity. The applicant has undertaken a design excellence process to ensure that the proposed development will make a positive contribution to the built form. The design excellence panel included nominated architects and members of the Government Architects Office. An outcome of the design excellence process was to increase the height of the proposed

development from 16 to 24 storeys, while retaining the overall floor space ratio and room layout. The revised development sought to address concerns about amenity and built form. The Design Panel has expressed the view that the proposed development will make a positive contribution to the urban environment.

There will be some negative impacts arising through the construction phase of the proposed development which will impact on the amenity of the area. Amenity related impacts may include:

- increased traffic congestion arising from construction vehicles accessing the site
- obstruction to pedestrian movement through increased congestion and hoardings
- increased dust and fumes
- increased noise

However, in the longer term the proposed development is likely to result in improved outcomes for the locality.

Table 20: Summary of potential impacts on amenity

Potential impacts	Those at risk	Mitigation
Potential impacts during construction including: - dust - noise - vibration - potential health risks - visual amenity (hoarding etc)	Local residents and businesses	Matter can be addressed through appropriate conditions of consent and proper site management
Potential traffic impacts: - increased truck movements - traffic and road closures for construction vehicles - impacts of increased traffic on a narrow street	Local residents and businesses	Traffic impacts considered separately in the DA documentation.
Potential impacts on community safety including: - increased fear of crime - increased fear of anti-social behavior and overcrowding of public spaces	Local residents	Some residents may fear that the proposed development could contribute to increased crime reduced safety. There is no evidence to suggest that increased crime will result from the proposed development. The development has been designed having regard for the *Crime Prevention Through Environmental Design Guidelines.*
Potential impacts to neighbouring residents including: - Potential loss of privacy - Potential loss of sunlight - Potential reduction in ventilation - Potential loss of views	Local residents	Matter addressed in a Statement of Environmental Effects

8.6   Potential impacts on the local economy

The proposal will benefit the local economy by:

- creating jobs, both during and post construction
- attracting students to the area who will spend in the local area, supporting local businesses
- contributing to urban renewal of the Redfern area

In addition, the proposed development will expand the supply of student accommodation in the Sydney LGA, meeting a need identified by the City of Sydney Council.

The proposed development will introduce a financially viable business with capacity to support the development of 62 affordable Aboriginal housing dwellings.

The economic impact of the proposed development can only be positive.

Table 21: Summary of potential impacts on the local amenity

Potential impacts	Those at risk	Mitigation
Economic impacts such as ▪ jobs creation, ▪ attracting increase in student numbers living in the area ▪ supporting local businesses ▪ contributing to urban renewal of the Redfern area ▪ flow on expenditure	N/A	Benefit – no mitigation required

9   Conclusions

The proposed development involves modification to a student accommodation development which will result in an increase of 368 beds on the site. The built form aspect of the application is address in separate DA documentation.

The proposed development will provide a high quality, purpose designed and managed student accommodation. The site is located in an area with high demand for student and affordable housing. The supply of student accommodation in the area is increasing. However, the current supply is inadequate for demand. The proposed development will assist the market to meet this demand.

The proposed development is on a site which is held in the highest regard by the Australian Aboriginal community. The proposed development will make viable, the delivery of 62 affordable dwellings for Aboriginal people. The proposed development will not substantially alter the impact of the Pemulwuy development on the neighbourhood, from that of the approved development.

The proposed development has been formulated through a design excellence process and will make a positive contribution to the built environment, streetscape and local amenity.

Having regard for the various social impacts identified above, the development application is supported.

Appendices

Appendix 1

Elevations of the proposed development

Roof
Plant
Level 21
Level 20
Level 19
Level 18
Level 17
Level 16
Level 15
Level 14
Level 13
Level 12
Level 11
Level 10
Level 9
Level 8
Level 7
Level 6
Level 5
Level 4
Level 3
Level 2
Level 1
Upper Ground
Lower Ground

HOLDEN ST — EXISTING TERRACES — PROPOSED - PRECINCT 3 — LAWSON ST. — REDFERN STATION

TOP OF PARAPET BEYOND
TOP OF PARAPET BEYOND
BALUSTRADE RL+92.26
TOP OF LOUVRE RL+97.67
PARAPET RL+30.24

Appendix 2

Operational Plan

Operation Management Plan
Col James Student Accommodation

June 2017 – Revision 1

Contents

Executive Summary

The following is the operational plan for Atira Student Living.

Atira Student Living and our major shareholders (Blue Sky and Goldman Sachs) have worked hard to secure prime locations for the construction of world class purpose built student accommodation ("PBSA") facilities throughout Australia and New Zealand. We are delighted to present the La Trobe, A'Beckett and Peel Street properties in Melbourne to RMIT.

Our staff have deep experience in service industries with a mix of PBSA expertise, travel and accommodation the team believes in creating a different experience for students.

With fantastic state of the art buildings and facilities built with input from students for students we create a "Home away from Home".

Our real focus is on the student experience and the friendly proactive approach to making sure these key years are the best they can be. Our community dogs are just an example of the way we think about making the students feel at home. With each of our facilities coming to life with programs activities and experiences onsite, off site and in the community students are encouraged to prepare for life post study.

Our Evolutionary Psychology and 5 Pillars of Success drive our approach to the programs and activities that make Atira different.

We have a real value proposition for students which will assist it in attracting the best students and encourage and support them now and into the future.

Industry Experience

Experience

As a current operator with 10 years' experience (under previous brand The Pad) in the industry, we are a preferred provider to some of the top education providers in Australia.

We are recommended to students of University of Queensland, Griffith University, Queensland University of Technology and TAFE Queensland for the provision of purpose built student accommodation.

Atira Student Living has been accredited by The University of Queensland for the provision of operating purpose built student accommodation in our existing operations.

The University of Sydney, through a rigorous selection criterion has appointed us as one of the six providers for their future development of purpose built student accommodation.

Our founder Damen Haber has held various positions in various inter-governmental committees targeting student reforms nationally. The Pad was formally recognised in 2013 as part of the federal governments Chaney Review as the market leading student accommodation model nationally.

Atira Student Living are current operators of Purpose Built Student Accommodation and have a proven history of successful services.

We deliver the following range of our unique and expert services in a branded environment.

- Management & Resources
- Computerised Management Information Systems
- Student Occupancy Agreements
- Marketing Management
- Applications & Contract Management
- Student Placement Management
- Residential Assistants
- Student Support Management (Pastoral Care)
- Administration, Reception
- Student Amenities
- Off-Peak Use
- Student Engagement
- Asset Maintenance, Management and Incident Coordination
- Operating Furniture and Equipment
- Cleaning
- Consumables
- Car Park Services
- Occupational Health and Safety
- Information Communication Technology - Systems and Services

Corporate Structure

Atira Student Living is a joint venture partnership with majority ownership held between Goldman Sachs and Blue Sky Alternative Investments. Both are leading investors in the Purpose-Built Student Accommodation market.

Goldman Sachs

Goldman Sachs is a leading global corporate advisory, securities and investment management firm that provides a wide range of financial services to a substantial and diversified client base that includes corporations, financial institutions, governments and individuals. Founded in 1869, the firm is headquartered in New York and maintains offices in all major financial centres around the world.

The Goldman Sachs Australian Special Situations Group ("SSG") is a global, multi-asset class business, specialising in principal investing and lending in all levels of capital structures on a risk-adjusted return basis. SSG is the primary centre for Goldman Sachs' middle-market financing and investing activity.

The Atira Student Living partnership established with Blue Sky in early 2016 represents Goldman Sachs' entry into the Australia PBSA market. The global investment firm has, however, been active in the European student market for a number of years.

Goldman Sachs is one of the world's largest investors in Purpose-Built Student Accommodation (PBSA) through their ownership of the Vero Group (UK) c.25,000 beds and they bring this valuable expertise to this venture.

Through the association with Goldman Sachs we can leverage their extensive experience as owners of over 25,000 student accommodation beds in the UK.

BlueSky

ASX listed Blue Sky is one of Australia's leading alternative real estate equity developers and investors. Blue Sky entered the Australia PBSA market in 2014 gaining an enviable first mover advantage in the infant industry by securing prime sites in prominent locations close to education providers, transport hubs and retail precincts.

Blue Sky is also partnered with Student Quarters in the United States which operates approximately 5,000 beds.

In addition to its student accommodation portfolio, Blue Sky's real estate team invest in, develop and manage real estate projects across a range of sectors and markets including:

- residential properties
- retirement living facilities
- residential asset management; and
- New York based commercial properties.

The team are active managers and control and operate all the assets they develop and own. Blue Sky has managed over 40 projects resulting in thousands of residential apartments, student housing and retirement living units.

As such, we are in a unique position to be able to leverage and share expertise in both Hard and Soft FM specifically suited to Student Accommodation.

Atira Student Living currently manages over 1,000 beds in Australia with a further 4,000 under construction and a goal of 10,000 in Australia and New Zealand in the coming years.

In December 2016, The Pad was re-branded to Atira and has quickly grown as a new brand leader in student accommodation with over 1,000 beds currently under management and a further 4,000 beds in the development pipeline. Since inception of the new partnership with Goldman Sachs and Blue Sky Alternative Investments during 2016-17 the reach of our accommodation pipeline has extended to:

- Brisbane
- Sydney
- Melbourne
- Adelaide
- Perth
- New Zealand

The Atira Student Experience

The Atira Way

Atira Student Living's philosophy is that academic success is enhanced when we create a meaningful sense of comfort, connection and belonging which culminates in a superior experience for our students.

Atira Student Living are committed to providing a world class student living experience where life-long connections with other students and their university are nurtured.

Investing heavily in student (customer) led research and understanding of domestic and international student expectations, providing an innovative proactive student care model, a highly engaged and caring home away from home experience, security and highly convenient and central locations are keystones in allowing Atira to deliver on our goals.

Formerly known as "The Pad Student Living", a controlling interest (70%) of Atira Student Living was acquired by a joint venture partnership between Blue Sky and Goldman Sachs in early 2016. Atira Student Living exclusively operates the joint venture's purpose built student accommodation assets in Australia.

Over 10 years of operating experience in Australia and access to the significant international experience in both construction and operations from its sponsors has allowed Atira Student Living to create a world leading proposition in the area of student living

Evolutionary Psychology

We believe creating great student communities doesn't happen by accident.

Our deeply thought through approach is based on the work by Nigel Nicholson on Evolutionary Psychology which creates the framework for ensuring individuals are properly connected to each other and the broader community. We apply this thinking to all aspects of Student Engagement.

Family, Village, Tribe

Families are for support and personal development. Creating small groups of students who share with each other and build strong bonds.

A Residential Assistant as leader

Village is a collection of families that work together to helping each other. Groups of families sharing activities with other families in outings, games and activities

Residential Assistants organised to look after "Villages" of Students.

The Tribe are a collection of Villages which provide the forum for culture, recognition, celebration, community, connection and protection. Weekly Bar-B-Que and other events to get everyone together. Recognition of individual student's success within the Tribe.

The General Manager of the property is the tribal leader.

5 Pillars of Success

| Academic Focus | Community | Health & Wellbeing | Recreation & Social | Life Ready |

Academic focus

We believe that the reason students are here is to achieve academic success. We support this with:

- Rooms with desks for private study
- High speed internet
- Study rooms for groups to work together
- Student Support Assistants when student needs advice
- Pastoral care when they go through difficult times
- A range of life skills and specialist programs to support and enhance the academic programs

Community

We believe that healthy communities are built at
3 main levels. Family for support and personal development. Village for helping each other. Tribe for culture, recognition, celebration, community, connection and protection. We support and embody this approach by:

- Activities designed and run at all three levels of connection.
- Buddy system, Student Support Assistants and Atira Staff to support each level.

Health & Wellbeing

We believe that fitness and health play an important part of life. We support this with:

- A fitness program run by a partner with over 20 years of experience in health and fitness
- A free gym in every facility.
- Fun challenges for health, fitness and weight.
- Programs that include yoga, Pilates, etc.
- Personal trainers
- Games and activities
- "Red Frog" counselling

Recreation & social

We believe that culture, community and being connected are driven by what we do in our recreation and social interactions.
We support this by:

- Student Experience Manager and program.
- Food, pizza nights, weekly BBQ.
- Organised trips and experiences throughout Australia.
- Sport and games
- Pool, table tennis, Trivia nights' competitions and … Fun

Life ready

We believe in creating opportunities to engage with real life experiences to help students succeed before, during and after study.
We support this by:

- Presentation on thought leadership by industry leaders
- Creating part time job opportunities like tutoring
- Life skills such as goal setting and leadership
- Connecting into relevant organisations and opportunities

Services

Concierge Service

Atira has a front desk concierge service which solves any issues students may have. It operates from 8.00am to 11pm.

High Speed Wi-Fi

Atira provides 50 GB per week as complimentary for all our guests. Many of our building are designed with fibre optic connectivity to give the fastest possible internet speeds to facilitate efficient study. All our common areas, including social study spaces and living areas have unlimited free internet access.

24/7 Security

Security is on the front desk from 8.00am to 11pm. Staff are available on-site 24/7 for urgent or serious problems and requests.

Student Experience Manager

Our Student Experience Manager is dedicated to creating all our programs for student engagement. This includes all the internal activities within the building as well as external activities and tours. These are actively monitored for student participation and feedback. The program also involves the Student Experience Assistants which are students living at our properties and trained to deal with all manner of student needs, which are available for our students anytime.

24/7 Access

Staff are available on-site 24/7 for urgent or serious problems and requests.

Swipe Card Access

Security is important to Atira and access to the building, lifts and rooms is controlled by secure personalised swipe card. The public foyer areas are open between 8am and 6pm and outside of these times can only be accessed by swipe card.

Property Facilities

Theatre Room

Gym

BBQ Area

Bike Storage

Vending Machines

Cardless Laundry

Meeting Rooms & Study Areas

Games Room

Pool & Table Tennis, Foosball & Air Hockey

Rooftop Recreation

Chill out areas

Used for showing movies and having lectures but most popular for those who love to sing? Our Karaoke room lets you belt out those tunes like no one is listening. A large projector system fills one wall displaying the complete music video creating an immersive experience.

A fully packed gym with running machines, cycle, water rower, weights, circuits, treadmills, medicine balls, etc. available 24/7 to all residents.

The BBQ is a core part of the Australian lifestyle. Every property has a BBQ available for students to use. They are located either on the rooftop terraces or next to the gardens.

Bicycles are a great way to get around. They are inexpensive. Our central locations mean that access to all the places students want to go is not very far. Australian and cities have extensive bicycle tracks so it is a safe way to travel. Atira also has a bicycle-share program which allows students to take advantage this mode of transport.

Students sometimes study late and each building has vending machines with a variety of snacks and meals when they want them. The machines are replenished regularly to ensure what they want is there and that they are fresh.

Residents can pre-book their laundry machine and will receive an automated message that advises that their laundry machine is ready for use and once the wash is complete.

Atira buildings are all meticulously designed to incorporate a range of study zones ranging from enclosed private group or single study rooms to more open social study areas. Many of the study rooms come with televisions to aid in group study session. The perfect place to meet with your group or host a study group, our meeting rooms offer a comfortable private place to collaborate with others with access to TV's in a soundproof and secure environment.

The games room is a great place to kick back and have some fun, Often containing comfortable seating and several gaming consoles including Xbox One and Play Station 4. The Games room is the perfect place to challenge your friends in some fun games or play on your own with a big screen TV.

If Video games aren't your thing test your skills on our collection of game tables. Throughout our buildings, we offer a selection of Pool, Table Tennis, Foosball and Air hockey. Periodic tournaments are held as part of the Student Experience Program with prizes, titles and glory on offer.

Atira has rooftop activity areas for relax and social and games. With BBQ facilities and views o the city.

If you just want to read a book or take a quick nap Atira offers relax and regeneration areas full of bean bags, comfortable chairs and fluffy cushions. In a quiet corner of the building the relaxation area is the perfect place to unwind or kick back after a long day.

Room Facilities

Bed

Smart TV

Individual controlled Air Conditioning

Swipe card access to rooms and doors

Ensuite Bathrooms

Study Desk, Chair and lamp

Every room has a bed either single, king single, double or Queen size. They are selected for their comfort and are professionally cleaned after every tenant with a matrass protector provided to ensure maximum hygiene.

Every room has a 'smart' TV. This allows for mobile and computer devices to 'throw' content onto the screens. The systems are connected to the Video on Demand system linked to all the Atira news and events.

One person's hot is another's cold. Each room has a individually air conditioning control for both cooling and heating.

In shared rooms the common area can be accessed by anyone in the group of rooms but everyone has a unique code that only their swipe key can unlock, giving total personal security.

Most rooms have their own Ensuite bathroom with sink, shower and toilet. In share rooms we never have less than one between two students.

Each room has a large desk to spread out the work, lamp and adjustable chair for comfort. The lamp is a good study light and the rooms have excellent overhead lighting. There are ample plugs for equipment.

A wardrobe for every student so they don't need to share. Long hanging space and shelves provide plenty of space for clothes.

Kitchenette

Our Kitchenette include the following:
- Sink
- microwave/oven/griller
- 2 burner stove top
- extractor fan
- full size fridge
- and for shared rooms a dishwasher.

Images
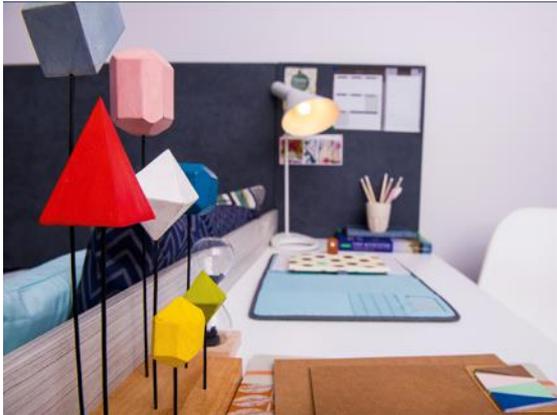
Home Away from Home

Relax & Regenerate

Our Properties

Regent Street, Woolloongabba, Brisbane

Location

15 Regent Street,
Woolloongabba, Brisbane

Opened
July 2016

Beds
286

Configuration
Studios, 5 Bedroom Apartments,
Twin Share

Education institutions
Close to Universities and multiple CBD base private education providers

Merivale Street, South Brisbane, Brisbane

Location
Southbank, Brisbane, CBD

Opened
January 2017

Beds
725

Configuration
Studios, 2 & 3 bed apartments,
twin shares

Education institutions
Close to Universities and multiple CBD base private education providers

Glen Road, Toowong, Brisbane

Location
Southbank, Brisbane, CBD

Opened
January 2017

Beds
725

Configuration
Studios, 2 & 3 bed apartments,
twin shares

Education institutions
Close to Universities and multiple CBD
base private education providers

Waymouth Street, Adelaide
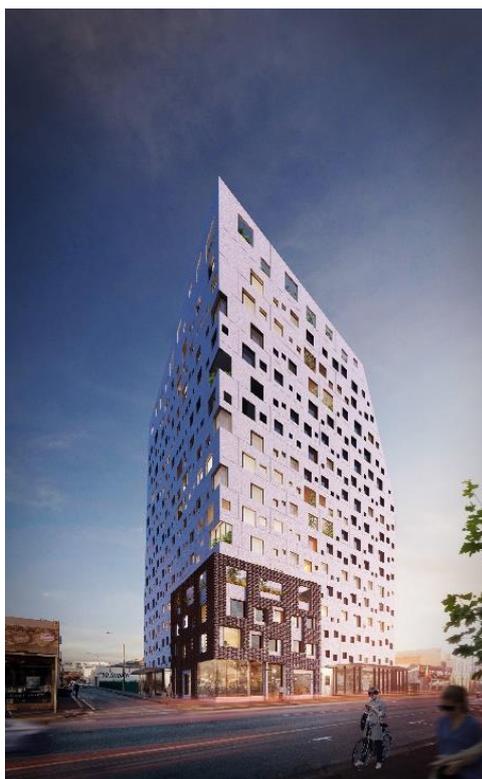
Location
231 – 243 Waymouth Street, Adelaide

Opening
February 2018

Beds
428

Configuration
Studios, 2 & 3 bed apartments,
twin shares

Education institutions
Close to Universities and multiple CBD base private education
providers

La Trobe Street, Melbourne

Location
42-46 and 48 – 50
La Trobe Street, Melbourne

Opening
February 2018

Beds
783

Configuration
Studios, 2 & 3 bed apartments,
twin shares

Education institutions
Close to Universities and multiple CBD base private education
providers

Peel Street, Melbourne

Location
245 – 249 Peel Street,
Melbourne

Opening
July 2018

Beds
576

Configuration
Studios, 2 & 3 bed apartments,
twin shares

Education institutions
Close to Universities and multiple CBD base private
education providers

A'Beckett Street, Melbourne

Location
48-50 A'Beckett Street, Melbourne, Victoria Australia

Opening
January 2019

Beds
541

Configuration
Studio and 3-6 bed clusters

Educational Institutions
RMIT, University of Melbourne, Monash University

ACU and Victoria University

Wellington Street, Perth

Location
Welling Street, Perth

Opening
2019/2020

Beds
727

Configuration
~390 Studio and 330 cluster rooms.

Educational Institutions
University of Western Australia, Curtin University, Edith Cowan University

Atira Operational Management Plan

Col James Student Accommodation will be professionally managed by Atira Student Living (the Operator). ATIRA is one of the top 10 major national student management companies in Australia, also being the largest student accommodation service provider in South East Queensland with over 1800 beds and $330m in assets under management

ATIRA's point of difference:

1. ATIRA has been recognised by Government and Industry as the benchmark in this area for its ability to offer:
    a. Diversity of accommodation choice - including units, studios, clusters (4-5 beds), share-houses, larger purpose built student accommodation all under a standardised management system that adheres to exceptional standards;
    b. Affordability - pricing includes utilities, furnishings, internet to meet the budget of a broader student market; and
    c. Multiple locations capable of servicing all Universities.
2. Federal Government endorsed Student Accommodation Ratings Scheme (STARS) – Chaney Review with support from Universities Australia Policy Agenda 2013-2016.
3. A risk managed housing model – ATIRA has been endorsed formally by insurance industry as having the lowest insurance claims ratio of any housing manager nationally i.e. <10% ratio as compared to industry being >40% of premiums received.
4. Member of various Government taskforce reviews into student housing policy nationally.
5. Direct access to more than 15,000 international education agents through our partnership with PIER On-line.
6. Sponsor to various student communities
7. Our People are tertiary qualified and multi-lingual in English, Mandarin, Taiwanese, French, German, Arabic, Slovakian, Russian, Maltese, Greek, Italian, Hindi, Cantonese and Malay.

The following is an outline of the management procedures ATIRA will undertake to ensure that the Col James Student Accommodation facility meets requirements of the Sydney DCP 2012 Section 4.4.1.7 Plan of Management, whilst also to maintaining the amenity of the building for its residents as well as maintaining the amenity of the neighbourhood. Key to the success of each of ATIRA's student communities is the detailed and comprehensive operating procedures which ATIRA employ, and which addresses everything from a student's initial enquiry right through to their tenure as a resident and well after their departure.

Key elements of operating a purpose-built student accommodation facility include critical incident handling and inspections and compliance management. It is ATIRA's mission to:

- Provide a safe, secure and supporting living environment
- Provide relevant, diverse, multicultural and effective programs, activities and opportunities to our resident students
- Encourage and provide an environment that fosters academic, personal, social, cultural and professional growth
- Provide a home to our resident students

As the preferred provider to many education providers nationally, ATIRA work closely with their personnel and departments to ensure residents understand and obtain maximum value and the best student life experience during their stay with us. As part of our residential life program we provide organised cultural, academic, social and professional development activities. The activities are not restricted to a building and involve student exchange programs inter facilities.

The pastoral care of the students is of utmost value to ATIRA's offering. ATIRA understands the unique challenge of providing services and support to students who are away from home and the responsibility in ensuring that our students not only have an enjoyable and memorable moment but helping them to become a become a better person during the time that they stay with us.

Resourcing

The student accommodation facility will be professionally managed by an onsite team of well trained staff with a concierge style service offering and 24/7 presence and monitoring technology to assist students at any time. Below is the proposed schedule of key personnel for Atira – Col James Student Accommodation.

Staff	Role/Duties	Location/Contact Details
Building Manager	Accountable for overseeing the performance of the management and performance of the property and the first point of contact for the Owner. This role will oversee the pastoral care, facilities management, leasing, and marketing and student welfare.	Location: Onsite/Business Hours

Contact: TBA |
| Customers Services Officers | Overall responsibility for the front office administration and customer service. | Location: Onsite/Business Hours

Contact: Through reception |
| Residential Life Manager | Responsible for student welfare and mentoring assistance in the delivery of ATIRA's residential life program by coordinating and organising activities and events and ensuring student engagement across the facility. | Location: Onsite/Business Hours

Contact: TBA |
| Admin & Accounts | Administrative processes, day to day accounts including rent receipting etc. | Location: Head Office/ Business Hours

Contact: TBA |

Facilities Manager / Risk Compliance Manager	Accountable for the safe operation of the facility including but not limited to the following: • Coordinate maintenance requests from students • Appoint and oversee contractors • Day to day repairs and maintenance • Waste and environment management • Coordinate cleaners • Building audits • Management and oversee the life cycle maintenance plan and preventative maintenance plan for the facility	Location: Onsite/Head Office Contact: TBA
Residential Advisors	Students within the community selected to assist with the residential life program including the mentoring and well being of students. They are also present after hours to assist with lock-outs, complaints management and initial response in an emergency situation.	Location: Onsite Contact: TBA
Security/Evening Duty Manager	After hour monitoring of the facility.	Location: Onsite/Afterhours Contact: TBA

Reception

The Reception desk at Atira is located near the main entrance and will be staffed weekdays and weekends. Please ask your reception desk for their operating hours.

Out of normal office hours you will see Resident Assistants, Security and our Evening Duty Manager operating from reception and will be happy to help should you need assistance. When the reception desk is unattended please call the numbers above and you call will be directed to a staff member on duty.

Reduced hours of operation may apply during vacation periods.

Recreation and study space

Atira has some amazing and themed study spaces and diverse recreation rooms for you enjoy.

🎮	Media Room	🎮	Games Room
△	Pool Table	📺	TV & Media Room
🏋	Gym	🎵	Music Room
🖨	Resident printing	🏧	Vending machine
👤	Study Space	🎭	Theatre Room
🍖	BBQ Area	🏙	Rooftop Terrace
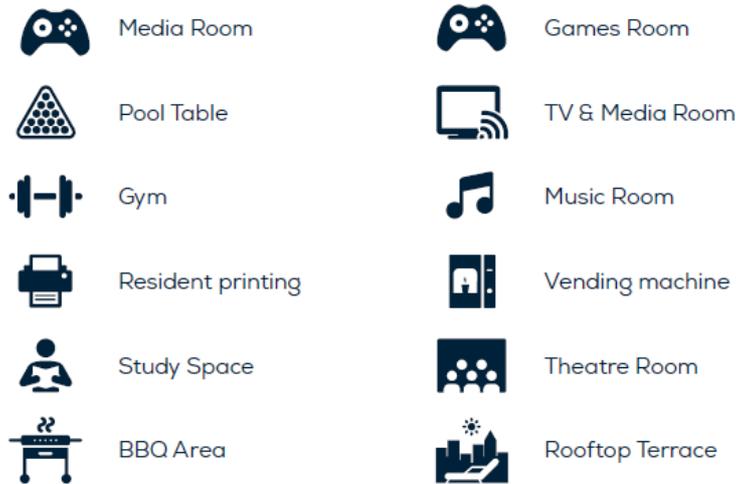
* Facilities may differ depending on property

Atira Cashless system

Atira has a revolutionary cashless system utilises your electronic security card so you can purchase goods, pay for goods and services with a single swipe of your Atira card. You will be able to use this card in all aspects of your Atira life from accessing your room and building facilities to purchasing snacks and doing your laundry.

Printing

Our Atira staff are here to help and can print and scan documents for you at the front desk free of charge.

Laundries

Atira is equipped with laundry facilities containing washing machines and dryers Charges apply for the use of washing machines and dryers and use the monitor cashless system to operate. Simply add credit to your account to use the laundry facility. Our Laundry is more unique then most as with our monitor system, you can manage your washing cycle by receiving a text when the cycle has ended. You can also book a machine and view how many machines are not in cycle mode prior to making your way to the laundry!

Building and Landscape Maintenance and Management

The in-house Facilities Manager will supervise the maintenance of the student accommodation facility including landscape maintenance. The Facilities Manager will report directly to the Building Manager and will also attend to minor maintenance services supplemented with contracted resources for more complex maintenance requiring a licensed / approved trade's person.

Typical minor tasks undertaken by the Maintenance Manager would include:

- Minors repairs to the units
- Replacement of light globes
- Grounds maintenance
- Maintenance of signage
- Patching and painting of walls
- Testing and replacement of appliances (excluding cook tops and ovens)
- Preventative Maintenance Inspections

Building maintenance that is typically conducted by contracted trades includes:

- Maintenance of air-conditioning
- Maintenance of lifts
- Maintenance of fire systems
- Cleaning of common areas and windows
- Pest control
- Garbage collection
- Security
- Electrical
- Plumbing

The process of reporting maintenance by residents is done via the management portal online. Residents can also track and monitor of a reported maintenance has been actioned.

Common Area Maintenance

Regular inspections of all common areas are also conducted by maintenance and management staff including regular building audits to ensure that all fittings, furnishing and finishes remain in good and safe working condition. All necessary works will be scheduled at times that will least inconvenience residents unless in emergency situations whereby the works will be conducted immediately.

Cyclic Maintenance

Our provisions for annual cyclic maintenance stems from our assessment of the daily, weekly, monthly and annual small scale undertakings required to maintain the day to day operation of facilities. The services of the Facilities Manager is combined with the contracted technical expertise to for major service (lifts, ac plant, boilers etc.) to ensure the cyclic maintenance are conducted as per manufacturers specification and requirements.

Landscape Maintenance

Management of the grounds and landscaping will be undertaken and coordinated by the onsite Facilities Manager supplemented as necessary by professional contractors. Proper management of the landscape is an integral part of ATIRA as the appearance of our facilities is core to our service offering and standards.

Cleaning Management Plan

All common areas listed below will be cleaned on a daily / weekly basis as required by the cleaning contractors under the direction and supervision of ATIRA.

- Entry & foyers
- Corridors
- Common rooms
- Common areas in the cluster apartments (Kitchen, Living, toilet and balcony)
- Recreational areas including games rooms
- Laundry room
- Garbage rooms including washing and sanitisation of bins
- Lifts
- All outdoor area including pool area
- External high window / façade cleaning will be completed a minimum of once annually or as required

Studio & Room Cleaning

Students will clean the internals of their studios and respective rooms. ATIRA will offer cleaning services to students should they wish to take up the services. All studios and rooms will be professionally cleaned at the end of all leases ahead of new residents moving in. Exit cleans also includes steam cleaning of the mattress and carpets in the room. Additional services included in the weekly rent will be the supply and replacement of linen to all residents to assist them with the management and cleaning of their linen.

Waste Management

Within each of the studio and cluster apartments, residents will be responsible to ensure that rubbish is placed carefully in the provided rubbish receptacles. ATIRA has a strict policy that doesn't tolerate any form of visible waste within student living areas and students must only place rubbish in the approved receptacles within their studio or externally as provided. This will be monitored closely by the maintenance team including cleaners and the operations team.

Waste will be collected from the property by council or a private contractor a minimum of twice a week and will be monitored closely by management should the frequency require amendment.

Residents are required to place their own waste into the garbage chutes located on each level, which is delivered to the bin room located in the servable areas of the property. Atira's cleaning service is responsible for collecting waste from communal area bins throughout the property. Sharps and sanitary waste receptacles will also be available in the public toilets throughout the property and will be managed by a private contractor as applicable.

General waste and recycle is then collected from the property by council or a private contractor a minimum of twice a week and will be monitored closely by management should the frequency require adjustment due to demand.

The resident Building Manager will take all reasonable measures necessary to maintain acceptable behaviour of guest to maintain the amenity of the boarding house for all occupants and the amenity of the neighbourhood for residents in the area.

Maximum Numbers

The operations team will monitor and ensure that the number of residents residing at the facility does not exceed the number as approved in the Development Approval.

Safety and security

ATIRA will ensure the safety and security of the residents as follows:

- Provide a secure building with locks to all external doors. It is to be noted that the building will have electronic swipe card access throughout with all residents provided with their own swipe card. All entry doors to the facility will be locked after 6pm with access by swipe card only;
- Ensure all staff are well trained with ongoing refresher training on the management of emergency and critical incidents;
- Residents should seek approval from management for any guest to stay overnight with them;
- The facility will have CCTV coverage throughout with recording facility;
- Students will access to onsite staff 24/7;
- Security will monitor the facility after hours;
- Emergency contact numbers for essential services such as fire, ambulance, police, and utilities such as gas, electricity, plumbing; and
- Keys for security entrance doors to essential services such as fire brigade in case of emergency will be available.

House Rules: See appendix

Occupancy

Occupants of the facility will be provided with an Occupancy Agreement which address/cover the following occupancy principles:

- An occupant is entitled to live in premises that are:
    - reasonably clean; and
    - in a reasonable state of repair; and
    - reasonably secure.
- A grantor is entitled to set reasonable rules of the premises, and an occupant is entitled to know the rules of the premises before moving in.
- An occupant is entitled to have the occupancy agreement, and receipts for payment of any monies, in writing.
- An occupant is entitled to quiet enjoyment of the premises.

- A grantor is entitled to enter the premises at a reasonable time on reasonable grounds to carry out inspections or repairs and for other reasonable purposes subject to reasonable entry notices.

- An occupant is entitled to a minimum of four weeks' notice before the grantor increases the amount to be paid for the right to occupy the premises, and to know before moving in how much notice will be given.

- A grantor is entitled to charge for the use of a utility, if the amount charged is determined per the cost of the grantor providing the utility and a reasonable measure or estimate of the occupant's use of the utility.

- A grantor is entitled to require the payment of a bond equivalent to not more than four weeks' rent, and must lodge any bond monies with the Residential Tenancy Authority.

- An occupant is entitled to know why and how the occupancy may be terminated, including how much notice will be given before eviction.

- An occupant must not be evicted without reasonable notice.

- A grantor and occupant should try to resolve disputes using reasonable dispute resolution processes

Application process

- Students will submit an online application
- Upon receipt of the application Atira will provide the students with a sample Occupancy Agreement and request payment of a holding deposit to secure the room/ studio they wish to rent
- Upon receipt of the holding deposit Atira will process the application including ensure they do not own a car prior to approving the application
- Processing the applications involve checking their tenancy history, seeking references, confirming their ability to pay rent and cross checking their name on the national tenancy database etc.
- Once the application is approved students are notified and booked for an induction lease sign-up

Induction

All students will undergo an induction program at the start of their occupancy agreement covering but not limited the following:

- Explanation of the occupancy agreement
- Confirmation of how and where to pay rent
- Explanation of the house rules
- How to lodge a maintenance and report an emergency
- How to report an incident
- Fire & emergency evacuation procedure

- Building security
- Access to common areas
- Cleaning
- Waste management procedures
- General tips about keeping their studio presentable and safe
- Information about the residential life program and support available to them during their stay

Smoking Area

Smoking will not be permitted on the premises. This will be notified to the residents in the house rules and notices will be prominently placed in studios and recreational areas.

Bicycle-share Program

Atira will implement a bicycle-share program which includes a fleet of 20 bicycles available for students to use as required. This program and bikes will be managed and maintained by Atira, allowing students flexible transportation without owning a bicycle.

Key Personnel

Andrea Slingsby, Chief Executive Officer

Andrea brings outstanding Australian and international experience to Atira, having more than 20 years' experience in high growth service sectors including Flight Centre Limited where she was President and CEO for North America for four years

She has also held senior executive management and corporate advisory roles for a broad range of Australian private and public companies, most recently as CEO of The Turner Family Investment Portfolio.

Andrea is passionate about bringing an approach embedded in student research along with learning and best practices from many industries to create a deeply engaging student experience that ensures students get the most out of their critical years studying and are connected to friends and the broader community in a way that delivers the optimal outcomes.

As CEO of Atira, Andrea aims to bring new levels of innovation, service excellence and quality control to the business and to clearly position Atira as the market leaders in student experience excellence.

Keith B. A. Stanley, Chief Marketing Officer

Keith Stanley joins Atira with 40 years' expertise in marketing management, operations, consulting and change management. Keith's passion for exceeding customer needs, coupled with his drive, skill and marketing expertise are key ingredients of his growth and success. His global focus has covered world-class brands and businesses in UK, USA, Canada, South Africa, South East Asia, China, India, Fiji, Australia and New Zealand.

His extensive experience 20+ years in the travel industry was primarily as Global Head of Product and Marketing for Flight Centre Travel Group. Complemented with an additional 20+ years in retail, service and utilities Keith's expertise includes retail, hotel services, travel and utilities. In addition, as Deputy Chairman at Australian Marketing Institute Keith brought focus to extending Marketing reach and accountability across Australian industry.

Keith is always looking forward and has been assisting many companies with marketing, business and customer centric strategies including Flight Centre, Nestle, Unitywater, Spicers Retreats etc.

Nicole Gillard, Chief Financial Officer

Nicole is a member of the Institute of Chartered Accountants and has held senior roles at Lloyds TSB in London. On returning to Australia in 2008 she took on the role of Regional Finance Director of CBRE Asia Pacific which she held for 8 years giving her a deep understanding of the property market.

In her role as Chief Financial Officer of CFO Centre Pty Ltd she was introduced to Atira Student Living and has since been fulfilling the role of Chief Financial Officer.

Dan Moore, Chief Operations Officer
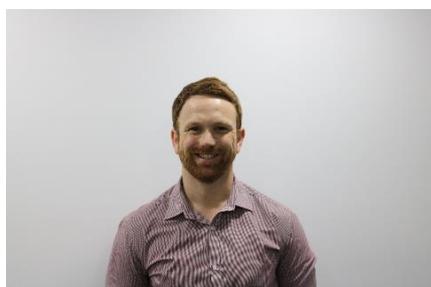
Dan Moore was born with a hunger for new horizons. His childhood fascination for Australia incubated as he studied tourism in UK at Lincoln University. Learning languages and working in student living he was surrounded by students, travellers and nomads from the start.

Dan now brings 16+ years of experience in student living. Dan learnt hands grass roots from best practice institutions in the UK. Since immigrating almost ten years ago Dan now applies best practice in with Atira in Brisbane, Australia.

His operations experience plus national marketing and operational expertise is instrumental at Atira as General Manager to be the largest and most respected providers of student accommodation in Australasia. Dan is thorough, passionate and focused on providing the best living experience possible.

Riley Duncan, Customer Experience Manager

As Student Experience Manager for Atira Woolloongabba and South Brisbane, Riley is responsible for delivering all facets of a highly engaged and commercially viable residential life program for students.

He oversees building and maintaining a living experience that is educational, social and fun while providing cultural growth and maximum engagement for each resident.

Riley has a strong background in hotel management – from backpacker hostels to five star properties.

Appendix

House Rules

The House Rules will be agreed and signed off on by the residents prior to the resident moving in the property and will include the following:

A. A breach of any of the Special Terms or House Rules will result in the Resident being issued with a Form R11 Rental Breach allowing you 5 days to remedy this breach

B. If you do not remedy this Form R11 Rental Breach you will be issued with a Form R12 Notice to Leave allowing you 2 days to vacate the premises

C. A Serious Breach of any of the Special Terms or House Rules with result in the Resident being asked to Leave IMMEDIATELY via Form R12 Notice to Leave

Resident Behaviour

Residents must not interfere with the reasonable peace, comfort and privacy of other residents.

1. Storage and drinking of alcohol outside of the Resident living space is not permitted.

2. Smoking is not permitted within 5 metres of the Rental Premises (building). If Atira believes the Resident has smoked in their room you will be requested to steam clean curtains, furniture etc.

3. There are to be no parties held on the Rental Premises at any time without prior permission received in writing from Atira management.

4. At all times Residents, must maintain a reasonable standard of dress in consideration of other Residents.

5. Theft and illegal substances will not be tolerated and offenders will be reported to the police.

6. Drunk/Disorderly behaviour is unacceptable. Violence or aggression towards other residents will not be tolerated. THIS IS CONSIDERED A SERIOUS BREACH. Disputes must be reported to Atira, who will attempt resolutions between all Residents involved before passing it on to the relevant authorities.

7. Any suggestion of racial, religious or sexual denigration or harassment ARE CONSIDERED A SERIOUS BREACH. All Residents residing in the Rental Premises are to be treated with respect and consideration always.

8. Residents are not permitted to place notes for public display. Any issues which need to be resolved are to be dealt with in a civil adult manner by speaking with housemates. As a last resort Atira is to be contacted to resolve any issues which are a result of house rules breaches.

9   Personal items such as suitcases, shoes, boxes, etc. are not to be left in the common areas. Atira take no responsibility for loss of items. Cleaners are instructed to remove and throw away these items.

10 Residents must keep their Audio Devices at an acceptable noise level as not to disturb other Residents/create noise pollution

Maintenance of rooms

1   In a way that does not interfere with the reasonable comfort of other Residents,

2   In a condition that does not give rise to a fire or health hazard.

3   Residents are not permitted to cook in their bedrooms (self-contained studios excluded) & must not leave uncleaned crockery, cutlery or rubbish in their rooms. All used crockery/cutlery must be cleaned & put away immediately & any rubbish must be removed & placed in the bins provided.

4   Damage or destruction of any part of the room or a facility in the room, breaking windows & any other act which may damage deface, or break any part of the Rental Premises or its contents, furnishings and appliances, which occurs because of a resident's wilful, negligent or reckless conduct ARE CONSIDERED A SERIOUS BREACH.

5   Residents are not permitted to affix any items to the walls which includes, blu tak, sticky tape, picture hooks or similar. This includes marking, painting, driving nails/screws into walls. If paintwork is damaged Residents will be charged to repair it.

6   Residents will be required to have their bed mattress professionally steam cleaned upon vacating and provide a receipt. If no receipt if provided, it will result in Atira having to coordinate this at a fee of $100 charged to the Resident (included into departure clean fee)

7   Residents with carpet in their room will be required to have the carpet professionally steam cleaned upon vacating and provide a receipt. If no receipt if provided it will result in Atira having to coordinate this at a fee of $100 charged to the Resident (included into departure clean fee)

8   Residents with a split system air conditioner or range hood in their rental premises will be required to have them professionally cleaned upon vacating and provide a receipt. Any damage caused to the air conditioner or range hood will be the resident's responsibility. The professional clean can be organised by contacting the Building Manager or Atira Management Maintenance Department. If this is not done it will result in Atira having to coordinate this at a fee of $55 charged to the Resident

Common Areas

All Residents must leave all common areas neat, clean and tidy after using them.

1   All kitchen appliances and benches are to be cleaned after use. Cooking utensils, cutlery and crockery must be washed, dried and placed inside cupboards.

2   Common areas in the Rental Premises include areas inside and outside the property that are accessible by multiple residents.

3   Failure to maintain clean & tidy common areas may result in professional cleaners being engaged at a cost divided by all Residents.

4   Residents of the premises are responsible jointly and severally for any damage which occurs in the common areas of the Rental Premises. All Residents are responsible for the costs associated with any repairs to damage in the common areas of the Rental Premises or until the Resident responsible for the damage is identified.

Laundry Facilities

A laundry has been provided for use by residents. All residents are entitled to use the laundry.

1   Residents are required to provide their own laundry detergent/powder & any other laundry product they wish to use.

2   Residents must not leave items in the washing machine after the cycle is finished.

3   Residents are to keep the laundry area clean and tidy always and not to store their personal items in the laundry area.

4   Residents are to use the dryers provided and are not permitted to hang clothes on balcony areas.

Approved Heating appliances

Due to fire safety and energy efficiency residents are not permitted to use fan or bar/element heaters. The approved heating device is an oil filled column heater. Residents are to obtain approval in advance in writing from the Providers Agent before purchasing or using a heating appliance in the premises.

Guests

Guests are to vacate the premises by 10:00PM. Please note that Guests are not covered under the owners Public Liability insurance whilst attending the premises.

1   Visitation by guests should be kept to a minimum and preferably be conducted in the outdoor areas provided.

2   Guests must leave the property by 10pm and are not permitted to stay in your Apartment/Room past this time. Any guests reported or found sleeping at the Rental Premises without the permission of Atira Staff will result in the corresponding Resident incurring a penalty equivalent to one week's rent per week payable on demand and deducted from the bond if unpaid. THIS MAY BE CONSIDERED A SERIOUS BREACH

3   Residents must ensure their guests abide by the house rules of the premises and that they do not interfere with the reasonable peace, comfort or privacy of other residents.

4   Guests are prohibited from entering the rooms of residents other than their host.

5   Residents are responsible for the conduct of their guests including payment for any damage or breakage that may occur.

6   Guests must park their cars off the premises and not interfere with the resident's use of the premises

Fire Safety

All rooms are inspected on monthly basis

1   On arrival, all Residents will be provided with a fire safety briefing. The fire safety equipment is connected to an alarm. If an alarm is activated, the Fire Brigade will respond to this alarm and send a vehicle to the Rental Premises at a fee of over $1,100. If this occurs because of a resident's wilful, negligent or reckless conduct the corresponding resident will be charged for this callout fee of over $1,100. THIS IS CONSIDERED A SERIOUS BREACH

2   Smoking, candles, oil burners, incense burners & naked flames and other similar items are prohibited always. THIS IS CONSIDERED A SERIOUS BREACH

3   Residents are not to tamper with the Fire Safety Equipment at any time. Should the smoke alarms sound without reason, residents are to contact Atira immediately.

Door locks and keys
Residents are provided with one copy of a key to their room door.

1   Residents must not tamper with/ change any lock in the premises without written permission of Atira
2   Residents must not make copies of keys without permission being first obtained from Atira.
3   All exterior doors at the Rental Premises must be kept locked and closed always
4   Residents who lose their keys will be charged.
4.1 A $20 per key replacement charge for standard keys, to be paid in full before replacement keys will be ordered.
4.2 If you lock yourself out during or outside office hours, please can contact a member of staff who will be able to assist.

Water usage

Residents must ensure that all taps and showers are turned off completely and not left dripping. Toilets have a dual flush function – a half flush instead of a full flush will save 9 litres of water each time it is used. If there are any dripping or leaking taps

please report them to Atira as a matter of urgency.

Electricity usage

To avoid excessive and unnecessary electricity costs, all residents are to ensure that all lights and electrical appliances not being used (e.g. fan, air conditioner to be set at 24 degrees and not to be left on when not at the property - radio, television, computer, etc.) and are switched off when not in use or before leaving the premises. Residents will be breached for abusing what the owner provides. Residents must seek permission for any additional appliances to be kept in the room (i.e. fridges) additional charges may apply if approved.

Personal appliances & furniture

Residents are at NO times permitted to bring their own personal appliances or furniture to the Rental Premises without written permission from Atira. Residents are to request in writing permission to use electrical appliances that are not provided at the premises. Residents are permitted to have in their room a quantity of 1 per person of the following appliances: desktop or laptop computer and charger, pedestal or desktop fan, iPad/mobile phone charger, printer/scanner, and clock radio. The responsible resident may receive backdated and continual monthly invoices for appliance usage/storage as well as a $100 removal fee for any furniture or appliances found on the rental premises without written permission from Atira. The owner reserves their right to seek compensation for unauthorised furniture or electrical appliances at the property without written permission from Atira.

Wheelie Bin

(garbage collection)

All residents of the premises are responsible for placing their rubbish in the waste bins provided. All Residents must place recyclable rubbish only in the recycle bins provided.

Absence from room

If a Resident is expected to be absent the Room or away from the Property for more than 48 hours, Property management must be informed via email, with an emergency contact number. If you are detained away from the Property for any reason, please contact the Property administration office and leave a message if it is unattended. For the avoidance of doubt, absence from your Room and/or the Property does not negate your responsibilities under your Residential Agreement. Should another resident or a Resident Assistant report to Property management that you have not been seen for 48 hours and you have not advised us of your intended absence, Property management considers this to constitute an emergency and reserves the right and has the authority to enter your Room/Apartment to check that you are okay. If you are reported as being absent from the Property for more than 72 hours, and we have no records of your whereabouts, Property management may report you as a missing person to the police and/or contact your next of kin. If you are under 18 years of age, we will also contact the person nominated as Guarantor in your Residential Agreement. 60

Alcohol & personal issues

Alcohol is not permitted within the communal spaces at the property. If Property management is concerned about the personal wellbeing and/or safety of a resident, then they

are entitled to treat the situation as an emergency and enter a resident's Room/ Apartment without notice and/or notify the University counselling services about the concerns. If a resident is worried about a fellow resident in their Apartment or if the behaviour of another resident in the Property affects the living habits of other residents, the resident should immediately notify Property management and endeavour to seek help for that resident of concern.

Bicycles

Bicycles must, otherwise, be secured only to the bicycle racks and/or cages located throughout the Property. Bicycles must not to be left unattended or secured to other objects such as benches, light posts, trees, handrails or disabled access ramps or placed in hallways or obstruct or impede a means of access. The Property is not responsible for the security of, the theft of, or any loss or damage sustained to any bicycle which is secured via the bicycle racks or left anywhere else in the Property.

Residents and their guests

Residents and their guests in the Property are to show respect for order, morality, personal honour and rights as members of the Property community. Residents are responsible for their guests and will be held accountable, including financially (where applicable), for any act, omission or misconduct by their guests (including breach of the Rules or non-compliance with directions given by Property management to the guest). In cases of serious misconduct by a guest whilst at the Property, Property management may take action against the resident, including issue of a breach notice and/or termination of the Residential Agreement.

Drugs/illegal substances

The possession, cultivation, usage, or selling of any non-prescribed or illegal drugs and/or substances or the usage or selling of prescribed drugs other than for its intended purpose, and the possession of any equipment to aid such use are prohibited always. Where Property management has grounds to reasonably suspect that a resident(s) is in breach of this Rule 18, Property management may (without limitation):

a) request the resident to immediately remove any such substances and/or equipment from the Property;

b) confiscate such substances and/or equipment; and/or

c) undertake disciplinary action in line with Rule 1 (Resident behaviour).

This aims to ensure the safety and security of all Residents residing at the Property. A breach of this Rule 18, in any form, by a Resident is considered serious misconduct. Property management reserves the right to immediately terminate a Resident's Residential Agreement and report the incident to the University, the police and any other authority it thinks appropriate

Gym Use

If the Property includes a gym, it is for the use and benefit of residents of the Property only. The gym is not monitored and residents use the gym at their own risk always and releases the Owner and/or Operator of the Property from any liability for any personal injury, loss or damage to property arising from or about the use of the gym or the gym equipment. Residents must use the gym and gym equipment for its intended purpose only, and must follow any gym rules and/or equipment instructions specified on signage in or around the gym. Residents who cause damage or destruction to the gym equipment may be charged with the cost of replacing or repairing the damaged item. Residents may only use the gym and gym equipment if they have no medical condition or impairment (including being under the influence of drugs or alcohol) which would limit their ability to use the equipment in a safe manner. Residents who use the gym agree and consent to receive first aid/medical treatment at the resident's expense.

Hazardous material

Hazardous materials, including (but not limited to) aerosol spray paint cans, automotive or industrial batteries, chemicals, charcoal fluid, propane, fuelled camping lanterns, kerosene, and corrosive materials like acid and explosives, must not be brought onto, used or stored in or around the Property because of the safety risk to you and other residents of the Property. If a material is deemed hazardous, Property management may arrange for its removal with the cost of arranging such removal to be on-charged to the Resident(s) responsible for the material. Residents must not pour motor oil or any other hazardous material on the ground or down any drain in the Property. Motor oil is a hazardous material and cannot legally be recycled or discarded at the Property.

Inspections

and building condition issues

Subject to complying with the notice provisions in Rule 23 (Management Access to Rooms), Property management reserves the right to enter any Room/Apartment: In the case of an emergency (as determined by Property management at its discretion);

(a) for the purpose of inspection, maintenance or repair; or

(b) if requested to do so by a resident who resides in the Room/ Apartment (as the case may be).

Residents must not change any lock or place any additional locks on any door to their Room or any other doors within their Apartment. Inspections of Rooms/Apartments are undertaken by Property management to identify maintenance needs, ensure that health, safety and cleanliness standards are being maintained in the Room/Apartment and to enable planning for renovation or refurbishment projects. Failure to pass the cleaning inspections, particularly after Property management has issued notice(s) from previous inspections) may result in charges to resident(s) for professional cleaners to return the Room and/or Apartment to

Property standards.

Property management reserves the right to enter any Room/Apartment: In the case of an emergency (as determined by Property management at its discretion);

(a) for inspection, maintenance or repair; or

(b) if requested to do so by a resident who resides in the Room/ Apartment (as the case may be).

Residents must not change any lock or place any additional locks on any door to their Room or any other doors within their Apartment. Inspections of Rooms/Apartments are undertaken by Property management to identify maintenance needs, ensure that health, safety and cleanliness standards are being maintained in the Room/ Apartment and to enable planning for renovation or refurbishment projects. Failure to pass the cleaning inspections, particularly after Property management has issued notice(s) from previous inspections) may result in charges to resident(s) for professional cleaners to return the Room and/or Apartment to Property standards.

Management Access to Rooms - By signing a Residential Agreement and without limiting any provision of the Residential Agreement, Residents agree to give access to Rooms/Apartments as set out in the Minimum Notice Table below (for the avoidance of doubt, Property management is not required to give notice to access and/or inspect Apartment Common Areas in multi-bedroom Apartments). Notwithstanding the Minimum Notice Table below:

(a) Property management may enter the Room/Apartment with the consent of the Resident given prior to or at, or immediately before, the time of entry or where the Resident agrees to the entry; and

(b) where Property management access and inspect a Room/Apartment under this Rule, Property management reserves the right to enforce a breach of the Residential Agreement and/or Rules (or any part thereof), notwithstanding the purpose for which access was gained.

Purpose of Entry Minimum Notice (given to Resident)

(a) In an emergency or to carry out urgent repairs (determined by Property management, at its discretion Without Notice

(b) Where property management has made a reasonable attempt to obtain entry and has a reasonable belief that a person in the Apartment is causing a disturbance (e.g. - noise complaint) Without Notice

(c) Where property management has made a reasonable attempt to obtain entry with consent and has reasonable cause for serious concern about the health and/or safety of a Resident(s) or any other person that property management believes is in the Room/Apartment 24 Hours

(d) Where property management forms a reasonable belief that a Room and/or Apartment has been abandoned 24 Hours

(e) To carry out or assess the need for repairs (other than urgent repairs) to, or maintenance of, the Room/Apartment (at your request) Without notice, where your request gives consent for access, otherwise 24 hours

(f) To carry out, inspect or assess the need for work for compliance with the Owner's statutory obligations relating to the health or safety of Room, Apartment or Village (as applicable) 24 Hours

(g) To carry out or assess the need for necessary repairs (other than urgent repairs) to, or maintenance of, the Room/ Apartment (for general purposes) 24 Hours

(h) To conduct an inspection (other than final departure inspections, where not less than 24 hours' notice is to be given) Notice may be given by way of an Inspection Schedule. General Tenancy Agreement – 7 days (not more than once every 3 months, unless you agree otherwise) Rooming Accommodation Agreement – 2 days (not more than once a month, unless you agree otherwise)

(i)To show prospective occupants the Room/ Apartment at reasonable hours 24 Hours

Pest Control

Any infestations that are found to have been introduced or caused by a resident(s) will result in charges being levied for the costs of the eradication of the pests incurred by the Property. Good housekeeping is very important. Residents must ensure that food is not left out or uncovered. It is unhealthy and attracts ants and other pests. The Property employs a pest control company to carry out routine treatments. This company will only use chemicals that are permitted by law and which comply with Australian/NZ Standards as applicable. Prior to any residential area of the Property being treated, 48 hours' notice will be given to residents.

Pets

Residents are not permitted to keep pets, including (without limitation) fish, rodents, insects and reptiles in the Room, Apartment and/or the Property. Additionally, residents are not permitted to bring animals into any building of the Property. This Rule does not apply to the extent that it restricts the keeping of a guide or hearing dog.

General recreational facilities

If the Property has recreational facilities, they are for the use and enjoyment of all residents of the Property. Non-residents, if they are registered with the Property administration office, are also allowed to use the recreational facilities but only if accompanied by a resident. Property management does not encourage the use of the Property's recreational facilities by non-residents on a regular basis and reserves the right to restrict non-resident use and/or access to the recreational facilities. No alcohol is permitted in this space on the property.

(b) If the Property has a pool(s), the following rules apply to its use:

(i) access to and use of the pool is strictly limited to the opening hours displayed by signage at (or close to) the pool or otherwise as notified by Property management from time to time. Any resident found to be accessing and/or using (or attempting to access or use) the pool outside the opening hours will be in breach of this Rule, which is deemed as misconduct by property management

(ii) no glassware is permitted in, on or around the pool area;

(iii) if the pool is deemed unclean, unsafe or unhygienic by Property management (in its absolute discretion), the pool may be closed for an indefinite period at Property management's discretion;

(iv) no diving is permitted;

(v) no unsafe or dangerous behaviour, as determined by Property management at its discretion, is permitted.

(c) BBQs - If the Property has barbeque(s) (BBQ) available for common use by residents, residents must only use the BBQ for its intended purpose. Resident(s) who use the BBQ must keep it tidy and clean it after each use. Due to the inherent fire hazards, residents are not permitted, under any circumstances, to bring in or use a BBQ in the Property (including the Room and/or the Apartment), other than those supplied by the Property.

Roofs

The roofs of buildings in the Property are not constructed for pedestrian traffic except for roof top terraces. Residents must not go onto the roof of any buildings in the Property for both their own safety and to avoid damage. Resident(s) are responsible for and will be charged for any damage they cause to the roofs because of a breach of this Rule.

Security

The Property strives to provide its residents with a safe and secure atmosphere that is conducive to the academic life of each resident. Complacency can result in burglary, and we often think that "it will never happen to me" but when it does we are shocked and look to blame someone other than ourselves. There are several ways in which residents can further increase their level of security by:

(a) ensuring that your Room/Apartment door closes and locks behind you when you enter or leave your Room/Apartment;

(b) ensuring that building external doors are kept locked always;

(c) not propping open doors (noting that this may result in an administration fee being levied on the resident(s) responsible by Property management);

(d) disallowing people that you do not know from following you into a building;

(e) getting to know your neighbours;

(f) never lending your keys and/or swipe card to another person;

(g) not leaving your Apartment key and/or swipe card under a pot plant, door mat or on the frame of the door jamb;

(h) not leaving windows open when you are not in your Room/Apartment;

(i) not leaving money or valuables in full view when you are not in your Room/Apartment;

(j) securing your bike to a bike rack using a quality lock such as a Ubolt;

(k) by notifying Property management or security if you notice any suspicious people or behaviour in or around the Property.

Shopping trolleys

Shopping trolley(s) are not permitted within the Property. Any Resident found to have brought a shopping trolley(s) into the Property will be charged an administration fee as well as any amount incurred by the Owner from the owner of the trolley.

Weapons

The possession of weapons (sword/knives etc.) or fire arms (guns etc.) by a resident and/or their guests within the Property is strictly forbidden. If a resident is found to be in possession of a weapon and/or firearm, Property management will take disciplinary action which may include immediate termination of a resident's Residential Agreement, confiscation of the weapon/firearm. Property management also reserves the right to report the incident to the police, including handing over of such confiscated weapon or firearm to the police. A breach of this Rule 30, in any way whatsoever, is deemed serious misconduct by Property management.

The House Rules will be attached to the Occupancy Agreements and prominently displayed in the common area of the facility.

Occupancy Agreements

Occupants of the facility will be provided with an Occupancy Agreement which address/cover the following occupancy principles:

An occupant is entitled to live in premises that are:

reasonably clean; and

in a reasonable state of repair; and

reasonably secure.

A grantor is entitled to set reasonable rules of the premises, and an occupant is entitled to know the rules of the premises before moving in.

An occupant is entitled to have the occupancy agreement, and receipts for payment of any monies, in writing.

An occupant is entitled to quiet enjoyment of the premises.

A grantor is entitled to enter the premises at a reasonable time on reasonable grounds to carry out inspections or repairs and for other reasonable purposes subject to reasonable entry notices.

An occupant is entitled to a minimum of four weeks' notice before the grantor increases the amount to be paid for the right to occupy the premises, and to know before moving in how much notice will be given.

A grantor is entitled to charge for the use of a utility, if the amount charged is determined according to the cost of the grantor providing the utility and a reasonable measure or estimate of the occupant's use of the utility.

A grantor is entitled to require the payment of a bond equivalent to not more than four weeks' rent, and must lodge any bond monies with the Residential Tenancy Authority.

An occupant is entitled to know why and how the occupancy may be terminated, including how much notice will be given before eviction.

An occupant must not be evicted without reasonable notice.

A grantor and occupant should try to resolve disputes using reasonable dispute resolution processes

Application process

- Students will submit an online application
- Upon receipt of the application ATIRA will provide the students with a sample Occupancy Agreement and request payment of a holding deposit to secure the room/ studio they wish to rent
- Upon receipt of the holding deposit ATIRA will process the application including ensure they do not own a car prior to approving the application
- Processing the applications involve checking their tenancy history, seeking references, confirming their ability to pay rent and cross checking their name on the national tenancy database etc.
- Once the application is approved students are notified and booked for an induction lease sign-up

Induction

All students will undergo an induction program at the start of their occupancy agreement covering but not limited the following:

- Explanation of the occupancy agreement
- Confirmation of how and where to pay rent
- Explanation of the house rules
- How to lodge a maintenance and report an emergency
- How to report an incident
- Fire & emergency evacuation procedure
- Building security
- Access to common areas
- Cleaning
- Waste management procedures
- General tips about keeping their studio presentable and safe
- Information about the residential life program and support available to them during their stay