Operational Management Plan (OMP)

Traveller Accommodation
7 Mead Ave, Cromwell

1. Purpose

This Operational Management Plan (OMP) sets out the procedures for managing traveller accommodation within the development at 7 Mead Ave, Cromwell. The purpose of the OMP is to ensure that the operation of traveller accommodation avoids, remedies, or mitigates any adverse effects on residential amenity, including noise, parking, refuse management, and general neighbourhood character.

2. Body Corporate and Management Structure

The development will be established and governed under a Body Corporate structure. Body Corporate Rules will apply to all unit owners.

The Body Corporate Rules will require that any unit used for traveller (short-term) accommodation must be managed in accordance with these rules. The Body Corp will appoint a Traveller Accommodation Compliance Manager.

2. Traveller Accommodation Compliance Manager Details

Name: .....

Phone: .....

Address for service: .....

Email: .....

3. Traveller Accommodation Manager

The Compliance Manager is responsible for the following:

- Ensure each unit used for Travellers Accommodation is being managed appropriately
- Provide a central point for complaints and/or enforcement
- Ensure each unit used for Travellers' Accommodation has the Pisa Villa set of House Rules
- Undertake Audits as required
- Review of the Operational Management Plan

4. Occupancy and Use

Occupancy of each unit used for traveller accommodation will not exceed the approved design capacity of that unit and must be limited to no more than **one party/group** at any one time.

For the avoidance of doubt, no unit can be concurrently used for traveller and residential use at the same time.

Use of the units is limited to bona fide short-stay accommodation. Parties, functions, events, or commercial gatherings are expressly prohibited.

5. Guest Behaviour and Noise Management

All guests must comply with House Rules provided at the time of booking and displayed prominently within each unit.

Quiet hours apply between 10:00pm and 7:00am. During these hours, guests must ensure noise is kept to a minimum and does not cause disturbance to other occupants or neighbouring properties.

The accommodation manager will respond to noise or behavioural complaints as soon as practicable. Serious or repeated breaches of the House Rules may result in guests being required to vacate the premises without refund.

6. Parking Management

Each unit has access to a designated on-site parking space.

Guests are required to use only the allocated on-site parking space. Informal or on-street parking is discouraged and monitored by the accommodation manager.

It will be made clear to occupants during booking that the unit has 1 designated car park, that on-street car parking is limited, and that travellers are encourage to park in Town Centre Car Park locations or the Big Fruit Reserve and walk to the unit to reduce impacts on Mead Ave.

7. Refuse and Recycling Management

Centralised communal refuse and recycling facilities are provided on site.

Guests will be provided with clear instructions on waste separation and disposal.

The accommodation manager will ensure refuse and recycling areas are maintained in a tidy condition. A Waste Management Plan will be provided to Council and collection will be reviewed as required.

8. Complaints Handling

A formal complaints register will be maintained by the Compliance Manager.

All complaints will be acknowledged within 24 hours, and actions taken to resolve the complaint will be recorded.

Where recurring or persistent issues arise, the accommodation manager may implement additional management measures, including restrictions on the use of individual units for traveller accommodation.

9. Monitoring and Review

The Body Corporate will periodically review the effectiveness of this OMP.

The OMP may be amended from time to time to ensure that traveller accommodation continues to be managed effectively and in a manner that protects residential amenity.

10. Compliance

All traveller accommodation within the development will operate in accordance with this Operational Management Plan, the Body Corporate Rules, and any relevant resource consent conditions.

11. Draft House Rules

- All bookings must be limited to **one party/group at any one time.**
- There shall be no use of any outdoor living areas between 10 pm and 7 am.
- Be courteous of neighbours. There shall be no undue nuisance or noise to neighbours or the local community.
- Any noisy activities should only occur inside after 9 pm with windows and doors closed.
- Guests shall use the designated car park for the unit.
- Rubbish and recycling shall be placed in the communal bins for collection.
- There shall be no additional guests sleeping on sofas.
- There shall be no use of illegal substances or conduct of illegal activities at the property.
- Each unit only has 1 designated car park and is signed as per the unit number. On-street parking is limited, and travellers are encourage to park in the Town Centre Car Park locations or the Big Fruit Reserve and walk (5 mins) to the unit.