

PLANNING APPLICATION

Sweaty AF Fitness Studio

**Radley Holdings Pty Ltd
Lot 183 Lydiard St, Ballarat**

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1 Introduction This Plan of Management (POM) has been prepared by Radley Holdings Pty Ltd for a Sweaty Af fitness studio for Tenancy at Lot 183 Lydiard St, Ballarat 3350.

1.1 Purpose of this Plan The purpose of this POM is to describe the operational, security, parking and management details of the business and outline measures that will be taken to minimise crime, antisocial behavior and impacts on surrounding properties. Details in this plan include the type and number of staff that will be employed on the premises at any one time, security and access arrangements as well as noise and patron management.

1.2 Aims and Objectives of this Plan The main aim and objective of the PoM is to provide a safe and friendly environment for patrons and staff by providing an environmentally friendly premises and preventing illegal or undesirable activity within and around the fitness studio.

1.3 Business Operation Overview Sweaty Af Fitness Studio is designed to operate differently to a traditional gym whereby it offers services such as group fitness classes and any other services typically associated with a traditional gym/fitness studio. Members are able to come and go only when the facility is staffed. Operational times between 5am to 9pm 7 days per week.

1.4 Hours of Operation The proposed use is for a fitness studio that will operate during staffed hours, 7 days. The premise will generally operate with 1 staff member/manager and 2 personal fitness trainers at any one time during regular business hours. The studio will typically be staffed between the hours of 5am to 9pm 7 days per week. The service known as 'Classes on Demand' where preloaded fitness classes (including yoga, spin and general fitness) are provided on a hard drive and shown on a screen for patrons to follow. There are no set times and patrons can access the classes at any time during staffed hours.

1.5 Attendance and Staffing Arrangements It is anticipated that a maximum of 35 people at any one time will utilise the studio during the peak times of 5am - 9am and 5pm - 7pm. The usage levels outside these peak times will be significantly less during other time. The premise will generally operate with 1 staff member/manager and 2 personal fitness trainers at any one time during regular business hours. The gym/studio will typically be staffed between the hours of 5am to 9pm 7 days per week.

1.6 Closed Circuit Television Cameras CCTV with remote viewing capabilities are installed outside the studio. These cameras are managed and monitored by Vline. Security cameras are located strategically in order to capture all areas outside the tenancy. CCTV will capture patrons in all areas outside of the fitness studio as well as the parking area, entry points and will result in increased security for all neighboring tenants in the complex.

1.7 Noise Monitoring The noise levels both via a sound level meter to ensure internal and external noise levels remain within commercial and safe working/OH&S standards. The initial noise level readings to be taken by a sound technician, then pretesting will be carried out of sound controls matched to meter readings. The gym has a stereo and speakers system installed. The business has televisions 4 or more having no sound ability, only visual. During regular trading hours the air-conditioning is activated by staff for patrons as required. On activation, if the temperature is warmer or colder than that depicted by the thermostat (of which members do not have access to), the air-conditioning will start and operate during business hours.

1.8 Lockers and Storage The premise includes an open and lockable locker system where all bags and belongings can be viewed at all times. This reduces the opportunity and acts as a deterrent to crime.

1.9 Gym Equipment and Flooring Both weights used will be "Pin Loaded" machines and "Free Weights" which means that the weights are controlled by a system of Pulleys and Cables which allow control over the movement of such weights and therefore cannot be dropped. The gym will be fitted out with rubber style flooring in the areas where the gym equipment and limited weights equipment are located. This flooring has a high load and impact resistance and is a preferred choice for gyms and any other noise

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sensitive businesses and areas. The flooring absorbs in excess of 95% of the sound made by the dropping of 'heavy weights equipment' and comfortably satisfies any related noise concerns.

2 Patron Behaviour The size of the premises is relatively small and the fact that studios is always staffed is not anticipate that will not attract or result in unruly or noisy patrons nor result in any antisocial behaviour. Furthermore, the premises will have signs at each exit requesting patrons to leave quietly.

2.1 Rules of Conduct Upon joining the gym, each member will receive a New Member Information Pack that will describe the behavioural codes of conduct required to be maintained whilst using the premises. This literature will focus on member safety and the necessary measures to ensure that noise levels are kept to a minimum when entering and leaving the premises. Furthermore, the premises will have signs at each exit to discourage any loitering outside of the gym.

2.2 Signage Prominent signage is provided externally on the studio complimenting other uses signage palate and template and has been viewed for compliance by Heritage Victoria. Internally signs are placed around the free weights area stating: • No weight is allowed to be dropped more than knee high.

2.3 Drugs and Alcohol In the interest of health and safety Sweaty Af will actively promote, encourage and support strategies to minimise harm from alcohol and other drugs. The use of elicits or performance-enhancing drugs will not be allowed under any circumstances. Those found using or trading in illicit drugs will have their membership terminated.

2.4 Crisis Management In the event a staff member will assess the situation and contact both an ambulance and the police should it be deemed necessary. Staff will support both patrons and emergency personal during the situation and an incident report will completed for records.

2.5 Cash Handling Procedures There will no cash handling on the premises as all the monetary transactions will take place in the form of an eftpos transaction.

2.6 Plan of Management and Emergency Procedure Review Process The POM will be reviewed on an annual basis with input from both management and staff regarding the validity of all the noted points. In addition, this forum will be utilised to discuss the addition of any relevant operational matters not previously documented on the POM.

2.7 Property Damage In the event of property damage, Sweaty Af manager will immediately get into contact with the property manager and arrange to have the damage assessed and contained within a 24 hour period to ensure the safety of the public and the members of the gym. Upon assessment, immediate measures will take place by the property manager to engage the services of a suitable tradesperson to address the situation.

2.8 Graffiti Management In the event of graffiti, Sweaty Af will endeavour to address the situation within 24 hours by any means possible. If the franchisee is unable to personally fix the problem, then the services of a graffiti removal company will be engaged to ensure the graffiti is removed within 3-5 days.

2.9 Rubbish Removal Dumped rubbish outside the premises will be viewed as detriment to Sweaty Af and as such will be disposed of by that person.

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3 Waste Management The amount of waste/garbage generated will be minimal and would likely require emptying by staff approximately two times a week. There will be no food based waste generated at the premises. Bins will be provided within the premises. All wastes will be stored in approved containers placed inside the premises before being removed for disposal by Rapid Sterilisation private contractor.

3.1 Cleaning of the premises will be carried out on a daily basis and include cleaning of all cardio machines, weight machines and toilets and general gym area.

3.2 Complaint Handling and Dispute Resolution This Complaint Handling and Dispute Resolution Policy aims to provide a structured approach to resolving complaints and disputes that is fair and equitable, and that will lead to solutions that are acceptable to all parties. The purpose of this Policy is to outline a set of procedures to effectively and fairly respond to complaints and disputes in a professional and timely manner. This Policy provides a process for handling and resolution of complaints and disputes between Sweaty Af and its members, employees and surrounding residents and businesses. The objectives of this Policy are to establish a process to:

- Record, action and resolve complaints and disputes;
- Review and monitor performance against the procedures outlined in this Policy.

3.3 Dealing with Client Disputes To maximise successful resolution Sweaty Af will:

- Listen to what the complainant has to say;
- Request documentary evidence if required to verify the facts;
- Negotiate face-to-face in a calm and professional manner;
- Provide accurate information on the options available to the complainant for resolution of the issue
- Communication Procedures for Receiving Complaints If a complaint is submitted,

Sweaty Af:

If the complaint is verbal, either resolve it “on the spot”;

If the complaint is in writing, acknowledge in writing receipt of the complaint as soon as practicable and in any event within 14 days from receipt.

3.4 Recording the Complaint – Complaints and Disputes Register A Complaints and Disputes Register will be established, maintained and kept up-to-date. The Register will be comprised of a copy of each Complaint Report. The Register includes the following information about every complaint that is received:

- Date complaint is made;
- Nature of complaint / issue;
- Action taken to investigate the complaint;
- Date resolved; and
- How resolved.

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Details Of Premises

- Internal building area of 217 square metres*
- This includes vacant space and amenities.

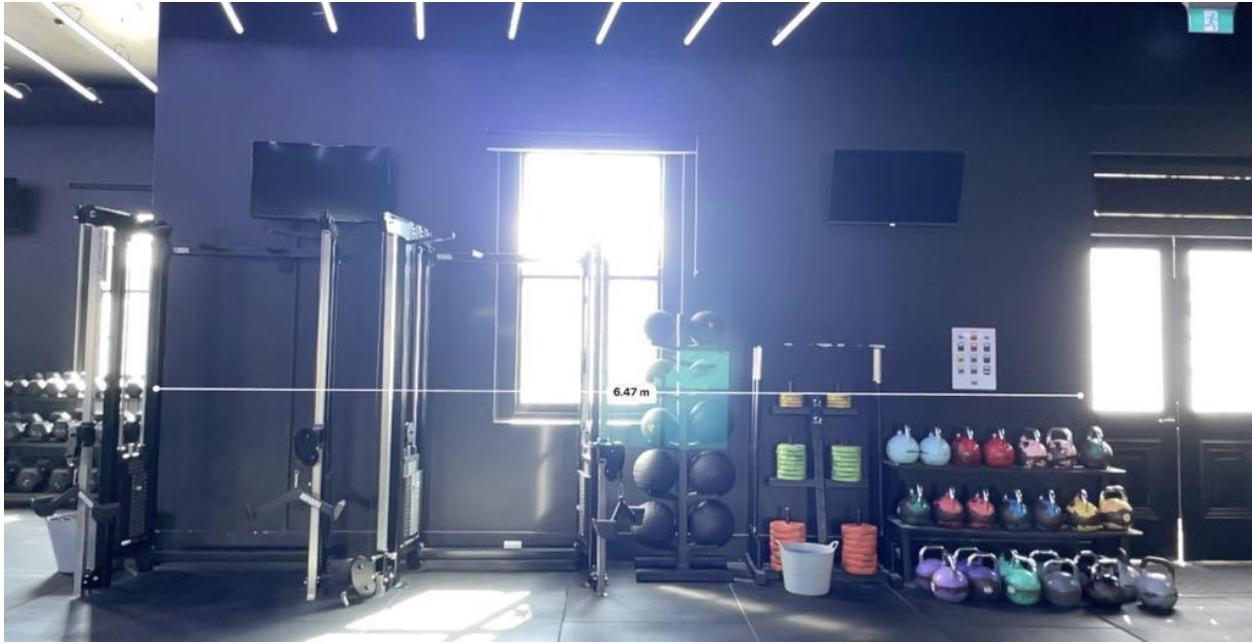
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