

a j n macdonald & associates

Management Plan for Lot 124 (27) Brazier Road, Yanchep

- 1. The Number of Guests The maximum number of guests allowed at any one time is eight.
- 2. Guests are reminded to keep noise to a minimum This is especially important outside as to be respectful to our neighbours. Our housekeeper lives nearby and will be informed immediately if there is any complaint.
- 3. **Car parking** There are two parking bays in garage catering for a maximum number of 6 guests at any one time. There are two parking bays adjacent to the house which may be used by guests. The number of guests is limited to eight.
- 4. No pets are allowed on the premises.

5. No smoking

- 6. Code of Conduct and Complaints and Dispute Resolution Process
 - a. A code of conduct will be placed in the kitchen of the house detailing the expected behaviour and obligation of guests. Guests are requested to sign confirm on the code of conduct after reading.
 - b. Complaints and dispute resolution procedure Guests are obliged to report any problems or incidents promptly to the house keeper. All complaints will be responded to promptly and professionally an effective action will be taken to stop any problems. Neighbours will be informed in writing of how to contact the housekeeper in case of guest noise or bad behaviour so that action can be taken to resolve the problems.
 - c. A log or related communication and actions to resolve disputes or complains will be made and maintained.
- 7. **Guest Register** Guest details will be recorded when bookings are made and a deposit will be taken. Upon check-in the guests will be met by the housekeeper, shown the house rules regarding expected and unacceptable behaviour, and made to sign the guest register, detailing the names of all guests checking in. Upon check out, the guests will be asked how they enjoyed their stay and asked if they have any complaints or suggestions about any improvements that can be made. The property will then be inspected for any damage, and guests will be refunded their deposit, less the cost of any damages.
- 8. **Management of car parking** There is enough parking in the garage and on the driveway to cope with the expected number of guests which will not detract from the residential appearance of the dwelling. Guests will be required to park in the garage or the parking bays on the side of the house.
- 9. **Garbage and household waste** Guests are to dispose of garbage and recycling in accordance with the usual practice at the Property with food scraps and other biodegradable waste being placed in the green bin and all other waste being placed in the yellow bin.

Code of Conduct

Guests please read.

During your stay we ask that you treat our home with care and respect and that is it left in the manner that you found it – Please refer to departure checklist.

We also ask you to be mindful of our neighbours at all times.

If you have visitors (people other than the guests booked and paid for) no more than a maximum of 6 are permitted at any one time. These visitors are NOT PERMITTED to stay for the night and have to leave the premises by 10pm.

We have A STRICT NO PARTY POLICY – failure to comply will result in you being asked to leave immediately and the forfeiture of your deposit.

No loud music at anytime. Please be respectful to our neighbours. By 10 pm please keep all noise to a minimum. Failing to do so will result in the loss of the deposit.

Bin collection day is on a Wednesday so bins are to be put out on Tuesday night and brought in on Wednesday.

Vehicles are to be parked on the brick paved areas only – please do not park on our lawns or footpath.

No smoking within the building.

In case of any emergency, please contact