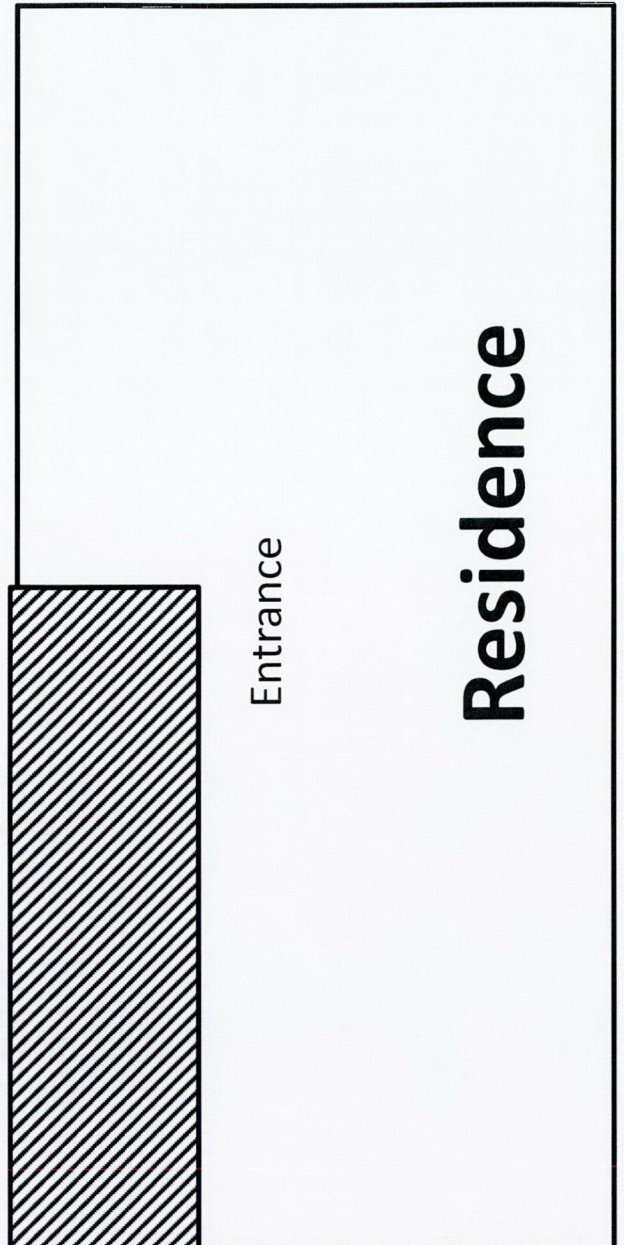
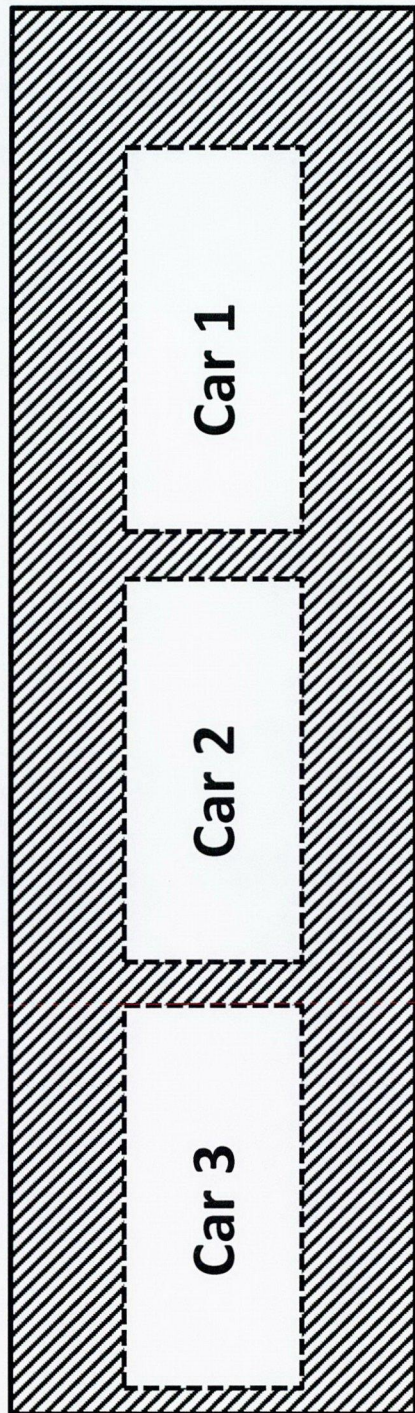
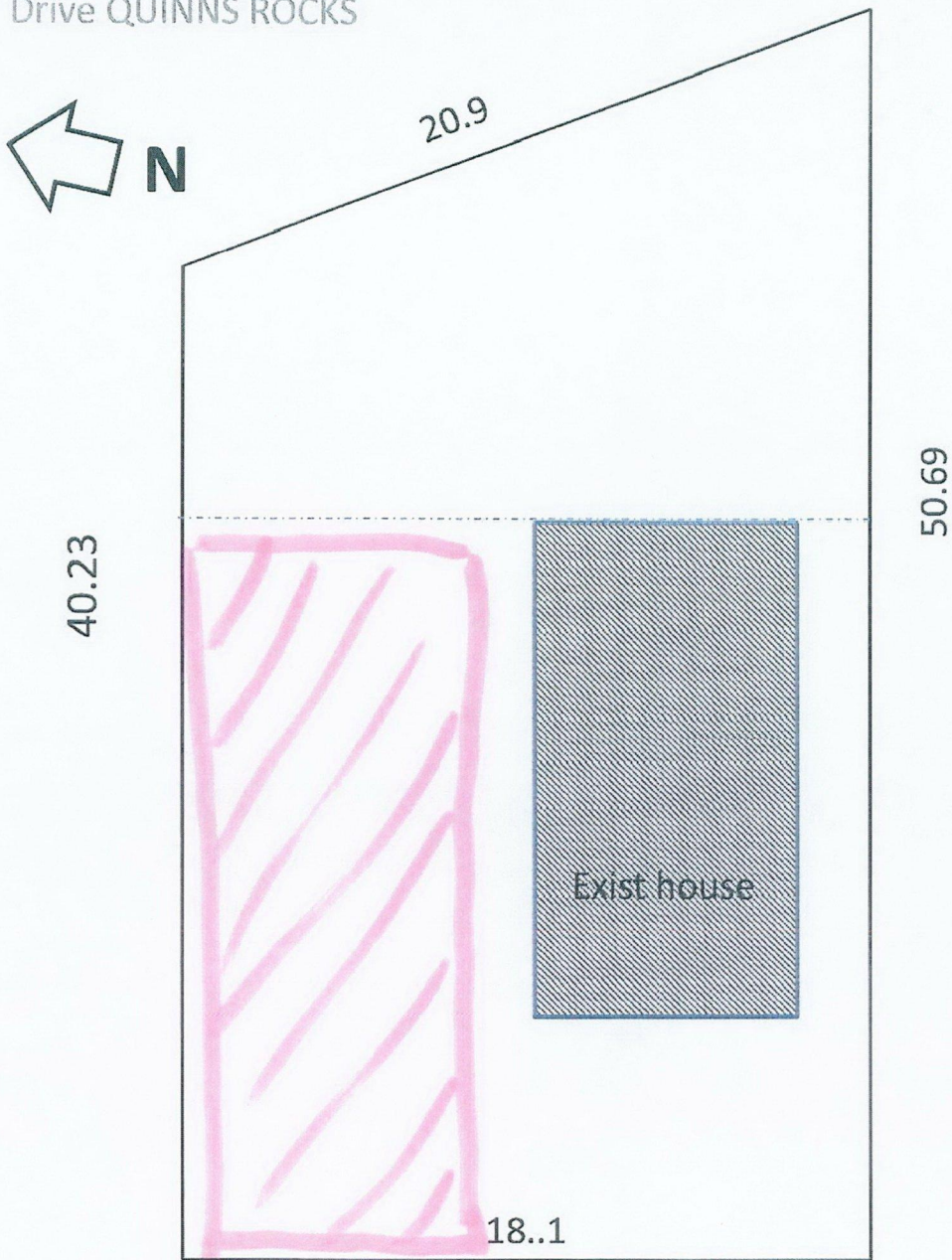


Parking Plan 41 Mindarie Drive
Maximum # guests : 6




Foot path

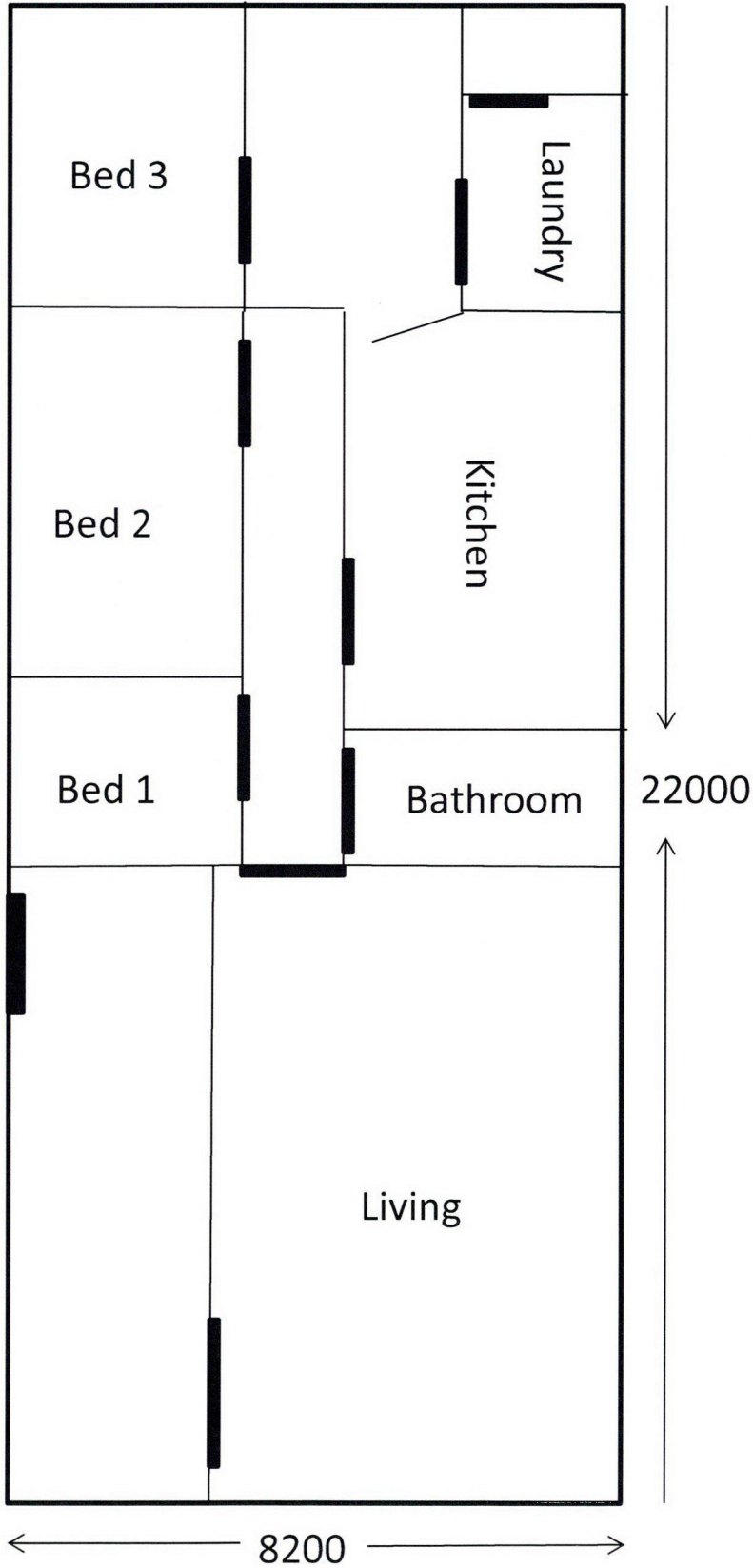
Site Plan 41 Mindarie Drive QUINNS ROCKS



Mindarie Drive

 = parking.

Floor Plan
41 Mindarie Drive
QUINNS ROCKS WA 6030



Scale 1:100

Complaints Management Procedure

Definition of a Holiday rental property complaint:

Any expression of dissatisfaction that relates to the quality of a product or service provided which the operator of the holiday rental property should have known was not satisfactory. A Complaint includes an expression of dissatisfaction whether received from a guest or any person with an interest in the property used as holiday accommodation. A Complaint can be received directly from the guest, neighbor, and permanent resident or indirectly, as a result of issues referred by a third party, including but not limited to regulatory agencies, councils or consumer tribunals.

As a general rule, all complaints / grievances should be dealt with in a manner using the following acronym as a procedural guide:

- A Answer each call in a positive way
- L Listen to what the complainant is saying
- E Empathize with what they are saying
- R Repeat / reinforce your understanding of the situation
- R Resolution (attempt to offer a resolution to the situation BUT within guidelines)
- T Terminate the call in a positive manner

Complaints Procedure:

- A. Encourage to receive the complaint in writing .The written complaint should clearly state:
 - The exact dissatisfaction with the holiday accommodation involved
 - Any financial loss incurred.
 - The corrective action requested to resolve the matter
- B. Respond within 48 hours to the complainant. The response should contain
 - Identification and confirmation of the issue
 - The proposed resolution
 - timeframe of the proposed resolution
- C. Follow up within 48 hours to verify that the proposal to resolve the complaint is satisfactory and/or if the complaint has been resolved in a satisfactory matter.
- D. If the complaint cannot be resolved by the two parties involved, propose to refer the complaint to be assessed by independent organizations like the Holiday Rental Industry association (HRIA), Department of Commerce or local council
- E. Retain a log of the related communication and actions taken.



MENU

HOLIDAY RENTAL CODE OF CONDUCT - COMPLAINT



SIGN IN

Sign In securely

Haven't registered yet?

+ Share | f t p m

The HRIA supports the Holiday Rental Code of Conduct.

If you would like to lodge a complaint about a holiday rental property (as a guest or neighbour), please complete the form below.

The HRIA has the following administration process:

1. We will provide a copy of the Complaint to the Property Manager and request their written response within 14 days of our communication to them.
2. We will advise you as soon as possible if we require additional information from you.
3. Once investigations have been completed, and when we are satisfied there has been a breach of the Code, we will take such action as we consider appropriate against the Property Manager or Owner under sections 1.1 and 1.2 of the Code.
4. We will notify you of any such actions taken.
5. This process and any action taken is not a determination of or a substitute for any rights or obligations which you or the Property Manager or Owner may have legally agreed to arising out of the circumstances or Complaint or otherwise.

If your grievance is non regulatory in nature please make direct contact with the industry stakeholder. For example, if you wish to raise concerns over booking portal fee structures please make direct contact with the booking portal to resolve.

The HRIA continues to support and work with our stakeholders in an advocacy role across the short term holiday rental industry in Australia. Please keep us informed (in writing) if your concerns go unanswered or remain unresolved.

Professional Title *

First Name

Last Name *

Email Address *

Address Line 1 *

City *

Postcode *

Mobile *

Organization

Holiday Rental Property Name:

Holiday Rental Property website link:

Holiday Rental Property Address Line 1: *

Holiday Rental Property Address Line 2:

Holiday Rental Property Suburb: *

Holiday Rental Property Postcode: *

Holiday Rental Property State *

Date/Time of Incident (Guest Stay): *

Reason for Complaint: *

- Noise
- Garbage
- Parking/Access
- Damage
- Obscene Behaviour
- Breach By Laws (Strata)
- Contract Breach
- Unfair Conduct
- Health and Safety

Reason for Complaint: Other

Category of Complainant *

- Neighbour
- Local Council
- Industry Operator
- Local Resident
- Other

Additional Information about the Complaint: *

300 of 300 characters remaining

Authority and Consent *

- I warrant the information is true and accurate and I authorise and consent it's use under the Code.

Validation Code:

Answer this simple math problem to validate your submission:

3 + 1 =

[Get New Math Question](#)

Submit

INTRODUCTION

Holiday rental is a long established practice in Australia and serves a range of purposes. The short term rental of houses and apartments to holiday makers, workers and students makes an important contribution to the local as well as the broader State and national economy. Holiday rental is the term used to describe the rental of a dwelling for short periods, most commonly for weekends or a few weeks for holidays. Short term rental is also used by workers, students and the like who require residential accommodation for a limited period of time.

The use of a dwelling for the provision of holiday accommodation can be considered to be ancillary to the main use of the residential property. A dwelling includes a room or suite of rooms occupied or used as a separate domicile (including a house, villa, town house, apartment or granny flat) whether for permanent or holiday accommodation.

Holiday rental of a residential property is typically through a license agreement rather than a tenancy agreement under the relevant state and territory residential tenancy legislation.

Holiday rental of dwellings can make a positive sustainable contribution to local tourism and communities, and should be managed so as to minimize any adverse social or environmental impacts. However in some areas, the increased use of dwellings for holiday rental accommodation has led to some impacts on amenity such as in relation to noise and car parking issues.

This Code of Conduct has been developed to provide a self-regulatory approach in the management of holiday rental. This approach has been used in some areas and has been found to be successful in managing amenity impacts associated with holiday rental. This Code of Conduct applies to dwelling properties that are rented for the purposes of holiday accommodation. This Code may be applied to short term rental for other purposes in due course.

This self-regulatory approach to Holiday Rental incorporates four components:

Part 1 This part outlines obligations on Participating Organizations to cooperate and combine efforts to achieve the Objectives of the Code through appropriate administration and enforcement of the Code.

Part 2 This part outlines obligations on Managers of Holiday Rental Properties.

Part 3 This part outlines obligations on Owners and Guests required to implement The Code through the Terms and Conditions of the contract between the Owner and Guests.

Part 4 This part provides a framework for House Rules for Visitors and Guests at a Property to ensure that the amenity of neighboring properties is not adversely affected.

Holiday Rental Code of Conduct

OBJECTIVES OF THIS CODE

The objectives of this Code of Conduct are:

- a) To establish acceptable standards of behavior for Holiday Rental Guests and Visitors to minimize any adverse social or environmental impacts;
- b) To assist Owners and Managers of Holiday Rental accommodation to meet the needs of all stakeholders including Guests, neighbors, local communities, local councils and government authorities; and
- c) To inform the community of the standards of conduct expected from Holiday Rental Owners, Managers, Guests and Visitors so as to effectively minimize amenity impacts.

Government authorities and private sector bodies are encouraged to endorse this Code of Conduct and to work cooperatively with Participating Organizations to achieve its Objectives.

DEFINITIONS USED IN THIS CODE

Holiday Rental means rental of Property for holiday purposes within the maximum term permitted for rental without a residential tenancy agreement under state and territory residential tenancy legislation.

Dwelling means a room or suite of rooms occupied or used or so constructed or adapted as to be capable of being occupied or used as a separate domicile.

Guest means a person who stays overnight in the Property during the term of the occupancy.

Manager means the Owner or another person appointed by the Owner (such as a real estate agent), who is responsible for renting the Property.

Noise means any sound which is offensive to occupiers of neighboring properties.

Owner means the person or entity who owns the Property. It includes the lessee of a Property who sublets or licenses it to others for Holiday Rental.

Participating Organizations comprise those organizations that endorse and agree to implement this Code of Conduct and include initially:

Stayz;

Homeaway

Rentahome;

Holiday Letting Organization Byron (HLO Byron); and

NSW Real Estate Institute (REINSW.)

Property means Dwellings and residential premises including houses, dual occupancies, villas, townhouses, apartments, units, secondary dwellings, cabins and the like generally with a maximum of 6 bedrooms unless the relevant local council permits holiday rental in properties with more than 6 bedrooms.

Visitor means a person a Guest invites or permits to visit the Property during the term of the occupancy who does not stay overnight.

Part 1. Holiday Rental – Obligations of Participating Organizations

This Part outlines the arrangements and the role and responsibilities of Participating Organizations for the promotion, implementation, administration, monitoring and enforcement of this Code of Conduct.

1.1 Guiding Principles

This Code of Conduct is for use by Participating Organizations to outline to Holiday Rental Managers, Owners Guests and Visitors what their responsibilities are in order to ensure that the amenity of the Property and neighbours is maintained.

- a) This Code of Conduct applies to the Holiday Rental of Property owned or managed by members of Participating Organizations;
- b) Managers (including owners and agents) are encouraged to join Participating Organizations and may become Participating Organizations;
- c) Participating Organizations consider that compliance with this Code of Conduct is required to achieve the Objectives and undertake to enforce this Code;
- d) Participating Organizations signify their endorsement and agreement to this Code of Conduct by signing and lodging a copy of it with the Code Administration Committee;
- e) Participating Organizations may withdraw their endorsement and agreement to this Code of Conduct at any time by lodging a written notice with the Code Administration Committee; and
- f) Participating Organizations will implement and promote this Code of Conduct and make a copy of it available to the public from their website.

1.2 Implementation of the Code

This Code of Conduct will be implemented through the following mechanisms:

1.2.1 Through Participating Organizations:

- a) Participating Organizations must require an undertaking from Managers to comply with the Code of Conduct as a condition of membership of their Organization or of listing their Property as the case may be; and
- b) Where a Participating Organization is a Manager they must require an undertaking from Owners as a condition of managing their Property to endorse and comply with relevant provisions in the Code and agree to this Code so far as the Manager's own Property is concerned.

1.2.2 Through Owners and Managers:

- a) The Terms and Conditions upon which the Property is offered, booked and occupied for Holiday Rental must comply with Part 3 of this Code and be incorporated into the contract between the Owner of the Property and Guests;
- b) House Rules including the fundamental obligations of Guests and Visitors on Noise and Residential Amenity under the Terms and Conditions must comply with Part 4 and be displayed at all times in a prominent position in the Property to remind Guests of their key contractual obligations and to inform all Guests and Visitors of the conditions upon which they are permitted to enter and remain on the Property; and
- c) A full printed copy of this Code of Conduct, the Terms and Conditions, the House Rules and any By Laws relating to the strata or community title must be provided in a Guest & Visitor Information Folder within the Property in a location which is prominent and easily accessible to Guests, Visitors and persons authorized by the Manager or law to inspect and enforce compliance.

1.3 Sanctions

1.3.1 Through Participating Organizations

Each Participating Organization is responsible for dealing with instances where Managers are not complying with this Code of Conduct.

- a) Participating Organizations may impose sanctions upon Managers for non compliance with this Code of Conduct;
- b) Such sanctions will be imposed under the terms of their membership or listing arrangements with Managers;
- c) If so directed by the Code Administration Committee, a Participating Organization must impose the sanctions;
- d) A Manager who disputes a sanction imposed upon it by a Participating Organization under this Code may appeal to the Code Administration Committee and in that case the Code Administration Committee will review the sanction and direct the Participating Organization on what it considers to be the appropriate sanction in all the circumstances; and
- e) The sanctions should reflect the nature, seriousness and frequency of the breach and include in increasing severity:
 - i. Issuing a censure or warning to the Manager;
 - ii. Requesting the Manager to rectify the harm done or compensate for the damage caused by the breach;
 - iii. Requesting the Manager to take remedial action to ensure the breach does not reoccur. Remedial action may include more restrictive practices, for example limiting the number of Guests permitted to stay at a Property to a lesser number or restricting the number of Visitors and the hours when Visitors can be on the Property ; and
 - iv. Expulsion from membership or delisting of the Property as the case may be.

1.3.2 Through the Code Administration Committee

The Code Administration Committee is responsible for dealing with instances where Participating Organizations are not complying with this Code of Conduct.

- a) The Code Administration Committee may impose sanctions upon Participating Organizations for non compliance with the obligations of a Participating Organization under this Code of Conduct.
- b) If a Participating Organization disputes a sanction imposed upon it by the Code Administration Committee under this Code the dispute shall be submitted to arbitration in accordance with, and subject to, The Institute of Arbitrators & Mediators Australia Rules for the Conduct of Commercial Arbitrations. Unless the Code Administration Committee and the Participating Organization agree upon an arbitrator, either of them may request a nomination from either the President OR the Chapter Chairman of the Chapter where the dispute arises.
- c) The sanctions should reflect the nature, seriousness and frequency of the breach and include in increasing severity:
 - i. Issuing a censure or warning to the Participating Organization;
 - ii. Requesting the Participating Organization to rectify the harm done or compensate for the damage caused by the breach;
 - iii. Requesting the Participating Organization to take remedial action to ensure the breach does not reoccur; and
 - iv. Cancelling the registration of the Participating Organization under this Code of Conduct.

1.4 Code Administration

1.4.1 Code Administration Committee

This Code of Conduct will be administered by the Code Administration Committee (“CAC”).

- a) The CAC will consist of representatives of Participating Organizations or key stakeholders in the Holiday Rental industry.
- b) The initial CAC will comprise a representative from each of the following:
 - i. Stayz or its nominee;
 - ii. HLO Byron;
 - iii. REINSW;
 - iv. A consumer group or tourism body; and
 - v. A government or statutory planning body.

- c) Members of the CAC may be appointed and dismissed by decision of the CAC.
- d) The CAC may invite other relevant authorities to act as observers or advisors when appropriate, for example the Australian Competition and Consumer Commission and State and Territory Government agencies such as Tourism, Planning and Infrastructure and Fair Trading Departments, law enforcement and the Local Government and Shires Associations.
- e) The chairman and secretary of the CAC will be appointed by decision of the CAC.
- f) The CAC will be industry-funded.
- g) Unless otherwise agreed meetings of the CAC will be held in Sydney, NSW and members from other cities or states may participate by telephone or video conferencing.
- h) Decisions of the CAC will be made according to the following:
 - i. CAC decisions to amend this Code of Conduct or changes to the membership of the CAC require a majority of at least 66%;
 - ii. All other CAC decisions require a simple majority; and
 - iii. In the event of a deadlock the Chairman shall have an additional casting vote.

1.4.2 The role of the CAC

The role of the CAC will be to:

- a) Publicize and promote this Code of Conduct;
- b) Maintain a register of Participating Organizations, receive and process signed copies of this Code of Conduct and any notice or decision that any signatory ceases to be a Participating Organization;
- c) Monitor and review the operation of this Code of Conduct;
- d) Give instructions to Participating Organizations and hear and determine appeals from Managers concerning sanctions under Clause 1.3.1 of this Code of Conduct;
- e) Impose sanctions upon Participating Organizations under clause 1.3.2 of this Code of Conduct;
- f) Consult with Participating Organizations and key stakeholders from the Holiday Rental industry (where appropriate) on proposed amendments to this Code of Conduct;
- g) Determine necessary amendments to this Code of Conduct;
- h) Provide for the adequate financing of Code of Conduct administration expenses;
- i) Produce an annual report on this Code of Conduct and its administration;

- j) Report on the operation and effectiveness of this Code of Conduct as required to such state and territory government Tourism, Fair Trading and Planning and Infrastructure authorities as have endorsed this Code of Conduct;
- k) Report to the Participating Organizations and key stakeholders from the Holiday Rental industry on the operation and effectiveness of this Code of Conduct; and
- l) Organize an independent review of this Code of Conduct once every three years.

1.5 Monitoring Outcomes of the Use of this Code

The CAC will monitor the implementation of this Code.

1.5.1 Monitoring criteria

The criteria which will be used to monitor and measure the effectiveness of this Code of Conduct include:

- a) Number of Participating Organizations;
- b) Number of Owners and Managers of a Property represented by Participating Organizations;
- c) Number of endorsing government authorities and private sector bodies;
- d) Number of relevant complaints (bearing in mind that implementation of this Code of Conduct will provide and promote mechanisms for lodging complaints) received by:
 - i. Participating Organizations;
 - ii. Fair Trading authorities that have endorsed this Code of Conduct (so far as data is readily available);
 - iii. Local councils (so far as data is readily available); and
 - iv. State government planning authorities (so far as data is readily available.)
- e) Success rate in resolving disputes and complaints without recourse to litigation (so far as data is readily available); and
- f) Instances of acceptance of this Code of Conduct as a practical self regulatory alternative to government regulation.

1.5.2 Outcomes from the monitoring

- a) This Code of Conduct is designed to be a living document that will evolve based on monitoring outcomes and stakeholder feedback.

- b) The CAC will be responsible for making necessary changes to better achieve the objectives of this Code of Conduct.

1.6 Compliance with Australian Competition & Consumer Act

This Code of Conduct is intended to comply with the Australian Competition and Consumer Act 2010 (the 'Act') and any term or requirement of the Code including Parts 1, 2, 3 and 4 which conflicts with the Act shall be read and be enforceable as if it complies with the Act.

Part 2. Holiday Rental - Obligations of Managers

This Part outlines the role and responsibilities of Managers, including standards, practices and procedures for implementation of this Code of Conduct.

2.1 Role and Responsibilities of Managers

- a) Managers are required to comply with this Code of Conduct as a condition of membership of a Participating Organization or of listing their Property with a Participating Organization as the case may be.
- b) Managers must also comply with any request made by a Participating Organization under the Sanction provisions of this Code of Conduct.
- c) Managers must use their best endeavours to ensure that Property under their management used for Holiday Rental complies with this Code of Conduct generally including in particular the standards, practices and procedures under this Part.
- d) Managers must outline to Guests (and Visitors) the consequences of not complying with any Terms and Conditions.
- e) Managers are to provide information to neighbouring properties on the relevant authority to contact in the event of a contravention of the Terms and Conditions. This can include the provision of a telephone number to contact in this event.

2.2 Property Management generally

2.2.1 Managers should:

- a) Act with integrity, professionalism, courtesy and consideration when dealing with Guests, neighbours, Owners corporations and other community stakeholders; and
- b) Cooperate with other stakeholders including industry associations, tourism bodies, local councils and other government authorities to enhance the image, standards and contribution of Holiday Rental to the economy.

2.2.2 The Property must not be offered, described, or advertised:

- a) In a false or misleading manner;
- b) For a purpose inconsistent with this Code of Conduct; or
- c) For more than the maximum number of Guests or Visitors determined in accordance with this Code of Conduct or in any relevant environmental planning instrument.

2.2.3 The Property offered must:

- a) Be offered in a clean, safe and habitable state of repair; and
- b) Comply with relevant planning, building and fire safety and health regulations.

2.2.4 Managers should:

- a) Provide general, after hours and emergency telephone numbers to Guests and neighbours; and
- b) Have a local representative to manage Guests and Property issues.

2.3 Terms, Conditions and House Rules

2.3.1 Managers must ensure that:

- a) The Terms and Conditions upon which the Property is offered, booked and occupied for Holiday Rental must adequately cover and be consistent with this Code of Conduct and the Terms and Conditions specified in Part 3.
- b) These Terms and Conditions must be incorporated into the contract between the Owner and the Guest.

2.3.2 Managers must:

- a) Provide and have displayed prominently in the Property, the House Rules;
- b) Provide a Guest & Visitor Information Folder containing other information including a copy of this Code of Conduct and information promoting good neighbourly behaviour;
- c) The House Rules upon which Guests and Visitors are permitted to enter and remain upon the Property must be consistent with this Code of Conduct and must be consistent with and adequately cover the issues in the House Rules specified in Part 4 and must cover any other any key issue relating to the particular Property; and
- d) The Terms and Conditions and House Rules must not offend the unfair contract terms and other provisions of the Australian Consumer Law.

2.4 Number of Guests and Visitors

- a) The maximum number of Guests permitted at a Property must not exceed a maximum of 2 adults per bedroom; and
- b) The number of Visitors permitted at a Property must not be such as may conflict with residential amenity and must comply with all the other requirements of this Code of Conduct including the Terms and Conditions and House Rules.

2.5 Functions and parties

- a) Properties located in residential areas must not host commercial catering or functions unless they have local council permission to do so.
- b) So called "party houses" conflict with residential amenity, are damaging to the Holiday Rental industry and are not permitted.
- c) Any gathering, celebration or entertainment permitted at a Property must not conflict with residential amenity and must comply with all the other requirements of this Code of Conduct including the Terms and Conditions (Part 3) and House Rules (Part 4) and any other relevant planning approvals.

2.6 Access and Parking

Managers must provide information to Guests prior to arrival regarding access or parking restrictions to ensure ease of access with minimum disturbance to other residents or neighbouring properties.

2.7 Recycling and Garbage

Managers must:

- a) Inform Guests of the garbage disposal or recycling usual practices at the Property including:
 - i. the allocated bins and how excess rubbish should be managed and not left in public or common areas;
 - ii. details of local council garbage and recycling collection days; and
 - iii. any special requirements relating to the disposal of garbage or waste minimization.
- b) Make arrangements for the removal of any excess garbage left by Guests and Visitors.

2.8 Insurance

Owners and Managers should hold appropriate insurance, including comprehensive landlords' and public liability insurance (as appropriate.)

2.9 Complaints handling

2.9.1 Managers must:

- a) Have a policy, setting out how to deal with disputes or complaints;
- b) Retain a log of related communication and actions taken;
- c) Respond to complaints professionally and take effective action to stop any problems; and
- d) Cooperate and participate in any complaint handling, response or resolution system implemented by their relevant Participating Organization or local council.

2.9.2 Managers must also make and maintain a record of the following particulars of each complaint:

- a) Date and time received;
- b) Name and designation (e.g. Guest, neighbour, council, police etc) of complainant(c) contact details of complainant;
- c) Nature of complaint;
- d) Action taken (by whom and when); and
- e) Outcome and/or further action required (e.g. community consultation, meet with council, meet with local police, review management systems or issue resolved.)

2.9.3 Participating Organizations and Managers should encourage and facilitate complaint handling and dispute resolution through the following stages:

- a) Initially by the Manager;
- b) If not resolved in (a) then through the relevant Participating Organization; and
- c) If not resolved in (b) then through the relevant state or territory Fair Trading or other authority.

2.10 Consequences of not meeting this Code of Conduct

Where required to ensure compliance, Managers must make Owners, Guests and Visitors aware that:

- a)** Depending on the Terms and Conditions of the contract between the Guest and Owner, the consequences of not meeting the requirements of this Code of Conduct can include enforcement action from:
 - i.** the Owner and its agents including Manager and security services;
 - ii.** local councils or; and
 - iii.** in some instances, the Police.
- b)** Enforcement action is subject to the Australian Consumer Law and other relevant legislation.
- c)** Such enforcement action could result in termination of permission to occupy the Property, eviction, loss of rental paid, deductions from security deposits and extra charges.
- d)** It is therefore important for all Guests to be aware of their obligations and of their responsibilities to make any Visitors to the Property aware of these requirements to maintain the amenity of the Property and its neighbourhood.

Part 3. Holiday rental – Terms and Conditions between Owners and Guests

The Terms and Conditions upon which a Property is offered, booked and occupied for Holiday Rental under the contract between the Owner and Guest must adequately cover and be consistent with this Code of Conduct and provisions set out in this Part.

3.1 Formalities:

The Terms and Conditions:

- a) Must be in writing;
- b) May be in electronic, printed or other legally compliant form;
- c) Must include the information and cover the matters in Part 3 of this Code of Conduct;
- d) May incorporate information by reference including Booking Conditions, Occupancy Agreement, House Rules, By Laws and information made available to the Guest from web sites; and
- e) May cover such other matters generally required in relation to Holiday Rental of the Property and any special conditions provided they are not inconsistent with this Code of Conduct including in particular this Part 3.

3.2 General Content

- a) The Terms and Conditions must include:
 - i. the address and description sufficient to identify the particular Property;
 - ii. Guest's name, usual residential address, email and phone number(s);
 - iii. dates of occupancy and check-in/check-out times;
 - iv. total rental payable and any other charges;
 - v. amount and timing for payment of deposit and balance of moneys due;
 - vi. provisions on variation, cancellation and forfeiture or refund of moneys paid; and
 - vii. contact details for the Manager or their nominated representative.
- b) The Terms and Conditions must not offend the unfair contract terms and other provisions of the Australian Consumer Law.

3.3 License not a tenancy

The Terms and Conditions must include:

- a) Guests are granted a limited permission to occupy the Property for holiday purposes;
- b) This is not a residential tenancy agreement under the residential tenancy legislation; and
- c) Failure to comply with the Guest's obligations in the Terms and Conditions may result in termination of permission to occupy the Property and eviction.

3.4 Security Deposits or Bonds

A security deposit (or equivalent) should be obtained from the Guest (e.g. as cash or a credit card transaction or authorization) prior to commencement of the occupancy;

- a) Guests should be advised that failure to comply with the Terms and Conditions may result in charges against the security deposit; and
- b) Security deposits should be administered, processed and accounted for and any balance released or returned to the Guest as soon as possible following their departure in accordance with the applicable law.

3.5 Maximum number of Guests and Visitors

In compliance with the Code of Conduct the Terms and Conditions must specify:

- a) Maximum permitted number of Guests; and
- b) Maximum permitted number of Visitors.

3.6 General obligations of Guests and Visitors

Guests and Visitors must:

- a) Comply with all House Rules and By-Laws;
- b) Respect the residential amenity and security of the Property and neighbours;
- c) Refrain from anti-social behaviour;
- d) Guests must control and be responsible for Visitors and ensure that Visitors comply with the House Rules;
- e) Comply with any instructions from the Manager and security services during their stay; and
- f) Notify the Manager of any disputes or complaints as soon as is practicable.

3.7 Noise and Residential Amenity

- a) Guests must not create noise which is offensive to neighbours especially between 10pm-7am on Monday to Saturday and 10pm to 9am on Sundays and Public Holidays and during arrival and departure at any time throughout the occupancy.
- b) Offensive noise is prohibited and may result in:
 - i. termination of permission to occupy the Property;
 - ii. eviction;
 - iii. loss of rental paid; and
 - iv. extra charges for security and other expenses which may be deducted from Security Deposits or Bonds.
- c) Guests must abide by any noise abatement conditions, standards and orders issued by police or any regulatory authority to minimize impacts upon the residential amenity of neighbours and local community.

3.8 Functions and parties

- a) The Property is not a “party house” and any such activities are strictly prohibited; and
- b) Any gathering, celebration or entertainment permitted at the Property must not conflict with residential amenity and must comply with all House Rules.

3.9 Access and Parking

- a) Guests and Visitors must comply with parking regulations and show consideration to neighbours;
- b) Information on any constraints on access or any parking restrictions to ensure ease of access with minimum disturbance to other residents or neighbouring properties;
- c) If relevant, specify maximum number of vehicles permitted onsite and parking space(s) allocated; and
- d) If relevant, Guests may be required to supply vehicle/trailer registration numbers.

3.10 Recycling and Garbage

- a) Guests must dispose of garbage and recycling in accordance with the usual practice at the Property and in the allocated bins;
- b) Guests must not leave excess rubbish in public or common areas; and

- c) Guests should be co-operative in complying with requirements in relation to the relevant local council garbage and recycling collection days, and any special requirements relating to the disposal of garbage or waste minimization.

3.11 Complaints and dispute resolution procedure

Information on complaints handling including:

- a) Guest's obligations to report any problems or incidents promptly; and
- b) Complaints and dispute resolution procedure.

3.12 Consequences of not meeting the Terms and Conditions

- a) The consequences of not complying with the Terms and Conditions requirements can include enforcement action from the owner, Manager, security services, local councils or, in some instances, the Police.
- b) Enforcement action is subject to the Australian Consumer Law and other relevant legislation.
- c) Such enforcement action could result in termination of permission to occupy the Property, eviction, loss of rental paid, deductions from security deposits and extra charges.
- d) It is therefore important for all Guests to be aware of their obligations and of their responsibilities to make any Visitors to the Property aware of these requirements to maintain the amenity of the Property and its neighbourhood.

Part 4 Holiday Rental - House Rules for Guests and Visitors

House Rules are provided at the Property to ensure that Guests and Visitors know and comply with the specific Rules governing their permission to enter and occupy the Property. House Rules are to be displayed in a conspicuous place in the Property so they can be easily viewed by Guests and Visitors, such as in the Property's kitchen. Matters contained in House Rules should include those set out in this Part and should be adapted and augmented to suit the particulars of the Property, such as specific instructions for car parking arrangements and the like and rules appropriate for any special equipment, facilities or local risks.

4.1 General requirements

- a) Guest and Visitors must comply with all House Rules, By-Laws and instructions from the Manager and security services during their stay; and
- b) Guests must notify the Manager of any disputes or complaints from neighbours as soon as is practicable.

4.2 Noise and Residential amenity

- a) Guests must not create noise which is offensive to neighbours especially between 10pm-7am on Monday to Saturday and 10pm to 9am on Sundays and Public Holidays and during arrival and departure at any time throughout the occupancy.
- b) Offensive noise is prohibited and may result in termination of permission to occupy the Property, eviction, loss of rental paid and extra charges for security and other expenses which may be deducted from Security Deposit or Bond under the Terms and Conditions; and
- c) Guests and Visitors must not engage in anti-social behaviour and must minimize their impact upon the residential amenity of neighbours and local community.

4.3 Visitors

- a) Guests are responsible for ensuring the limits set on Visitor numbers is complied with at all times; and
- b) Guests are responsible for ensuring that Visitors comply with these House Rules.

4.4 Gatherings or functions

- a) The Property is not a “party house” and any such activities are strictly prohibited; and
- b) Any gathering, celebration or entertainment permitted at a Property must not conflict with residential amenity and must comply with all the other requirements.

4.5 Parking

- a) Guests and Visitors are to comply with parking regulations and other requirements set out below and show consideration to neighbours and other vehicles; and
- b) Parking arrangements at the Property are as follows: Parking is only allowed within the boundary of the property

4.6 Garbage and recycling

- a) Guests and Visitors are to dispose of garbage and recycling in accordance with the usual practice at the Property (as set out below) in the allocated bins, and excess rubbish must not be left in public or common areas; and
- b) Garbage and recycling arrangements at the Property are as follows:

***The bin with the green lid is for general rubbish. The bin with the yellow lid is for recycling i.e. carton board, plastic, paper, tin and glass
Collection of the rubbish bin every Tuesday early morning. We advise placing the bin outside on the Monday night. The recycle bin (yellow lid) will be collected on Tuesdays every fortnight.***

Any excess rubbish to be disposed prior to departure.

4.7 Security

Whenever you are absent from the Property, close all windows and doors to maintain security and prevent rain and water damage.

4.8 Swimming pool/spa (if applicable)

- a) The swimming pool/spa must not be used between the hours of 10.00pm and 7.00am on Monday to Saturday and 10pm to 9am on Sundays and Public Holidays.
- b) No glassware is permitted in the pool.

4.9 Deck and balcony areas

n/a

4.10 Smoking

Smoking is not permitted indoors

4.11 Pets

Pets are not permitted indoors without permission of the owner/property manager.

4.12 BBQ

The BBQ is a courtesy item and we would appreciate if you could leave it clean and tidy for the next guests. This also applies if you choose to use the wood burner if available.

4.13 Damages and breakages

Damages and breakages must be reported to the Manager.

4.14 On departure arrangements

Arrangements for keys, security, dishwashing, rubbish, etc are:

Please leave your set of keys (incl. garage remote controls) on the kitchen bench top.

Dispose any excess rubbish. If required use the tip in Kinross.

Strip the beds.

Finish any dishwashing.

Check out time is 9:00 AM.

4.15 Emergency Contact

In the event of an emergency relating to the Property, please telephone

Ron 0427 777 495

Lonny 0431 386 688

4.16 Compliance

- a) Breach of these House Rules is a breach of the Terms and Conditions of occupancy.
- b) The Owner and Manager reserve the right to terminate permission to occupy and to evict from the Property, Guests or Visitors who refuse to follow these House Rules or who cause a nuisance.