

Management Plan for 105 Bethwyn Circuit, Madeley

### Complaints Issues

Any Complaints or Issues be forwarded to:

Samantha Young who is the manager of the property. The phone number is 0409916775 and email: [catsah@bigpond.com](mailto:catsah@bigpond.com) , available 24/7. Urgent issues will be attended to immediately and non urgent issues within 24 hours.

### Parking

Two parking spaces are available in the garage. Parking on the street will not be allowed.

### Management

The maximum number of guests at anytime is 6 registered guests. A maximum of one registered pet is permitted.

If we receive any complaints about guest , they will be dealt with immediately upon receipt of said complaint. We will contact the guests informing them of the situation and any breach of the house rules in based on severity of the breach then the reservation may be terminated. Guest and visitors are expected to keep noise under 75 decibel noise levels at all times and they receive a warning by text which is automated through the noise-ware system installed in the property. Guests are expected to keep quiet between times 8:00 PM and 8:00 AM. If they get warnings three times in a row, a security guard may attend the premises and the guests may be evicted with no return of bond or refund of their stay. Management is notified every time a noise level is created for longer than 10 minutes. The noise-ware system provides a record to validate or invalidate a complaint about noise which can be provided to the Shire if required.

Bookings will be cancelled if house rules are not followed. Police, security or rangers may attend in person to have the guest removed and the lock box code will be changed depending on the circumstances.

Neighbours will be provided with contact details and advising them of our intention to provide short term accommodation when not in use by owner.

Check in check out.

Check in is from 3:00 PM until late as some guests arrive from the airport or might work until late.

Check out is at 10:00 AM or earlier on the departure date.

Guest can access the property by using a key access from a lock box located on the property

Our check-in instructions are issued to guest the night before arrival and once they have submitted the bond the guests are issued with detailed check-in instructions including photographs to help guide them through the whole process.

## Waste Management

The property has two 55 litre bins placed on driveway in the corner. One is for general rubbish and one for recycling. Bins collection day is every Thursday for normal rubbish and every other Thursday for recycling.

## Safety,

The house includes compliant smoke alarms, fire blanket and fire extinguisher. Our detailed guest handbook contains contact details for local police station hospitals and fire station with the emergency contact number – 000