

**Management Plan: Short Term Accommodation**  
**8A Southampton Lane, Mindarie, 6030 WA**



- INTRODUCTION
- CHECK IN
- CHECK OUT
- MANAGER DETAILS
- COMPLAINTS MANAGEMENT
  - Minor noise disturbance and/or complaint
  - Major noise disturbance or party
- USE OF PREMISES
- ON- SITE REGISTER
- MAINTENANCE
- GUEST GUIDE
- MANAGERS GUIDE
- CODE OF CONDUCT FOR GUESTS AND VISITORS
  - General Principles
  - General Requirements
  - Noise and Residential Amenity
  - Visitors
  - Gathering or Functions
  - Parking
  - Garbage and Recycling
  - Security
  - Outdoor Areas
  - Smoking
  - Pets
  - Motorbikes and Bicycles
  - BBQ
  - Damage and Breakages
  - Compliance
- Review

## **INTRODUCTION**

This Short-Term Accommodation Management Plan seeks to manage the amenity of 8A Southampton Lane, Mindarie, WA 6030 and conform to the City of Wanneroo Local Planning Policy Short Term Accommodation.

This Management Plan will establish an acceptable standard of behavior for guests and visitors to seek to minimize any adverse impact on the owner, neighbors, residents and the City of Wanneroo.

It is envisaged that guests will be able to book a stay at this address via established supporting organizations such as real estate agents, relocation managers, and short stay accommodation providers such as Airbnb and Stayz. In the case of real estate professionals, guests will also be subject to the Residential Tenancies Act (1987) and Real Estate and Business Agents Act (1978).

Bookings are for a maximum of four (4) adults to be accommodated under each booking.

## **CHECK-IN**

At the time of booking online, guests are to review and agree to accept the house rules which specifically state:

1. No parties or events;
2. Quiet house after 9:00pm

Check in time is 3:00pm onwards daily.

Guests are provided with a code for a lockbox to get a key for entry into the property. Guests are to check in by 9:00pm.

Check in is not permitted between 9:00pm and 7:00am.

If guest arrive in the locality after 9:00pm for check in, they should find alternative arrangements for their stay overnight and check in after 7:00am the following day (on the basis they have paid for the accommodation for the previous day).

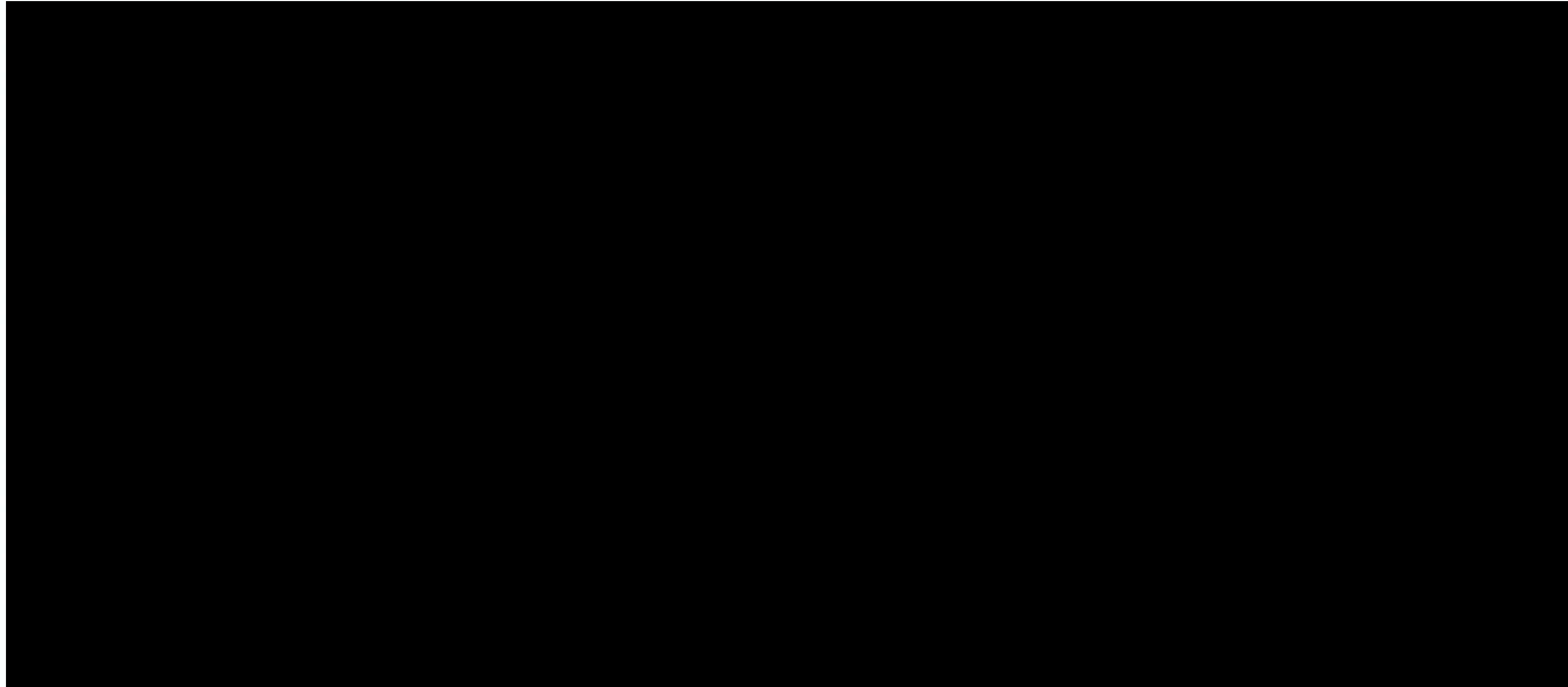
## **CHECK OUT**

Check out time is between 7am and 10am on the day of departure, unless other arrangements have been made with the Manager.

In the event that the Manager grants approval for check out before 7am, guests are to ensure that noise is kept to minimum so as not to create a nuisance to the neighbours.

## **MANAGER DETAILS**

Contact details for the Manager of the site are as follows:-



## **COMPLAINTS MANAGEMENT**

Complaints can be resolved at the neighbour level or via the Manager.

If neighbours believe that residents are not being respectful of the code of conduct, they are to contact the Manager. The Managers contact details are as above.

If neighbours are having any issues with the operation of the property, such as the location and/or orientation of lighting, vegetation on site or any other general issues, they are encouraged to contact the Manager to further discuss such issues.

A Register of Complaints will be maintained by the owner and available for inspection by an authorised Council Officer. The complaints register is to contain the following information.

- The date and time of the complaint;
- The name and address of the complainant;
- The nature of the complaint;
- Investigations carried out;
- Action taken; and
- Response provided to complainant.

A copy of this Management Plan will be made available to neighbours. Neighbours will also be provided with the contact details of the Manager and owner.

Neighbours are to be provided with the following in regard to the short stay accommodation at 8A Southampton Lane, Mindarie which contains:

- A copy of the Code of Conduct;
- A copy of the complaints management procedure;
- Contact details which allows neighbours to engage with the manager in the event of antisocial behaviour, particularly after hours, which cannot be addressed direct with the guests.

Neighbours are encouraged to contact the police if they have concerns that there is any illegal activity at 8A Southampton Lane, Mindarie.

**Complaints can be divided into categories, the process for each is detailed below:**

- Minor noise disturbance and/or complaint

**In the event of a minor noise disturbance and/or complaint the following procedure is to be adopted**

- The neighbour is encouraged to contact the Guest to advise of the concern;
  - Alternatively, or in the event that the concern is not resolved, the neighbour is to contact the Manager;
  - The Manager will contact the guests to advise the nature of the complaint and remind the guests of their obligations under the Code of Conduct;
  - If the issue is not resolved and a further complaint received within 12 hours, the manager or an appointed security firm is to attend the site;
  - In the event of a further complaint being received and the complaint validated, the guests will be evicted in accordance with the Code of Conduct.
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- Major noise disturbance or party

Guest are encourage to enjoy their time on the property but as outlined in the Code of Conduct, parties are not permitted and noise should be minimised after 10pm and before 7am. If the property is being used for a party or a major noise disturbance occurs, the following procedure is to be adopted:

- The manager or security firm will attend the premises within one hour of the complaint to verify if this is a major noise disturbance or party;
- If the complaint and the issue is deemed to be a Level 1 complaint then the procedure for Level 1 shall be followed;
- If the complaint is verified as a Level 2 complaint, the guests will be evicted in accordance with the Code of Conduct.

## **USE OF PREMISES**

The property will be rented as a residence to a maximum of 4 occupants, with not more than 4 adults (12 years and above). The property contains two (2) bedrooms and two (2) bathrooms and one (1) Queen sofa bed which are available for guests. A four (4) vehicle garage is provided underneath the dwelling. All guests' vehicles are to be parked within the property. Guest's vehicles are not to be parked on the verge.

The property contains a rear courtyard available for guest use. Guests should be mindful of the proximity to neighbours when using the rear courtyard and keep noise to an acceptable level.

Premises are available for a minimum stay of five (5) nights and a maximum of 90 days. The house is serviced on a weekly basis in addition to cleaning prior to check in.

One only booking is accepted at any one time. Whilst the property contains two (2) bedrooms, individual rooms shall not be leased separately.

## **ON SITE REGISTER**

A register of all occupants will be kept by the Manager, available for inspection by an authorised Council Officer, and shall contain:

- The full names and usual place of residence of all occupants
- The date of arrival and departure of the occupants

## **MAINTENANCE**

Maintenance refers to both building maintenance and care of the gardens. Maintenance will be managed by the owner. Maintenance will preferably be performed at a time between occupancy unless it is urgent and requires attendance at time of occupancy.

Professionals will be engaged to attend during normal business hours to minimise disruptions to neighbours.

## **GUEST GUIDE**

A guide shall be prepared for guests and kept in a folder on the premises indicating the following:

- Manager and contact details
- Code of Conduct
- Procedure in the event of the house alarm going off
- Wi-Fi Device name and password
- Key lockbox code
- TV information
- Air Conditioner operation
- Location of the first aid kit
- Extra towels and sheets
- Hot water systems operation
- Rubbish bin location and procedure for collection of rubbish bins
- Check in time
- Check out time
- Local restaurant and shopping
- Local parks and recreation services
- Other major attractions
- Important contact numbers
- Any other information as required

## **MANAGERS GUIDE**

A guide shall be prepared for the manager and kept in a folder by the Manager, documenting tasks and processes for the following:

- General hosting (including liaisons with clients, providers and Local Government)
- Cleaning information between occupants
- Procedure for bin collection
- Laundry requirements
- Garden preventative maintenance
- Building preventative maintenance

## **CODE OF CONDUCT FOR GUESTS AND VISITORS**

The Code of Conduct is provided at the property to ensure that guests and visitors know and comply with specific behaviour governing their permission to enter and occupy the property. The Code of Conduct will be displayed in a conspicuous place in the property so that it can be easily viewed by guest and visitors.

### **General Principles**

Short term Accommodation is a unique experience and the guiding principles of the Code of Conduct are:

- Treat this as your own home
- Respect your neighbours
- Leave it in the appropriate condition as it was upon occupation

### **General Requirements**

- Guests and visitors must comply with the Code of Conduct and instructions from the Manager during their stay
- Guest must notify the Manager of any disputes or complaints from neighbours as soon as practicable

### **Noise and Residential Amenity**

- Guests and visitors must not create noise which is offensive or has the potential to create a nuisance to occupiers of neighbouring properties, especially between 10pm and 7am Monday to Saturday and 10pm – 9am on Sunday and public holidays, during arrival, and during departure, and at any time throughout the occupancy
- 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 the security deposit or bond under the terms and conditions
- Guests and visitors must not engage in any anti-social behaviour and must minimize their impact upon the residential amenity of the neighbours and the local community

## **Visitors**

- No visitors or guests other than those who are booked to stay at the property can stay in the property without first obtaining the Managers approval
- Guests are responsible for visitors
- Guests are responsible for ensuring that visitors comply with the Code of Conduct

## **Gathering or Functions**

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

## **Parking**

- Guests and visitors are to comply with parking regulations and other requirements set out below and show consideration to neighbours and other vehicles
- Parking arrangements on the property are restricted to the double garage (4 vehicles)
- Guests are not to park on the verge outside the property
- Guests are to ensure that there is not more than two (2) vehicles per booking
- Parking drawing enclosed

## **Garbage and Recycling**

- Rubbish and recycled goods are to be disposed of in accordance with the usual practice at the property in the allocated bins, and excess rubbish must not be left in a public area
- Rubbish and recycling arrangements at the property are in the form of a red top wheelie bin for general rubbish and a yellow top wheelie bin for recycled goods, and a green top wheelie bin for greens recycling as per the City of Wanneroo’s Guidelines
- Rubbish is collected every Wednesday morning
- The Manager is to check by 6pm every Tuesday evening that the bins have been placed on the verge for collection. In the event that bins are not placed on the verge by 6pm on Tuesday evening, the Manager will place the bins on the verge
- The Manager is to check by 6pm on Wednesday evening (or the day of collection) that the bins have been brought onto the property and are not on the verge. In the event that bins are still on the verge at 6pm on Wednesday evening (or the day of collection), the Manager will bring the bins back on the property

## **Security**

- Whenever you are absent from the property, close and lock all windows and doors to maintain security and prevent rain and water damage
- At all other times, secure doors and windows, as required
- The mains electricity RCD’s (Residual Current Devices) are in the property’s meter box
- In the event of the house security alarm being accidentally activated, guests are to endeavour to stop the alarm sounding as soon as possible and advise the Manager of the incident



## **Outdoor Areas**

- Guests are to respect the privacy of neighbours when utilising outdoor areas
- Guests are to also minimise noise when in the outdoor areas

## **Smoking**

- Smoking is not permitted within the residence

## **Pets**

- Pets are only permitted by permission of the Manager

## **Motorbikes and Bicycles**

- Motorbikes and bikes are not permitted to be inside the residence

## **BBQ**

- Where BBQ's are provided, ensure that all controls are turned off when not in use
- The BBQ is **to be cleaned after each use**

## **Damages and Breakages**

- Damages and breakages must be reported to the Manager

## **Compliance**

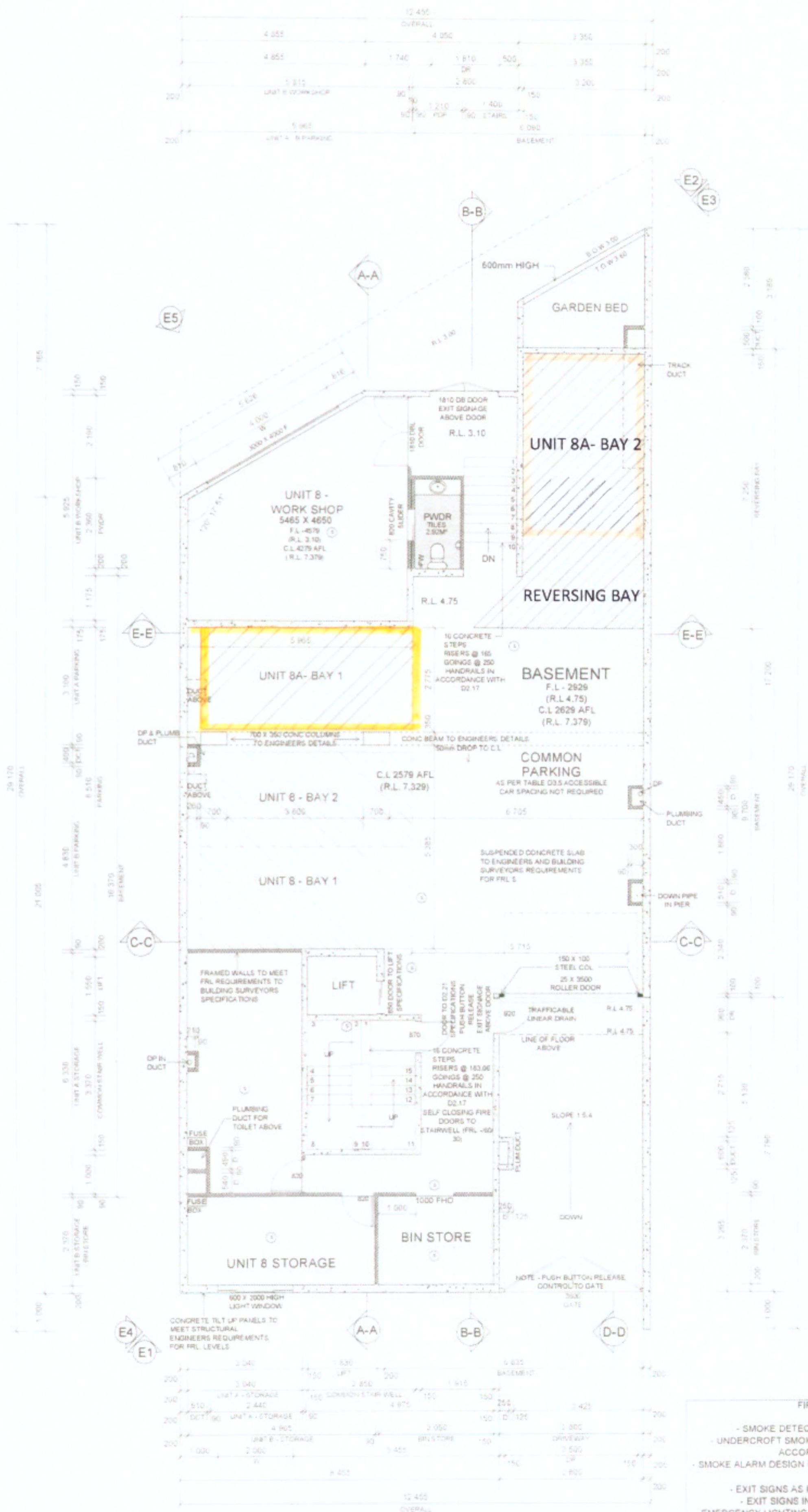
- Breach of the Code of Conduct is a breach of: The Terms and Conditions of Contract, and permission for occupancy of the property
- The owner and Manager reserve the right, in accordance with the law, to terminate the permission to occupy and to evict from the property guests or visitors who refuse to follow the Code of Conduct or who cause a nuisance

## **Review**

- This management plan is to be reviewed and updated annually by the Manager
- A copy of the Management plan is to be given to the adjacent neighbours and a minimum of once per calendar year upon request







CONCRETE TILT UP PANELS TO MEET STRUCTURAL ENGINEERS REQUIREMENTS FOR FRL LEVELS

- FIRE SAFETY NO**
- SMOKE DETECTORS HARDW
  - UNDERCROFT SMOKE DETECTION ACCORDANCE WITH
  - SMOKE ALARM DESIGN FOR APARTME AS3786
  - EXIT SIGNS AS INDICATED IN I
  - EXIT SIGNS INCLUDE EMER
  - EMERGENCY LIGHTING AS INDICATE AS2293.1 - LED TO C
  - FIRE DETECTION ALARM SPEAKERS T OR 10dBA ABOVE A
  - THERMAL DETECTORS TO AS1670.1 & 3.6m WITH MAX DISTANCE OF 7.2m
  - SELF CLOSING FIRE DOORS TO COMM

