

**MANAGEMENT PLAN  
FOR  
SHORT-TERM ACCOMMODATION**

**15/02/2024**

**PROPERTY ADDRESS**  
9 Long Beach Promenade, Mindarie WA

## **BACKGROUND & OVERVIEW**

I, [REDACTED], am the owner of 9 Long Beach Promenade, Mindarie WA 6030. I purchased the property in June 2023, when it was in an unlivable condition due to long-term tenancy without maintenance and care, which, in my opinion, had a negative impact on the community and the neighborhood's attractiveness. Since my purchase, I have invested significant funds into improving and renovating the property, restoring its livability and enhancing its curb appeal. Long-term, I intend to maintain the property as my permanent home and continue investing in its improvement.

In the short term, due to the increase in mortgage payments following interest rate hikes and the rising cost of living, I plan to convert this property into a short-term holiday home to optimize my monthly cash flow and save for further improvements, such as rendering and full renovation of the bathrooms and kitchen.

According to my plan, the property will accommodate a maximum of six (6) guests and features three (3) bedrooms, two (2) bathrooms, and an additional third toilet, with four (4) allocated parking bays. The bedding configurations will include three (3) queen beds.

The property boasts a unique elevated beachfront location, with all bedrooms offering ocean views. Nearby attractions include the Mindarie Marina and Clayton Beach, both within a 5-7 minute walk. A leafy nature reserve is situated between the property and the Indian Ocean, and guests can enjoy walking tracks to Mindarie Beach.

The property is conveniently located an 8-minute walk from Mindarie Key Shopping Village and a 12-minute walk from Ocean Keys Shopping Centre, which offer supermarkets, gas stations, gyms, numerous restaurants, and retail shops. All amenities are within a 3-minute drive.

We aim to list our property as high-quality, well-managed short-stay accommodation without compromising the amenities of the neighborhood. This endeavor will not only help me achieve my personal goals but also contribute to local tourism and support the local economy.

## **OBJECTIVES OF MANAGEMENT PLAN**

This management plan outlines the policies and procedures for operating the short-stay/holiday home located at 9 Long Beach Promenade, Mindarie WA. The objective is to ensure a comfortable and enjoyable experience for guests while maintaining the property and complying with all regulations.

## **PROPERTY PROPRIETOR AND HOST**

The property and the operation of the short-stay accommodation will be managed by myself (the Owner) and my husband. Both of us will relocate to a location that enables us to reach this property within a reasonable time, should our registration for this short-stay property be approved by the City of Wanneroo.

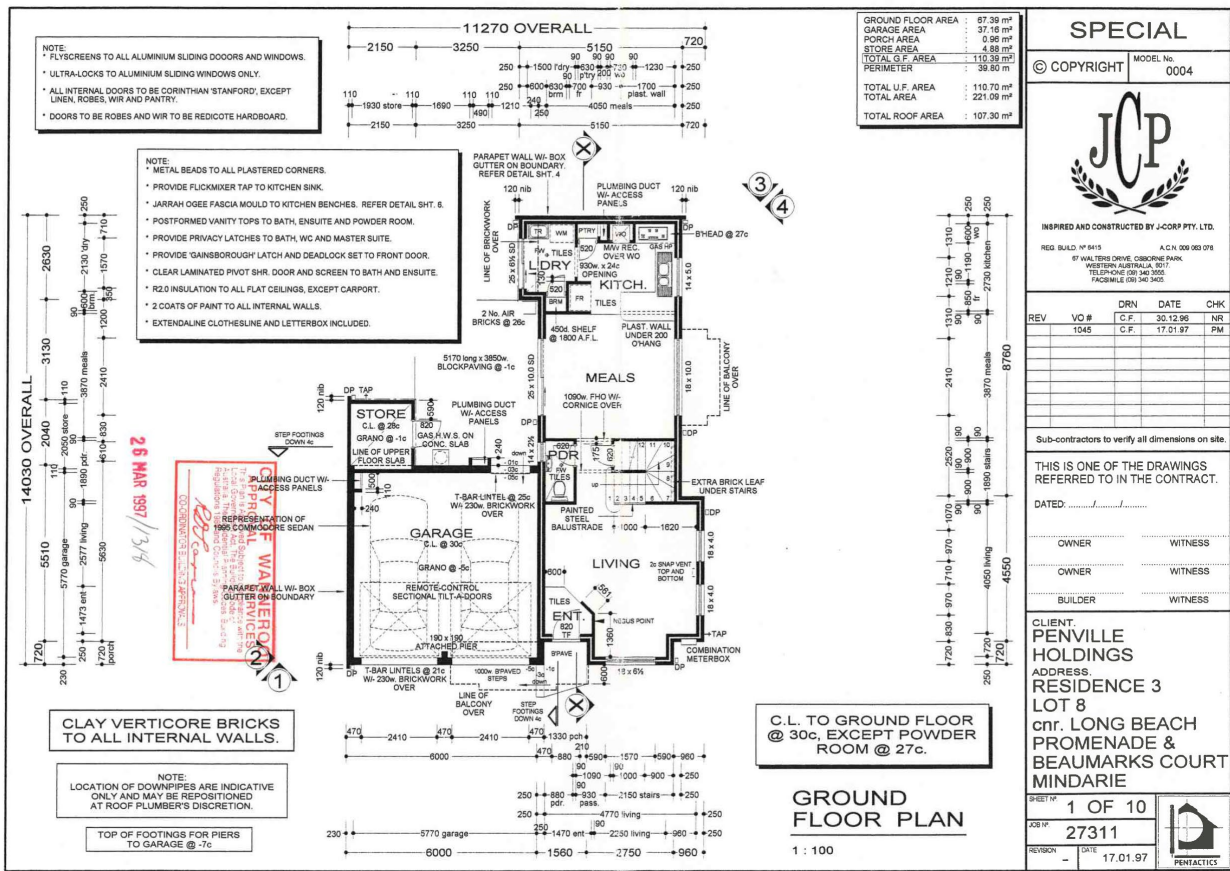
Please see below our contact details:

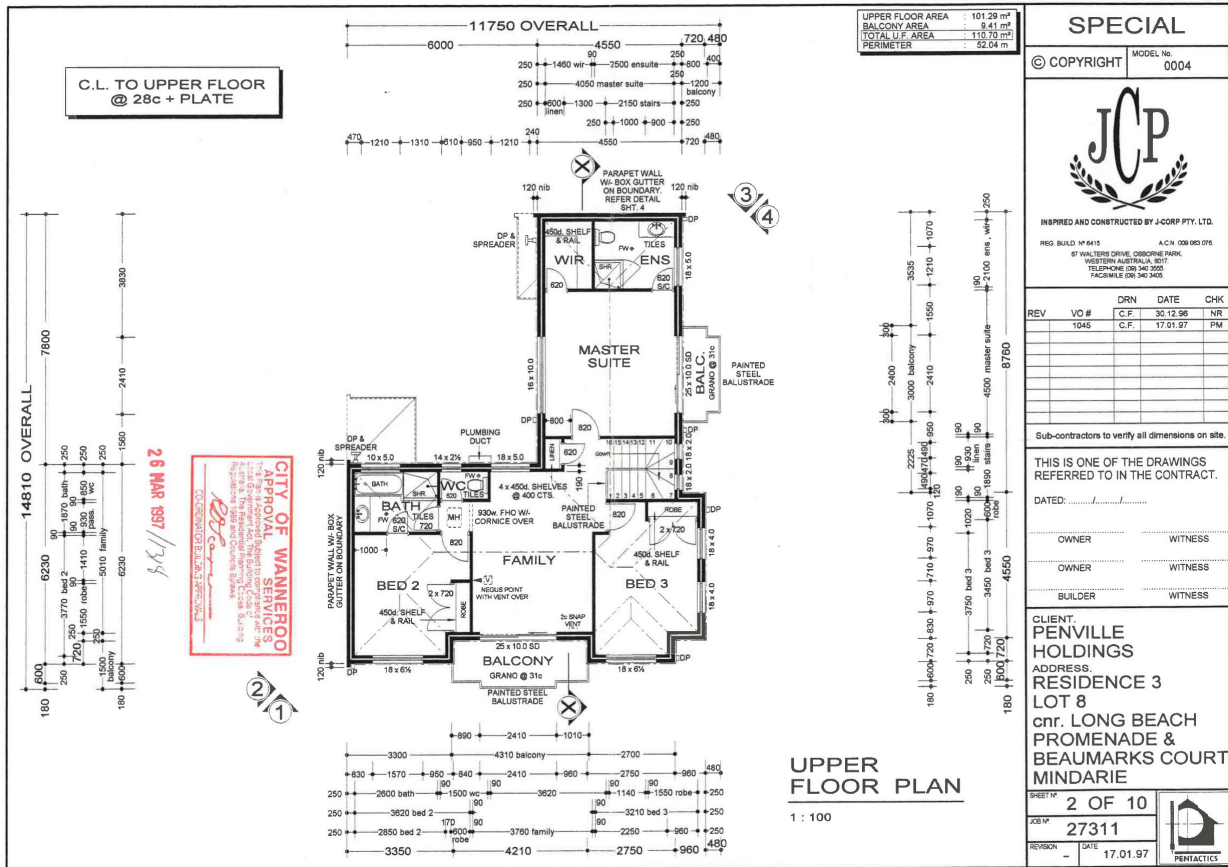


Additionally, we will enlist cleaning and housekeeping personnel who are conveniently situated in and around the Perth metropolitan area.

Our contact information will be readily accessible to our guests, and we are committed to providing our contact details to all neighboring properties in the unlikely event of any issues arising. We are available 24/7 and can typically respond to property-related emergencies in person within an hour.

**PROPERTY FLOOR PLAN**





## BOOKING REQUIREMENTS

We anticipate approximately 1-2 bookings per week, with an average trip length ranging between 3-6 nights, as per data from short-stay analytics company AirDNA.

To discourage any unwanted gatherings or parties, we will implement a pricing strategy that penalizes one-night stays while incentivizing longer bookings of 3 nights or more. Additionally, we will establish a booking cut-off time to prevent last-minute reservations from opportunistic or potentially undesirable guests.

## GUEST SCREENING PROCEDURES

When a guest requests or books a stay at our property, we ensure that their profile includes all required verification steps:

- Contact details, including full name(s), phone number, and email address.
- Acceptance of our stipulated house rules.
- Confirmed payment.
- Profile photo (if set).
- Government-issued ID, such as a driver's license or passport.
- Written reviews or recommendations from other hosts.
- Overall star rating, categorized for observance of house rules, cleanliness, and communication.

- Total number of guests and location-based information.
- Reason for visiting Perth and booking the property.

We further screen potential guests by cross-referencing linked social media accounts, obtaining the names of all guests, and requiring government-issued ID from all guests upon successful booking confirmation.

We utilize a "pre-booking questionnaire" to request applicable responses related to the above.

Upon thorough screening of prospective guests, we reserve the right to refuse, accept, or cancel the reservation. Prior to or after accepting a booking, we send a "party screening" message, reiterating our stance on no parties at the premises and encouraging guests to cancel their booking if that is their intent.

Our house rules are prominently displayed on the online listing and in our comprehensive guest handbook, located inside the property's kitchen. We can customize additional house rules to suit the property, location, and neighborhood.

We choose to list exclusively on the Airbnb platform, leveraging its robust infrastructure and host insurance coverage. Once a guest is confirmed, our direct phone numbers are automatically exchanged for further communication. We communicate with guests before, during, and after their stays, and all correspondence is archived for our records.

## **CHECK-IN & CHECK-OUT PROCEDURE**

Check-in is available from 3:00 PM onwards, extending into the late hours. This flexibility accommodates guests arriving from long-haul flights or those traveling by car from remote areas, potentially arriving late in the evening. We kindly request guests to provide their estimated arrival time to assist in planning.

To ensure a seamless check-in experience, the property is equipped with detailed visual and written instructions, which guests find easy to follow. These instructions minimize disruptions during both check-in and check-out processes.

Check-out is scheduled for 10:00 AM or earlier on the departure date to allow sufficient time for cleaning and preparation for the next guest.

For added convenience, a secure lockbox is installed adjacent to the front door, providing guests with easy access to the property.

Prior to arrival, guests receive comprehensive check-in instructions via Airbnb messaging for safety and security. These instructions include details on accessing the property, operating the lockbox, locating the parking spot, and identifying council bins. Additionally, guests are provided with a photo of the property they will be staying in, ensuring ease of recognition upon arrival.

## **GUEST HANDBOOK**

Upon check-in, guests are encouraged to familiarize themselves with our comprehensive 'Guest Handbook,' which serves as a valuable resource for ensuring an enjoyable, safe, and respectful stay. The handbook includes essential information such as:

- Contact details for property managers
- Emergency contact information and emergency plan
- House rules and parking regulations
- Bin collection schedule
- Public transportation options
- Nearby amenities, attractions, and points of interest

Additionally, guests have continuous access to the Airbnb platform throughout their stay, where they are required to communicate with property managers to document all booking-related details. The Airbnb platform also provides guests with hosts' contact information for further assistance.

Our meticulously crafted guest handbook significantly mitigates any potential risks or issues during guests' stays, providing them with the necessary guidance and information for a comfortable and hassle-free experience.

#### **MITIGATION & COMPLAINTS PROCEDURE**

We are readily available 24/7, and our contact information is provided to guests upon booking confirmation and displayed within the property for easy access. Additionally, we are open to providing our contact details to nearby neighbours to enhance our property management effectiveness.

Our online Airbnb listing and guest handbook extensively outline our house rules, prioritizing adherence to noise and parking policies, which are crucial for ensuring a peaceful environment for both guests and neighboring residents.

Guests failing to comply with our house rules risk immediate booking cancellation. In severe cases, law enforcement, security personnel, or other professionals may be engaged to address the situation, potentially leading to eviction and additional charges for damages and expenses.

To maintain residential amenity and minimize disturbances, guests and visitors must refrain from engaging in antisocial behavior and excessive noise, especially during designated quiet hours. Complaints from neighbors prompt immediate action, with our aim to resolve issues within 30 minutes to 1 hour.

To enhance noise mitigation efforts, we may install real-time noise monitoring technology in the property, enabling swift intervention in cases of excessive noise after hours. This proactive approach ensures a harmonious environment for all occupants and neighbors alike.

#### **USE & MAINTENANCE**

We will have real-time access to the bookings calendar and may regularly schedule maintenance

works in between guests stays to ensure the property is kept up to our property and guest's expectations. Property maintenance is regularly reported and resolved swiftly either during or after guest's stays depending on the severity so that the appearance of the property meets or exceeds the standard of neighbouring properties.

## **SAFETY**

The property is equipped with compliant Residual Current Devices (RCDs) and Smoke Alarms to ensure the safety of our guests. Periodic checks by a licensed electrician may be conducted to obtain an electrical safety certificate, ensuring ongoing compliance and safety standards.

Upon request by the City of Wanneroo, we are open to installing additional safety measures such as fire extinguishers, fire blankets, and developing an emergency safety plan to address fire hazards. Our detailed guest handbook provides guests with essential contact details for local emergency services, including the police station, hospitals, and fire station, to ensure they have access to assistance when needed.

## **WASTE MANAGEMENT**

General waste (red lid), recycling (yellow lid) and garden organics (green lid) are to be disposed in accordance with the local council policies & procedures and in the correct allocated bins for weekly collection on Fridays.

Any excess rubbish must not be left in the sight of a public area and is removed by housekeeping.

Guests are notified & reminded to place all rubbish & recycling in the allocated bins at the property.

The cleaning & housekeeping team are also asked to attend and assist with rubbish disposal at checkout and if the property is vacant.

Bin location & contents are monitored by housekeeping at each check-out, and we may gather photo/evidence of this so we can effectively & efficiently maintain the bins both inside the property and to mitigate risk of problems.

The property includes a fully functional kitchen with fridge and pantry for food storage and there has never been problems with vermin or pests – if this changes then we can send professional pest control companies to rectify this swiftly and implement measures to prevent occurrence in future.

The linen and towels are removed off-site following each check out clean and provided to a professional commercial laundering service to wash, dry and return to our storage facility upon completion.

Exhaust fans & air conditioning/heating appliances and regularly checked by the housekeeping teams and repaired or replaced if required, guests are also encouraged to report maintenance to us immediately upon discovery so that swift resolution can be made.

A washing machine will be provided for guest convenience to use during their stay to wash their clothes as required.

## **SECURITY**

We are open to installing a CCTV monitor, which would be positioned on the front wall of the property. This monitor can provide continuous surveillance of the front door, which serves as the sole entry point. This measure is intended to further ensure compliance with house rules and promote a safe and secure environment.

Additionally, we are considering the installation of an internal decibel monitoring device called Roomonitor (<https://roomonitor.com/airbnb-eu/>). This device is designed to track the decibel levels within the property and can be customized to send SMS alerts or make calls to guests and/or us if noise levels exceed preset thresholds, particularly during quiet hours between 10:00pm and 7:00am. This proactive approach will help mitigate noise disturbances and promote adherence to our noise policy.

## **CAR PARKING**

The property comes with four (4) allocated car-bays. Please see below for parking breakdown:

- 2 Main parking located in the secured garage.
- additional overflow space for two (2) vehicles in the open driveway.
- Street parking and Verge-Parking are not allowed.



Below is a photo to illustrate the allocated parking areas:



Short-term guests, particularly tourists, may typically share one hired car between them. However, for local bookings, guests will have the opportunity to specify their parking needs during the booking process. We provide four (4) allocated car bays at the property, and this information will be clearly communicated in our advertisements. Additionally, we want to emphasize that street parking is not available, and this will also be clearly stated in our listings.

Given that the property will be utilized for residential purposes, we anticipate a reasonable number of trips to and from the property. We kindly request consent for visitors and guests to ensure that property usage and parking are monitored effectively.

**SUMMARY**

Short-term accommodations are not bound by the stringent regulations of the Residential Tenancy Act 1987, providing us with considerable flexibility in setting and enforcing rules to manage potential antisocial behavior effectively.

Rest assured, we are committed to upholding public amenity and maintaining a harmonious neighborhood environment at all times.

We kindly request your favorable consideration of our application to convert the property for approved short-term accommodation. We are confident that our demonstrated management approach will ensure the property's successful operation while contributing positively to the appeal and amenity of the surrounding area.

For any further clarification or additional information regarding property management, please do not hesitate to contact me at the details provided below.

Yours faithfully,

