

NO	DATE	REVISION

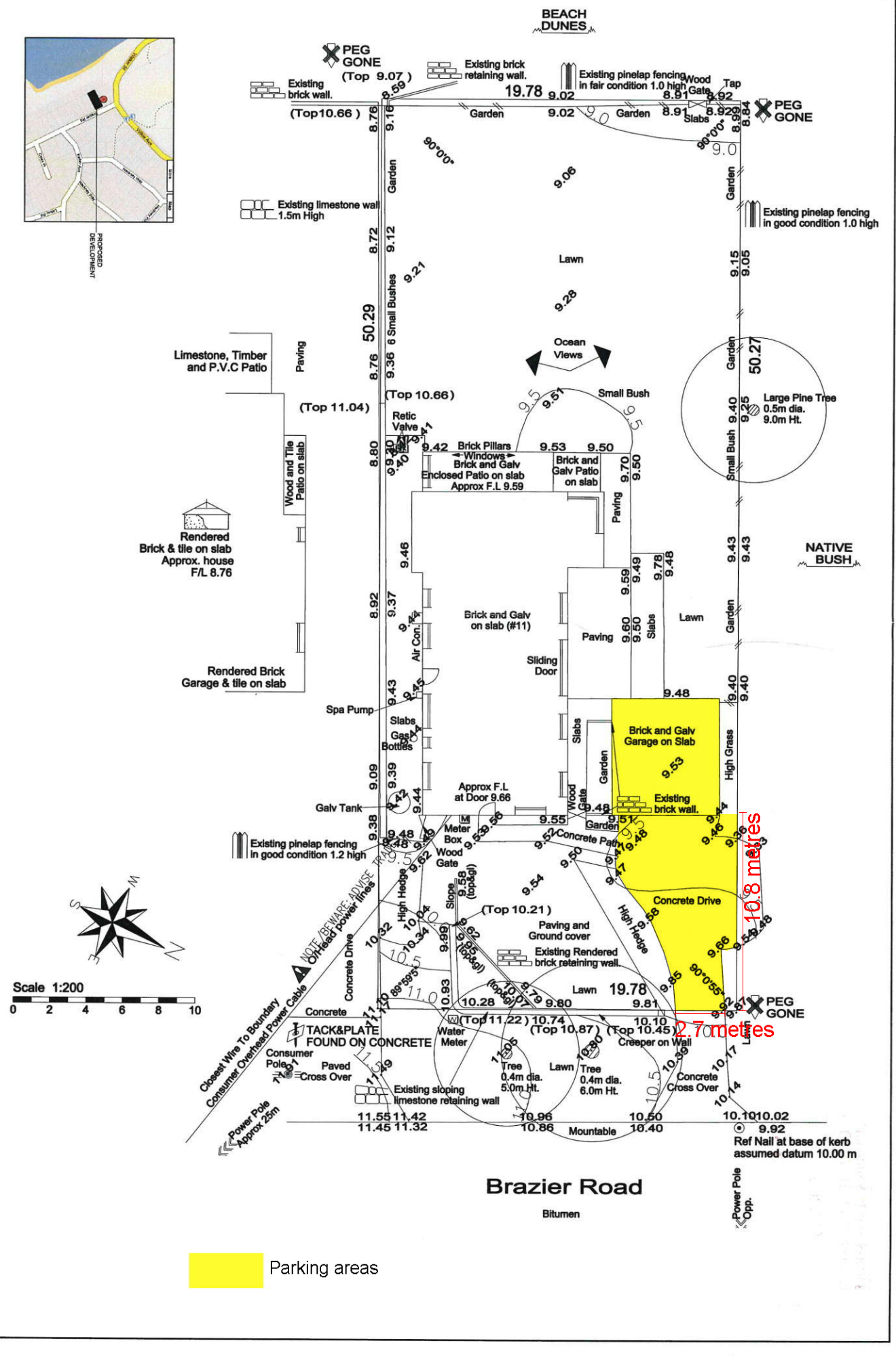
PROJECT: PROPOSED BEACH COTTAGE
 11 BRAZIER ROAD
 YANCHEP

TITLE: PLAN - FEATURE SURVEY / LOCATION MAP

PROJECT NUMBER	DATE	NO	BY	CHKD

SCALE	1:200
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Yellow box: Parking areas

SHORT TERM ACCOMMODATION MANAGEMENT PLAN

PROPERTY ADDRESS: 11 Brazier Road, Yanchep

PROPERTY MANAGER/OWNER DETAILS

Names: [REDACTED]

Contact Number: [REDACTED]

Email: [REDACTED]

MANAGER/OWNER DUTIES

Complaints Management:

- Nearby residents have the contact numbers of both my property manager, [REDACTED] who lives 5 minutes away from the property, and myself on [REDACTED].
- We both have contact details of all guests staying in the house, and therefore will be able to contact them immediately, in the event that there is a complaint
- Theresa, can if necessary, visit the guests to explain a complaint in person.
- Depending on the complaint (I have received none to date), I have the ability to tell guests to leave immediately, and also give them a negative rating on Airbnb, which will preclude them from using the service in future. As a host, I always check existing Airbnb ratings of any potential guest requesting accommodation, before approving their request. If there are any negative comments from past hosts, I would not allow their booking. I want guests who respect my house and neighbours right to peace. This has worked 100% to date. I have rejected 2 bookings.
- Because all hosts and guests must leave a rating and comment about their experience, before booking Airbnb again, I have always felt confident about letting strangers into my house. I would have been reluctant to book accommodation at all, unless doing through a check and balance system like Airbnb.

Check in procedures: and code of conduct procedures:

- Guests can check in at 2pm. A code to the keypad, located on the garage wall, will be provided before the visit.
- Quoting (below) directly from my instructions to all guests on my Airbnb listing page:-

- In the interest of the fragile coastal environment and ever-resent erosion, do not walk on the dunes, or over the dunes to the beach. The nearest Council access to beach is only 50 metres north of the property, walking towards the Lagoon.
- Do not walk on the fire road, in front of the property. This is prohibited. Please respect neighbours privacy. There are to be no loud parties, and all noise must be contained in the evenings after 9pm
- The maximum number of people (paid guests) are permitted to stay at the property at any one time is 6.
- Cars must be either parked in the 2 car garage, or on the driveway behind the garage. No cars are permitted to park on the verge or in Brazier Road.

Check out procedures:

- Guests are requested to vacate premises by 11am

Other responsibilities

- Cleaner will do inspections before and after tenants arrive/leave the property. The cleaner will ensure the property is maintained, bins are left out on appropriate days, and any waste within rubbish bins will be cleared/disposed of by the cleaner.
- A copy of the Code of Conduct will be kept on the premises at all times. All tenants are instructed to read and abide by the Code of Conduct.
- If there are any unforeseen urgent repairs, guests will contact either Theresa or Sue, who can get appropriate attention asap
- All the above details re expected Code of Conduct are listed on my Airbnb listing for 11 Brazier Road, Yanchep, and therefore read before bookings are received. Guests are expected to follow instructions left on the site. To date, I have not had any unforeseen problems, or direct complaints from any neighbours, about any guests
- 11 Brazier Road is located at the northern end of Brazier Road, adjacent to Crown land. There is therefore only one direct neighbour. I have been in touch with them, and their main concern is people walking on the fire road in front of Brazier Road properties. They have never seen any of my guests specifically walking on the fire road, which is prohibited on my listing. When I stay at the property, I also see people strolling along this fire road. This is outside my control. It is unfair to blame owners using Airbnb, particularly when they have strictly prohibited this to their guests.

SHORT TERM ACCOMMODATION CODE OF CONDUCT

PROPERTY ADDRESS: 11 Brazier Road, Yanchep

The following Code of Conduct governs tenant behaviours and use of the property. The tenant agrees to follow the guidelines below, for themselves and any visitors they allow at the property.

CHECK IN PROCEDURES

Guests can check in at 2 pm, and will be provided, before arrival, with a code for the key box, located on the wall in the garage

CHECK OUT PROCEDURES

Guests must check out by 11 am

MINIMUM AND MAXIMUM BOOKING PERIODS

This property has a minimum two night stay booking period and a maximum of three months. A total of six (6) tenants are permitted to stay for the purposes of short stay accommodation only.

PETS

Pets are permitted on the property, but only when the request had been made at the time of booking to the host, and approved.

EXPECTED BEHAVIOURS

Tenants are expected to be respectful of nearby residents to ensure the amenity of the established residential area is maintained. Any anti-social behaviour will not be tolerated. The use of the property for private parties or large gatherings is not permitted. Any complaints from neighbours about noise and behaviours can result in a loss of bond and/or eviction, and negative review and rating on Airbnb

NOISE AND NUISANCE

Noise levels must be controlled at all times and restricted from 9pm to 9am. Parties or large gatherings are not permitted.

VEHICLE PARKING

Four car bays are provided on site, two within the garage and two on the driveway. Parking is not permitted on the verge or over the footpath.

PREMISES CLEANLINESS AND RUBBISH DISPOSAL

Inspections will be carried out before and after tenants arrive. All rubbish within bins will be disposed of by cleaner, and bins left out, and taken in on appropriate days.

VISITOR OF GUESTS

A maximum of two visitors of the tenants are permitted to come to the property but they are not permitted to stay overnight and must leave the property by 9pm.

URGENT MAINTENANCE AND REPAIRS

If there are any urgent maintenance and repairs required, the tenant should contact the manager/owner.

ACCESS TO THE BEACH

In the interest of the fragile coastal environment and ever-resent erosion, do not walk on the dunes, or over the dunes to the beach. The nearest Council access to beach is only 50 metres north of the property, walking towards the Lagoon.

Do not walk on the fire road, in front of the property.

PENALTIES

In the event of any problems, concerns, or disturbances by the tenants and visitors, nearby residents have been instructed to contact the property manager directly. Any breaches to the above Code of Conduct will result in a loss of bond, termination of accommodation and eviction.

EMERGENCY CONTACT

In an event that you require police, ambulance or fire brigade, **call 000**.

If you need assistance with anything regarding this property or understanding the code of conduct, contact XXXXXXXXXX