



LET GO
b n b m a n a g e m e n t

**MANAGEMENT PLAN
FOR
SHORT-TERM ACCOMMODATION**

25/05/2021

PROPERTY ADDRESS
40 Cadoux Loop, HOCKING WA 6065

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3. BACKGROUND & OVERVIEW

Let Go is a leading short-term accommodation management company providing end to end management of client's properties with a proven track record of delivering a 4.7+/5-star review record hosting over 1,000 stays and 5,500 nights per year on Airbnb.

Let Go intends on becoming the Exclusive Managing Agent for the property located at 40 Cadoux Loop, Hocking WA 6065.

This property hosts a maximum of seven (7) guests and is a four (4) bedroom, two (2) bathroom home with four (4) allocated car-bays.

The master bedroom has a king bed, the second bedroom has a double bed, the third bedroom has a double bed and the fourth bedroom has a single bed – aimed at our target demographic; a medium sized family.

The property is conveniently located just 650m (8-minute walk) from its closest high frequency bus stop (Stop ID: 12313) on a major arterial road; Wanneroo Road (servicing routes 389 & 468).

Located just 800m (5-minute drive or 2-minute walk) away is Amery Park and surrounding local parks of Gungurru Park, Elliot Road Tennis Courts & Greenfields Park just to name a few.

Let Go is located at 1/2 Burgay Court, Osborne Park WA 6017 just a short 15-minute drive from the property.

For simple contact and availability of the hosts, Stephen Yarwood is the director of the company and Kiri-Marie Yarwood is the manager, please see below the relevant contact details:



Stephen & Kiri live together in Doubleview which is a 27-minute drive from the property. Additionally, Let Go engage cleaning and housekeeping personnel who are located closer and around the Perth metropolitan area.

Our contact details are made available to all guests for properties under our management and we are obliging to provide our contact details to all adjacent neighbours in the rare chance of an issue arising. We are contactable 24/7 and typically able to attend properties in person within an hour for emergencies.

Short-term accommodation is a unique experience, and the guiding principles of our Code of Conduct are to treat this property as your own home, respect your neighbours & leave it as you find it.

Airbnb and short-term accommodation deliver a staggering economic contribution to Western Australia and to its Local Government Authorities. In a 56-page report commissioned by Deloitte's into the economic effects of Airbnb in Western Australia, it was revealed that in just one year between 2015-2016 in Western Australia 171,500 Airbnb guests spent \$155m supporting 780 jobs and \$100 million in GSP. These figures have grown exponentially in recent years and are of enormous benefit to local businesses, residents, guests, and the tourism sector.

Part of our management procedures & guest handbooks include providing local recommended tips for nearby shops, restaurants, cafes, restaurants, entertainment, sights, attractions & much more. This local spending allows local business in the council area to thrive and continue or expand their operations. We find from speaking with the business owners and staff they are very grateful for this contribution we provide.

4. OBJECTIVES OF MANAGEMENT PLAN

To clearly outline and demonstrate the professional management procedures implemented by Let Go to ensure the smooth operational management of the subject property whilst mitigating perceived disruptions to the local amenity & surrounding areas.

5. BOOKING REQUIREMENTS

We anticipate approximately one booking per week and our average trip length is between 6-8 nights. This is based on the average performance of our listings in our portfolio.

We specify a mandatory minimum stay length of two (2) nights as we find this significantly deters any unwanted targeting for parties or gatherings. We also have a booking cut-off time after 7:00pm so that we can't allow last minute and late-night bookings to occur from opportunistic and likely undesirable guests.

6. GUEST SCREENING PROCEDURES

When a guest requests or books a stay at this property, we can view or determine whether the guest's profile includes their required verification steps:

- Contact details including full name(s), phone number & e-mail address
- Acceptance of our stipulated house rules

- Confirmed payment
- Profile photo (if set)
- Government issued ID (such as driver's licence or passport)
- Written reviews/recommendations from other hosts
- Their overall star rating which can be categorised for items such as observance of house rules, cleanliness & communication
- Total number of guests & location based
- Their reason for visiting Perth & booking the property

We can then further screen the potential guest by cross referencing linked social media accounts, obtaining names of all guests, requiring government issued ID that all guests are required to submit upon successful booking confirmation.

We have set a “pre-booking questionnaire” requesting applicable responses in relation to the above.

Once we have carried out a thorough check of the prospective guest, we then have a right to refuse, accept or cancel the reservation. Prior or after acceptance of the booking, we also send our “party screening” message which essentially reiterates our stance on no parties to be hosted at the premises and encourages guests to cancel their booking if that is their intent.

Our set of house rules are displayed both on the online listing and in our comprehensive guest handbook which is located inside the property in the kitchen. We can add additional house rules to suit the property, location, neighbourhood, or landlord's desires.

The Airbnb platform is currently the only platform we intend listing on and most of our communication is done through the application itself as we are backed by Airbnb's platform, “professional host” support and [\\$1m USD host guarantee](#) & [\\$1m USD host protection insurance](#) underwritten by Lloyd's of London. Once a guest is confirmed, our direct phone numbers are automatically exchanged for any further required communication. We privately message our guests before, during and after their stays and all the correspondence is saved for our own records.

For peace of mind and assurance of how rare significant issues are, Brent Thomas, former Head of Public Policy of Airbnb Australia has said on record that just a mere 0.004% of claims through Airbnb are for amounts exceeding \$1000.

7. CHECK-IN & CHECK-OUT PROCEDURE

Check-in is from 3:00pm until late, this is because guests can arrive off long haul flights late at night or arrive after work as they have travelled by car from the country. We will obtain from the guests their arrival time so we can then match it with the security

cameras so we can keep track of the correct number of guests entering the property and cars also.

The property includes detailed visual and written easy check in instructions and guests find them extremely easy to follow and do not cause any disruption in checking in or out of our properties.

Check-out is at 10am or earlier on their departure date.

A secured tamper resistant lockbox is installed onsite at the property for guests to check-in and check-out with ease. We also offer a 'meet & greet' service and like to find out when their estimated time of arrival will be and may offer to meet the guest from time to time to welcome them to the property if required.

Our check-in instructions are issued to guests three (3) days prior to their arrival and are issued through Airbnb for safety & security. The guests will be issued with detailed check-in instructions to guide them through the whole process, they will receive a photo of the property they are staying at, how to access the lockbox, how to access the front door, a photo of their parking spot and where the council bins are located.

8. GUEST HANDBOOK

When a guest checks in, they are encouraged to read our 'Guest Handbook' which provides them with all the important information they need to know to have an enjoyable, safe & respectful stay. This lists the property managers contact details, emergency contact details, emergency plan, house rules, parking rules, bin collection days, public transport, nearby amenities, sights, and attractions in the area and more.

Guests will also always have access to the Airbnb platform during their stay and are required to communicate with their property managers on this platform so all details pertaining to their booking are documented. The Airbnb platform also provides guests with the hosts contact details.

The guest handbook which we have created is very comprehensive which significantly mitigates any risk and issues regarding the stays.

9. MITIGATION & COMPLAINTS PROCEDURE

We are contactable 24/7 and our phone numbers and e-mail addresses are provided to our guests upon confirmation of booking and are also advertised in the property for easy access.

We are more than happy to provide these contact details to nearby neighbours for us to be even more effective in managing our properties.

In our online Airbnb listing, which the guest(s) must agree to before booking with us and the also included in the guest handbook, we have extensively listed our house rules in respect to the property and other nearby residents of the surrounding area & amenity. Priority is given to adherence of our noise and parking policy.

If guests fail to adhere to our house rules, they will be at risk of having their booking cancelled immediately. We, police, security, rangers, or other engaged professionals may attend in person to have the guest/s removed, lockbox code and door lock/s may also be required to be changed depending on the circumstances.

If we receive any complaints about guests, 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 house rules and based on severity of the breach then the reservation may be terminated.

Guests and visitors must not create noise which is offensive and excessive 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 and excessive noise is prohibited and may result in termination of permission to occupy the property, eviction, and extra charges for damage, security, and other expenses, which may be deducted 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 neighbours and local community.

Professionals and/or police may be engaged to attend during & after normal business hours to minimise disruptions to neighbours.

Any complainant will be kept informed throughout the process and will be encouraged to provide evidence to support the cause of us taking swift action. From receipt of a complaint, it is extremely rare for an issue to extend beyond just a few minutes, and we aim to resolve all issues within 30 minutes – 1 hour total.

Real time noise monitoring may also be installed in the property for noise mitigation. This technological device will enable three important criteria to appease non-conformance to the House Rules outlining “excessive noise after 10pm”.

- **Peaceful Night's Sleep** - Assurance that if a noise nuisance is created by guests, the management is aware before complaint calls need to be made.

- **Protection Against Complaints** - Time stamped data allows management to quickly validate or invalidate a complaint about noise, in real-time or post check-out of guests are often easy targets for false, perceived, or real noise complaints.
- **Proactive Prevention** - With early awareness of a noise issue, management can proactively prevent larger problems. This can always be done in a friendly, positive manner. Guests generally want to follow the rules and appreciate friendly outreach.

10. USE & MAINTENANCE

The owners of the property have been provided with real-time access of 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 and strata by-laws. The property has been extensively renovated and is well looked after by the owners. If any obsolete furniture must be removed, we engage our contractors to remove items off site and dispose of appropriately.

11. SAFETY

The property includes compliant RCDs and Smoke Alarms. A licenced electrician may be required to provide an electrical safety certificate from time to time to make sure the property is compliant and safe. We also offer first aid kits. If required by the City of Wanneroo, we can consider fire extinguishers, fire blankets and implementing an emergency safety plan in case of a fire. In our detailed guest handbook, guests are provided with the contact details for the local police station, hospitals & fire station and that our emergency contact number is '000'.

12. HYGEINE, COMFORT & WASTE MANAGEMENT

Rubbish and recycling items are to be disposed in accordance with the local council policies, strata by-laws & procedures and in the correct allocated bins for weekly collection on Thursday.

Any excess rubbish must not be left in 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 complex.

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 for the complex 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 are 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 and dryer are provided for guest convenience to use during their stay to wash their clothes as required.

13. SECURITY

We have the ability to install [Ring surveillance video recording cameras](https://ring.com/au/en/doorbell-cameras) located on the front door and have the ability to regularly monitor CCTV footage if this is desired by City of Wanneroo. Footage may provide an expansive view of the front door of the property which is the only entry point, this is to further ensure compliance and observance of house rules.

Additionally, we have the ability to install an internal intuitive decibel device named [Roomonitor](https://roomonitor.com/airbnb-eu/) which monitors the decibel level within the household and is customised to SMS and call the relevant guests and/or us if levels peak and persist at certain pre-set decibel ranges which will allow mitigation of noise and compliance with the noise policy, particularly between hours of 10:00pm – 7:00am.

14. CAR PARKING

The property comes with four (4) allocated car-bays. Two (2) bays are located in the secured garage and the other two (2) are located in the driveway in front of the garage.

Guests will be allocated one (1) garage door remote for easy access to park their vehicles.

Short-term tourist guests will often either have just one hire car between them however for bookings from local guests and during the booking process, guests will be able to provide us with further information regarding whether they will need to park vehicles at the premises as we allow for four (4) allocated car-bays and advertise this accordingly. Although there is street parking, we do not advertise these as being available for guests and certainly do not expect any parking issues from our experience managing similar properties as short term guests typically have less cars than long term residents.

Further, we provide details for ride share companies such as Uber and Ola. We also promote our local taxi companies.

As stated in our online listing, in the house rules section under 'Things to Know' is our parking information, it is also listed again in the 'Space' section of the listing & guest handbook, it states:

- Please only park inside the double garage of the property.
- Off street parking is not allowed.

As the property will be used for residential purposes, we expect no excessive number of trips to and from the property and we further request that consent is granted for visitors and guests to further mitigate and monitor the usage of the property & parking.