

## **Operation Policy for Cottage on Coonewarra**

**14 Coonewarra Way**

**Quinns Rocks WA 6030**

**Proprietors - Geof and Amanda Cope**

### **Objectives**

To provides good quality, well managed short-term accommodation for use by visitors (a single person or a couple) that does not compromise the amenity of the residential area or nearby residents.

The cottage is a converted shed on which construction was finished on 21.05.2022. It is our intention that Amanda (primarily) will see to the running of the cottage, cleaning and hygiene and the management of guests as they arrive, depart and during their stay. The guests will be afforded a small area in front of and to the north-eastern side of the property for use during their stay as depicted in the site plan.

### **Provisions**

#### **Parking and Access**

On site car parking is available for one vehicle in the driveway directly in front of the cottage. Parking on the street will not be allowed.

Pedestrian gate access is available directly in front of the cottage.

### **Management**

#### **Guest Numbers**

The maximum number of guests at any one time is limited to two registered guests. Non-registered guests are not permitted.

Pets are not permitted.

#### **Noise and Behavior**

Guests are expected to be quiet between 10pm and 7am Monday to Saturday and 10pm and 9am on Sunday. Offensive and excessive noise is not prohibited and may result in termination or permission to occupy the property and eviction.

Guests and visitors must not engage in anti-social behaviour and must minimize their impact upon the residential amenity of neighbours and local community.

The owners are residing at the property in the main residence. Guests will be asked to agree to adhere to our house rules at the time of booking and the rules will be listed in our guest handbook in respect to property, nearby residents, surrounding area and amenity. Priority will be given to noise and parking.

If we receive any complaints about guests, they will be dealt with immediately upon receipt of the said complaint. The reservation may be terminated dependent on the severity of the complaint.



Guests failing to adhere to the house rules will risk having their booking cancelled immediately. Police may be called to have guests removed if required, lockbox code changed, or locks changed depending on the circumstances.

The neighbours will be provided with our phone numbers, both landline and mobile in a letter (copy attached) on 04.07.2022 courteously advising them of our intention to provide short term accommodation in the cottage, when not in use by family members.

### **Check In and Check Out**

Check in time is from 3pm until late to facilitate late arrivals from interstate and international flights or guests driving in from country locations.

We will be available to meet the guest and will find out their estimated time of arrival as we live in the main residence at the property and run another business from home. Amanda is on site most of the time during the day, or the key will be secured in a secure tamper resistant lock box for them to gain access after-hours.

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

Once approved we are planning to register with Air BNB and so our procedures will fall in line with their instructions to guide guests through the process.

### **Waste Management**

We have two 55 litre bins placed in the cottage courtyard, one for general rubbish and one for recycling that are available for guests to dispose of their rubbish. Rubbish will be cleared by the owners on normal rubbish collection days, Tuesday.

### **Safety**

The property includes compliant RCD and smoke alarms, a fire extinguisher and fire blanket and our guest handbook has the emergency 000 number.

### **Guest Register**

A Guest Register will be kept by the business 'Cottage on Coonewarra' which is registered as a business name under our current ABN 88 310 412 141.

Details will include the name and the address of every occupant staying within the premises, the date of arrival and the date of the departure.

### **Air BNB**

Once approved by the City of Wanneroo it is our intention to register with Air BNB only under which we will be able to run the accommodation on their highly structured platform using their models to ensure that we are attracting the best guests who are respectful of the property, ourselves as residents on the same property and our neighbours and we will fall under Air BNB's host guarantee and host protection insurance policies.

### **Conclusion**

We sincerely hope that you find our application favourable. We have put a lot of thought and effort into creating this space and making an old shed into something special, fulfilling of a wish of my late father. On your inspection, we hope you will see that too.