



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

**MANAGEMENT PLAN  
FOR  
SHORT-TERM ACCOMMODATION**

**26/05/2022**

**PROPERTY ADDRESS**

28 Horticulture Gardens, BANKSIA GROVE WA 6031

## **CONTENTS PAGE**

- 1.** Cover page
- 2.** Contents page
- 3.** Background & overview
- 4.** Objectives of Management Plan
- 5.** Booking requirements
- 6.** Guest screening procedures
- 7.** Check-in & check-out procedure
- 8.** Guest handbook
- 9.** Mitigation & complaints procedure
- 10.** Use & maintenance
- 11.** Safety
- 12.** Hygiene, comfort & waste management
- 13.** Security
- 14.** Car parking
- 15.** Summary

### 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 28 Horticulture Gardens, Banksia Grove

This property hosts a maximum of six (6) guests and is a three (3) bedroom, two (2) bathroom home with three (3) allocated parking bays. There will be one (1) king bed, one (1) queen bed & four (4) single beds.

The property is conveniently located just 220m (3-minute walk) from its closest high frequency bus stop (Stop ID: 26931 servicing route 391.

The property is located opposite Honey Possum Park also close by you will find Wanneroo Central, Lakeside Joondalup Shopping Centre, Joondalup Health Campus, Edith Cowan University Joondalup Campus, Lake Joondalup nature Reserve, Discovery Park, Wanneroo Botanic Gardens, Wanneroo Golf Club, Mariginiup Lake, Wanneroo Raceway, fast food outlets plus plenty more!

Let Go is located at [REDACTED] and is a 31-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** [REDACTED]  
**Kiri-Marie** [REDACTED]

[REDACTED] 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.

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 lockbox will be installed at the property and next to the front door so guests can easily access the property 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* can 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 can be 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.

## **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**

General waste, garden organics 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 Fridays.

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 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 & dryer will be provided for guest convenience to use during their stay to wash their clothes as required.

### **13. SECURITY**

A [Ring surveillance video recording cameras](https://ring.com/au/en/doorbell-cameras) <https://ring.com/au/en/doorbell-cameras> can be installed and would be located on the front door and have the ability to regularly monitor CCTV footage if this is desired by City of Wanneroo. The 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.

We can also install an internal intuitive decibel device named [Roomonitor](https://roomonitor.com/airbnb-eu/) <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 three (3) allocated car-bays. Please see below for parking breakdown:

- Main parking is to the secured lockup double garage, there is space for two (2) vehicles (highlighted in yellow in the below diagram).
- At the front part of the garage, there is space for an extra vehicle (as indicated in the below map).
- There is no street parking allowed so all parking will be contained within the site boundaries.

Below are a couple of maps to illustrate the allocated parking areas:



Indicated in the above picture, showing you the double garage entrance to the parking at the property.



Indicated in the above picture, showing you the two parking bays in the double garage – there is tandem parking and a third vehicle is able to park through the second single roller door as indicated in next photo...



**Here is a photo of the single car bay located through the double garage...**

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 three (3) allocated car-bays at the property and will advertise this accordingly. There is also no street parking and will advertise this accordingly also.

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:

- Parking is located inside the double garage. There is space for two (2) vehicles.
- There is also a space for a third vehicle through the single roller door located inside the double garage – please note that this is tandem parking.
- There is no street parking.

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.

## **15. SUMMARY**

Short stay accommodation is not subject to the same stringent rules of the Residential Tenancy Act 1987 in favour of a tenant and their rights to occupy a premise and therefore we have significant power to be able to manage any potential antisocial behaviour.

We are financial members of ASTRA (Australian Short-Term Rental Accommodation Association) and have adopted their comprehensive National Code of Conduct.

You can always be assured of our best intentions and respect of the public amenity and neighbourhood.

We kindly request your favourable consideration of our application to change the use of the property to approved short term accommodation and trust that our professional management is thoroughly demonstrated along with our commitment to maintaining and increasing the appeal and amenity of the surrounding area.

Please reach out to me at the below contact details should you seek any further clarity or additional information relating to the management of the property.

Yours faithfully,



Stephen 

Director  
Let Go

