



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

MANAGEMENT PLAN

SHORT-TERM ACCOMMODATION

**38 Minjah Circuit,
CARRAMAR WA 6031**

March 2023

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1. Property Overview

This Management Plan applies to the short-stay accommodation to be provided as detailed below. The Plan includes details of the property accommodation and parking; house rules and noise management; as well as booking procedures, complaint handling and other matters managed by the professional short-stay management company, Let Go.

The property is conveniently located close to Carramar BMX Track (800m), Staunton Park (850m), Carramar Golf Club (850m), The Duke Bar & Bistro (1km), Carramar Village Shopping Centre (1.3km), Houghton Park (1.2km), Banksia Grove Shopping Centre (3km), Joondalup Hospital (5.5km), ECU Joondalup (6.8km) plus plenty more and provides a high level of amenity to tourists, interstate and local visitors looking for short term accommodation in a residential type setting.

The accommodation is intended for medium groups and families, who are seeking a relaxed, home-like stay away from home. It is not intended for large groups, parties and late-night activities, which are more suited to hotels and tourism precincts.

The property will be occupied and managed much like an ordinary residential dwelling within the local area. The number of guests and car bays will be consistent with the bedrooms and car bays that the dwelling has been designed for and will not require any building works or modifications to increase capacity beyond a typical residential dwelling.

Tourists and interstate visitors would usually have one hire car or use taxi / ride share. Local guests will be aware of available car parking and limitations in the local streets prior to booking. As the property will be used like a residential dwelling, we expect no excessive number of vehicle trips to and from the property.

Property Address	38 Minjah Circuit, CARRAMAR WA 6031
Number of Bedrooms	Four (4) bedrooms
Max Number of Guests	Eight (8) guests
Car Parking Location	Garage & driveway
Total Car Parking Bays	There are four (4) bays in total – two (2) bays to the double garage & two (2) bays to the open driveway
Outdoor Use	No use of outdoor areas (courtyard, balconies etc) between 10pm to 7am.
Visitors	Visitors require management consent No overnight visitors
Pets	No pets permitted at the property
Parties & Gatherings	No parties or gatherings permitted

Music & Noise	No loud music, movies, noise etc to be heard outside the property between 10pm to 9am
Smoking	No smoking permitted at the property

2. Company Background

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 annually hosting over 3,000 stays.

The Let Go team includes highly experienced and qualified real estate and property management professionals, who manage the property online listing, booking processes, guest screening, guest concierge, housekeeping services and property management. Let Go is a Perth-based company, with the head office in Osborne Park and the company owners living in Doubleview. This ensures staff are available for hands-on management and prompt resolution of any issues.

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-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. 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.

3. Guest Screening & Booking Process

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, including:

- 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.

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.

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.

4. 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.

5. Guest Handbook & Code of Conduct

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.

The Handbook includes 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.

Included in the Guest handbook is the Code of Conduct – which summarises the house rules for all guests and any approved visitors. It also provides property management and emergency contact details.

The Code of Conduct is printed on a one-page, laminated document and affixed in a prominent place/s at the dwelling.

6. House Rules

The following House Rules are displayed at the property:

- 1.** Parties & Gatherings – This property has a strict no party policy. Prior permission must be obtained from management for any visitors.
- 2.** Music & Noise – All guests must not create excessive noise, that may disturb any surrounding properties. Amplified music, loud movies, or other such entertainment must not be audible from outside the property between 10pm to 9am every day.
- 3.** Outdoor Use – Outdoor areas, courtyard and balcony use is strictly between the hours of 7:00am to 10:00pm every day. All guests must make their way inside the property and keep noise to a minimum from 10:00pm.
- 4.** Car Parking – Car parking is to be on-site in the allocated car bays only. Guest must not block access to neighbouring driveways / properties.
- 5.** Smoking - This property has a strict no smoking policy. If there is a clear odour of any smoking odour upon checkout or cigarette butts have been found, guests will be charged a deodorising fee.
- 6.** Pets - We have a strict no-pets policy. If there is a clear animal odour and/or if pet hair has been discovered upon checkout, guests will be charged a deodorising fee.
- 7.** Rubbish - Rubbish and recycling items are to be disposed in the correct allocated council bins and placed outside for weekly collection.
- 8.** Security - All doors and windows should be locked when property is not occupied, and the security alarm used (where applicable).

7. Hygiene, 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.

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

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

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.

8. 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.

9. 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, 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'.

10. Noise Mitigation & Complaints Procedure

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.

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.

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 the severity of the breach then the reservation may be terminated.

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.

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.

11. 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. 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.

This technological device will enable three important criteria to appease non-conformance to the House Rules outlining “no 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.