

APPROVED
 RECORD PLAN

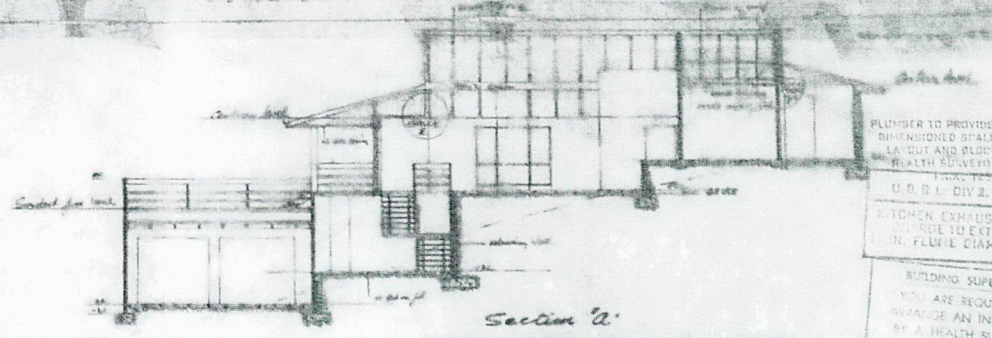
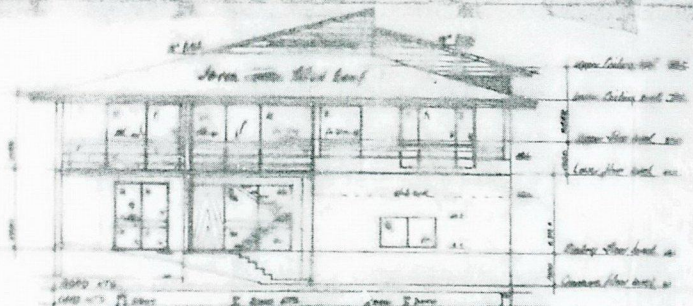


lot 172 Hazel Ave
 Scale 1:200

Datum on
 light pole
 15.630
 rock level

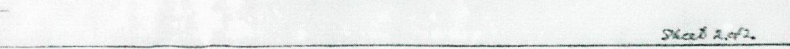
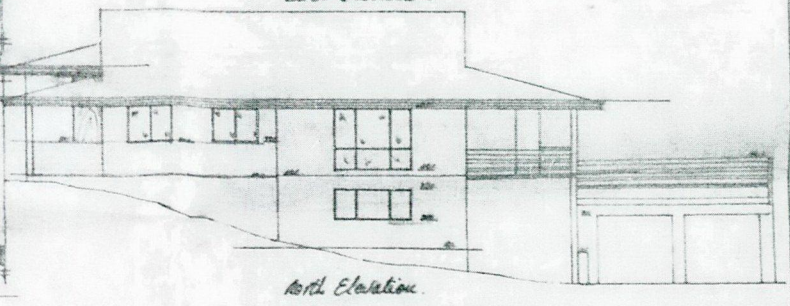
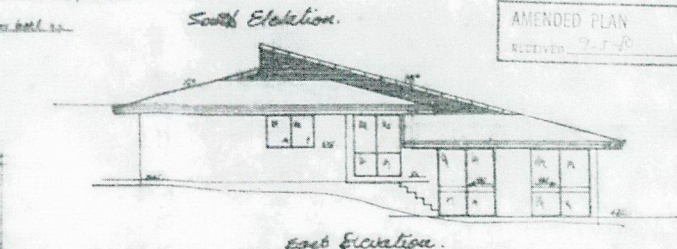
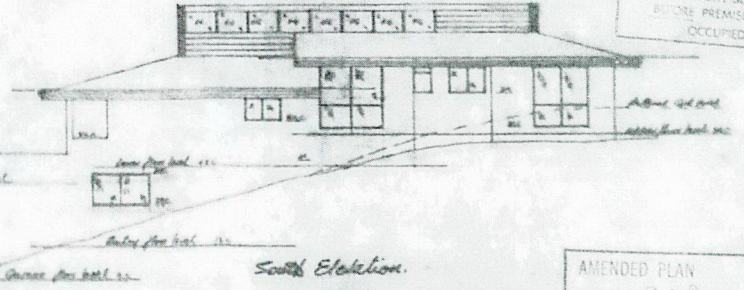
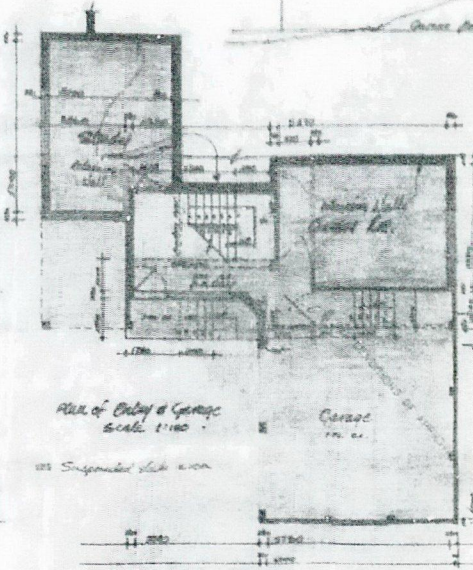
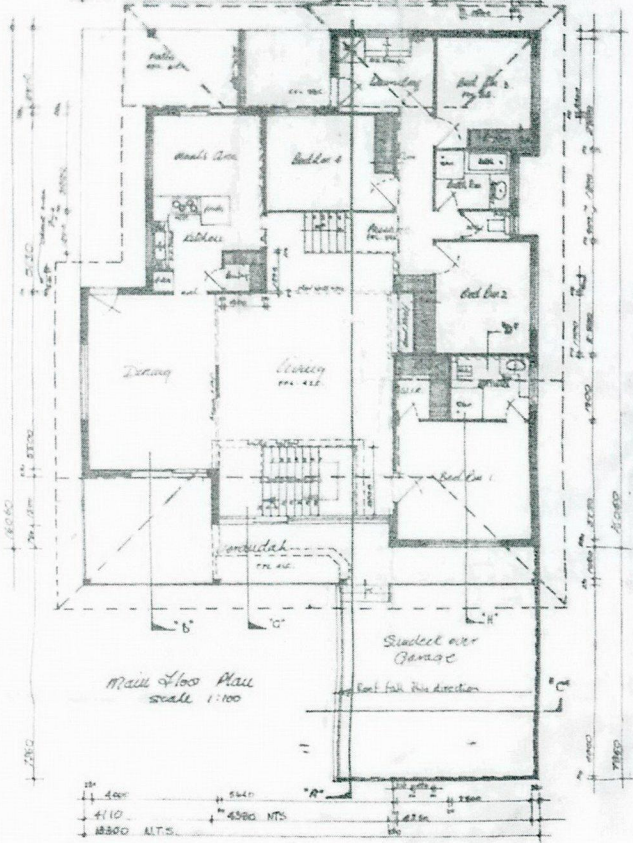
- Crown of Road
 EL. 3.350
- List of Revisions
- 1 Contour lines added
 - 2 F.F.L. (with annotations)
 - 3 Septic tank proposed (within)
 - 4 Septic lines added (within)
 - 5 Septic tank added
 - 6 Datum established.

PROPOSED NEW BRICK AND TILE RESIDENCE for
 MR. C & MRS. M. EDWARDS on lot 172 Hazel Ave Quinns Lock
 Scale 1:100 1:20 1:200 Sheet 1 of 2. Vol. 1.



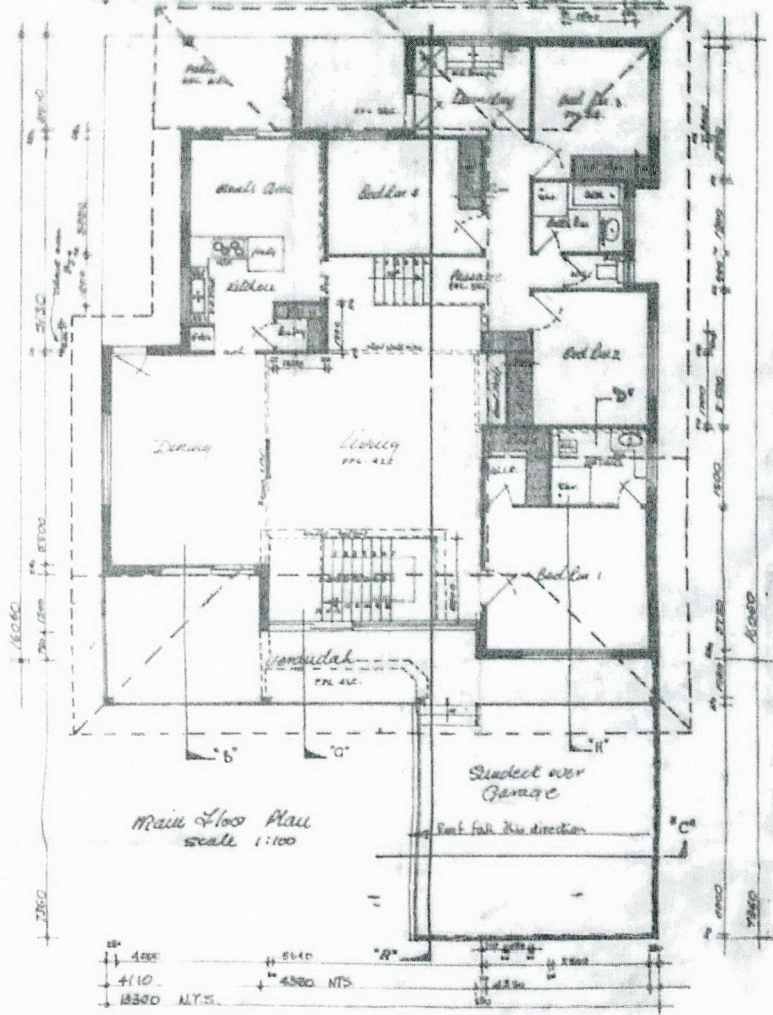
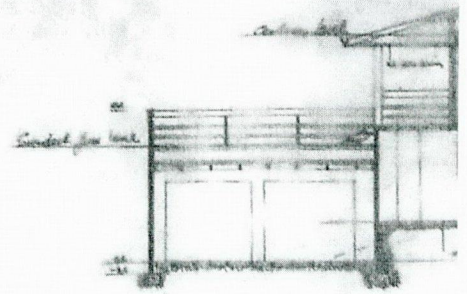
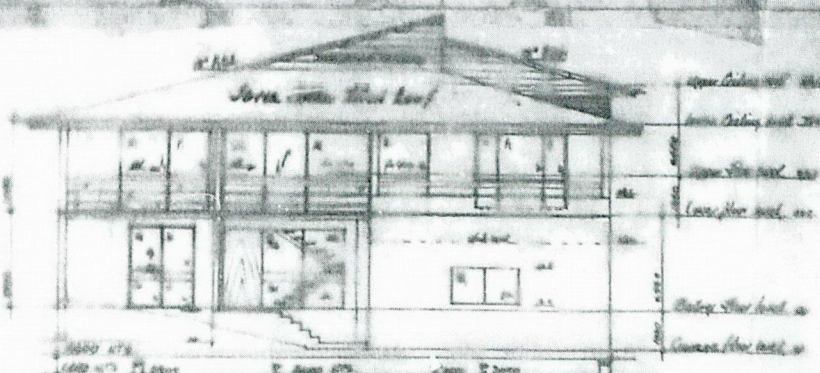
PLUMBER TO PROVIDE A DETAILED DIMENSIONED SCALE DRAINAGE LAYOUT AND BLOCK PLAN TO HEALTH SURVEYOR DATE: _____
 U.O.B.L. DIV 2. 50/713
 KITCHEN EXHAUST FAN TO DISCHARGE TO EXTERNAL AIR MAIN. FLOW DIA. 150MM
 BUILDING SUPERVISOR YOU ARE REQUIRED TO ARRANGE AN INSPECTION BY A HEALTH SURVEYOR BEFORE PREMISES ARE OCCUPIED

NOTE FOR BIDDING & DETAILS OF THE FINISHING REFER TO STRUCTURAL DRAWINGS (1) & (2) FINISHING N.B.S. (1) & (2) MODIFY AS DISAPPROVED N.B.S.

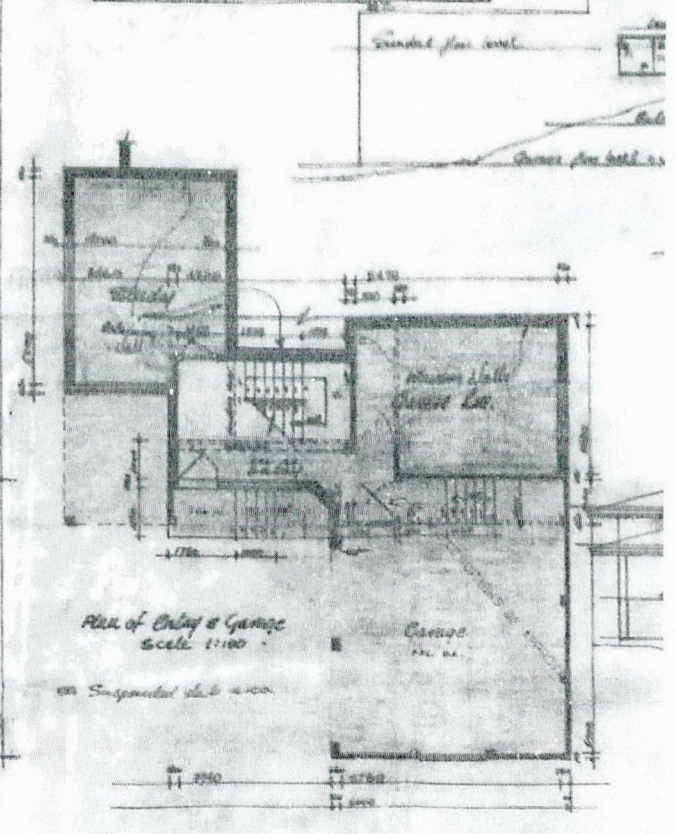


AMENDED PLAN RECEIVED 2.1.80

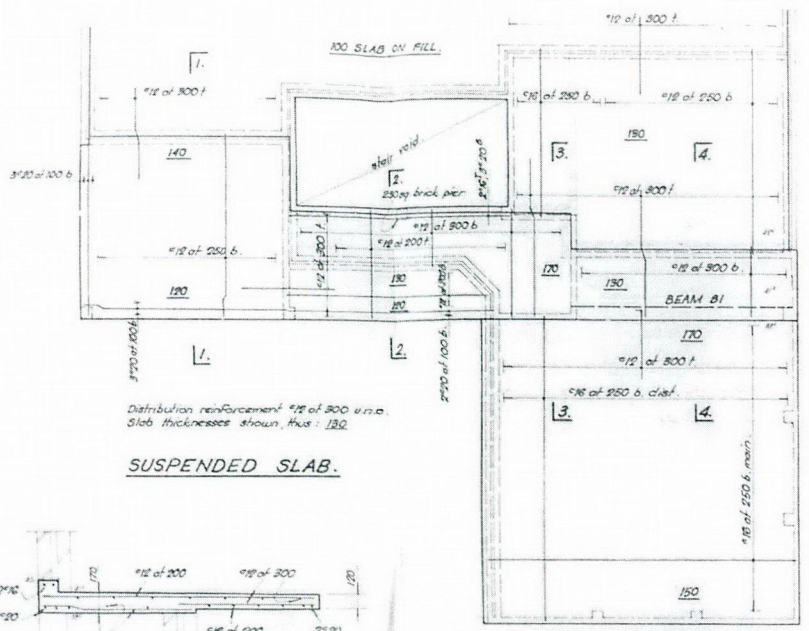
Sheet 2 of 2



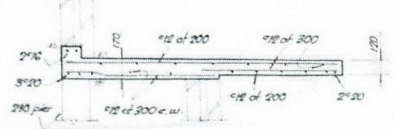
NOTE FOR DIMENSION & DETAILS OF THE PLANNING
 REFER TO STRUCTURAL DRAWINGS.
 (1) ESTIMATING N.B.A.
 (2) ROOF PILES
 (3) DIMENSIONED SLABS



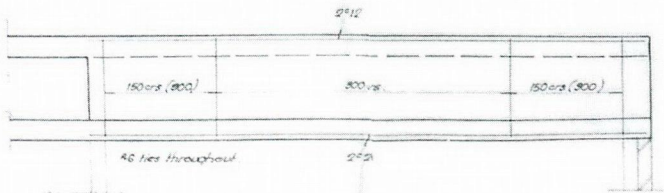
18 MAR 1980



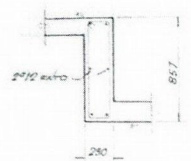
SUSPENDED SLAB.



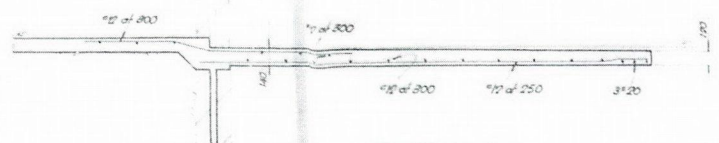
SECTION 2-2.



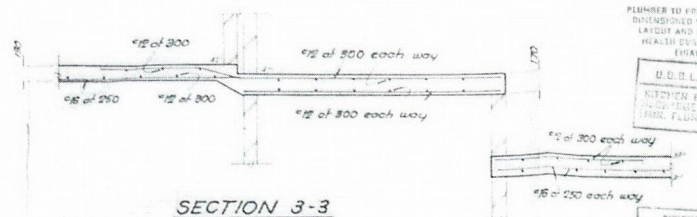
BEAM B1.



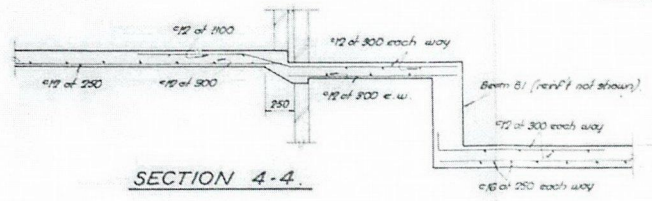
SECTION B1.



SECTION 1-1.

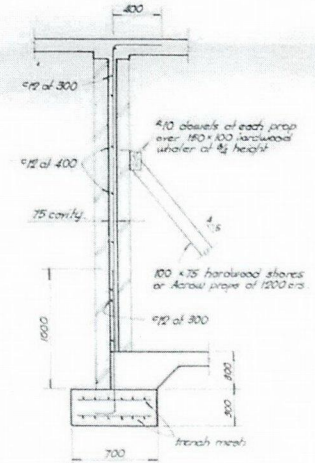


SECTION 3-3.



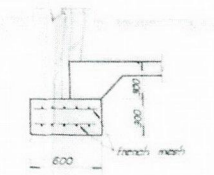
SECTION 4-4.

Brick strength - 20 MPa min.
Mortar - 1 cement 1 1/2 lime - 4 1/2 sand

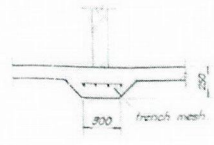


RETAINING WALL.

Note: Backfill not to be placed until 10 days after completion of wall. Props to remain until floor slab is poured.



EXTERNAL.



INTERNAL.

FOOTING DETAILS.

PLUMBER TO PROVIDE A DETAILED DIMENSIONED SCALE DRAWING LAYOUT AND BIDDING PLAN TO HEALTH SURVEYOR BEFORE FINAL TEST.

D.O.L. DIV. 50 713
KITCHEN EXHAUST FAN TO BE INSTALLED IN EXTERNAL WIND-FLAME DAM TRUMPET

BUILDING SUPERVISOR
YOU ARE REQUIRED TO ADVISE AN INSPECTOR BY A HEALTH SURVEYOR BEFORE PREMISES ARE OCCUPIED.

GENERAL NOTES

1. ALL WORK TO BE DONE IN ACCORDANCE WITH THE CITY OF WANNEROO LOCAL GOVERNMENT ACT 1954 AND THE CITY OF WANNEROO LOCAL GOVERNMENT (MUNICIPALITY) REGULATIONS 1954.
2. ALL WORK TO BE DONE IN ACCORDANCE WITH THE CITY OF WANNEROO LOCAL GOVERNMENT (MUNICIPALITY) REGULATIONS 1954.
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19. ALL WORK TO BE DONE IN ACCORDANCE WITH THE CITY OF WANNEROO LOCAL GOVERNMENT (MUNICIPALITY) REGULATIONS 1954.
20. ALL WORK TO BE DONE IN ACCORDANCE WITH THE CITY OF WANNEROO LOCAL GOVERNMENT (MUNICIPALITY) REGULATIONS 1954.

Seigneur J. G. M. E. (Arch)
12/13/80

ITEM	DESCRIPTION	REQD	MATERIAL	REMARKS
	STRUCTURAL DETAILS	SCALE	PASSED	DATE
		1:20	1/80	1/68 1980
	PROPOSED RESIDENCE FOR MR & MRS EDWARDS ON LOT 172 HAZEL AVE QUINN'S ROCK.	DRAWN	TRACED	DRAWING NUMBER
		12/13/80		9-80
		CHECKED		

MANAGEMENT PLAN

SHORT TERM ACCOMMODATION

18 Hazel Avenue Quinns Rocks

This management plan is to be reviewed and updated annually.
Record of Review of Management Plan

TABLE OF CONTENTS

Version	Description	Review Date
V1.0	Version 1	October 2023

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5. Managers Details
6. Use Of Premises
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8. Monitoring Guest Behaviour
9. Complaints Management
10. Maintenance
11. Guest Guide Portal
12. Manager's Guide & Responsibilities
13. Appendix A - Code of Conduct
14. Appendix B - Complaints Register
15. Appendix C - Monitoring Guest Behaviour
16. Appendix D - Guest Guide Portal
17. Appendix E - Rubbish System
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19. Appendix G - Enhancing the Amenity of the Wanneroo local area
20. Appendix H - Economic Impacts of Short Stays in Western Australia

1. Introduction

This Short-Term Accommodation Management Plan seeks to manage the amenity of No. 18 Hazel Ave Quinns Rock and conform with the City of Wanneroo Local Planning Framework.

This Management Plan establishes an acceptable standard of behaviour for guest and visitors with the purpose to minimise any adverse impact on the owners, neighbours, residents, and the City of Wanneroo.

It is envisaged that guests will be able to book a stay at this address via established supporting organisations such as real estate professionals, relocation managers, and short stay accommodation providers such as Airbnb, booking.com etc. In the case of real estate professionals, guests will be also subject to the Residential Tenancies Act (1987) and the Real Estate and Business Agents Act (1978).

Bookings are for a maximum of six (6) adults or a family maximum eight (8) people being two (2) adults and four (4) children.

2. Check In

At the time of booking online, guests are to review and agree to accept the house rules which specifically state:

- No parties or events, you will be evicted immediately without refund, and if necessary, we will press further charges with police.
- Adult guests who book must give ID, pay a refundable security deposit of \$250-\$400, and sign a rental agreement on our secure online management portal. Guests are not allowed to stay and will not receive check in details until we have received these documents.
- Quiet house after 10.00pm
- Check in time is 3.00pm - 9.30pm daily.
- Guests are provided with check in instructions, and a code for the lock box to enter the property. Guests are to check in by 9.30pm.
- Check ins are not permitted between 9.30 pm and 7.00 am. Unless otherwise agreed to by the manager.

3. Access To The Property

Guests receive their check in details via our online portal. All pre-check-in components must be completed before details are sent. (Copy of ID, copy of credit card used to book, signed rental agreement including agreement to abide by the Code of Conduct – see Appendix A - Code of Conduct).

Guests are then directed to a secure lockbox within the property, with the unique code to the lockbox for that stay.

4. Check Out

Check out time is between 8.00 am and 10.00 am on the day of departure unless other arrangements have been made with the Manager.

5. Managers Details

Contact details for the Manager of the site are as follows:

6. Use Of Premises

The property will be rented as an entire home to a maximum of six (6) adults or one (1) family maximum eight (8) people.

This property contains five (5) bedrooms three (3) bathrooms. The home also includes multiple living areas and a large outdoor patio area. All guests' vehicles can be parked within the property in the designated double garage. Guest's vehicles are not to be parked on the verge.

Guests should be mindful of the proximity to neighbours when using the outdoor spaces and keep noise to an acceptable level and ensure no impact upon the amenity of neighbours.

Premises are available for a minimum stay of Three (3) nights and a maximum of 89 days.

Properties are serviced on each check out, or on a weekly basis in addition to cleaning prior to check in. A full maintenance team including dedicated gardener, cleaner, electrician, and plumber are part of the team.

Only one booking is accepted at any one time. Whilst the property contains several bedrooms, individual rooms shall not be leased, or sub leased separately. Names of all guests staying at the property are to be provided to the Manager at the time of booking. The Manager is to be made aware of any changes to the booking in terms of the number of guests being accommodated. This accommodation is suited to families.

Each property is monitored by Minut 24hrs a day. Minut monitors noise, temperature, number of persons at the property, motion, and humidity. Any non-compliance by the guest is sent as an alert to the manager within ten (10) minutes. The manager will investigate immediately and take appropriate action. If non-compliance continues, eviction will immediately follow.

7. On-Site Register

A register of all occupants will be kept by the Manager, available for inspection by an authorised Council Officer, and shall contain:

- The full names and usual place of residence of all occupants
- The date of arrival and departure of the occupants

8. Monitoring Guest Behaviour

The property is fitted with a device that monitors the following:

- Noise Monitoring
- Occupancy Monitoring
- Motion Detection
- Device Tamper Detection
- Broken Glass
- Temperature & Humidity

The monitoring device will alert the property manager to any unusual disturbance. The Property Manager will then follow a management procedure to resolve any disturbance with the guest directly. Full details of the monitoring devices and management procedure are included in Appendix C – Monitoring

9. Complaints Management

Complaints will be managed by the dedicated Manager.

If neighbours believe that residents are not being respectful of the Code of Conduct, they are to contact the Manager. The Manager's contact details are as stated above.

If neighbours are having any issues with the operation of the property, such as the location and/or orientation of lighting, vegetation on site or any other general issues they are encouraged to contact the Manager to further discuss such issues.

A Register of Complaints (see Appendix B - Complaints Register) will be maintained by the owner and available for inspection by an authorised Council Officer. The complaints register is to contain the following information:

1. The date and time of the complaint;
2. The name and address of the complainant;
3. The nature of the complaint;
4. Investigations carried out;
5. Action taken; and
6. Response provided to complainant.

A copy of this Management Plan will be made available to neighbours. Neighbours will also be provided with the contact details of the Manager.

Neighbours are to be provided with the following regarding the short stay accommodation at No. 4 Augusta Court, Connolly

1. A copy of the Code of Conduct
2. A copy of the complains management procedure;
3. Contact details which allows neighbours to engage with the Manager in the event of antisocial behaviour, particularly after hours, if not addressed directly with the guests.

Neighbours are encouraged to contact the police if they have concerns that any illegal activity at 18 Hazel Ave Quinns Rock

Complaints can be divided into categories, the process for each is detailed below:

Level 1 Complaint (minor noise disturbance and /or complaint)

In the event of a Level 1 complaint the following procedure is to be adopted:

1. The neighbour is encouraged to contact the manager

2. The Manager will contact the guest and remind the guests of their obligations and the nature of the concern raised.
3. If the issue is not resolved and a further complaint arise within several hours, the Manager or an appointed representative will attend the property
4. In the event of a further complaint being received and the complaint is validated, the guests will be evicted in accordance with the Code of Conduct.

Level 2 Complaint (major noise disturbance or party)

Guests are encouraged to enjoy their time on the property but as outlined in the Code of Conduct, parties are not permitted, and noise should be minimised after 10pm and before 7am.

If a Level 2 complaint is received, the following procedure is to be adopted:

1. The Manager or security firm will attend the premises within thirty minutes of the complaint to verify if this is a major noise disturbance or party;
2. If the complaint and the issue is deemed to be a level 1 complaint then the Procedure for Level 1 shall be followed.
3. If the complaint is verified as a Level 2 complaint, the guests will be evicted In accordance with the Code of Conduct.

10. Maintenance

Maintenance refers to both building maintenance and care of the gardens. Maintenance will be managed by the owner. Maintenance will preferably be performed at a time between occupancy unless it is urgent and requires attendance at time of occupancy.

Other than in the case of an emergency, any maintenance contractors or staff will be engaged to attend during normal business hours to minimise disruptions to neighbours.

11. Guest Guide Portal

A guide is available for guests that provides

- Manager and contact details.
- Code of Conduct.
- Wi-Fi Device name password.
- Key lockbox code.
- TV information.
- Air Conditioner operation.
- Location of the first aid kit.
- Hot water systems operation.
- Rubbish bin location and procedure for collection of rubbish bins.
- Check in time.
- Check out time.
- Local restaurant and shopping.
- Local parks and recreation services.
- Other major attractions.
- All local events and attractions to support local community and businesses.
- Important contract numbers.

In response to the COVID-19 pandemic the guest guide is now provided in a digital format, which also ensures that it remains current and can be accessed by guests while they are in the property, or out and about the township. A summary of the information provided is included in Appendix D - Guest Guide

12. Manager's Guide & Responsibilities

A guide shall be prepared for the Manager and kept in a folder by the Manager, documenting tasks and processes for the following:

- General hosting (Including liaisons with clients, providers and Local Government);
- Cleaning information between occupants.
- Procedure for bin collection.
- Laundry requirements.
- Garden preventative maintenance; and
- Building preventative maintenance

The Manager shall maintain:

- A Register of Complaints as referred to in Section 9 ;
- A register of all occupants referred to in Section 7;

13. Appendix A - Code of Conduct

CODE OF CONDUCT FOR GUESTS AND VISITORS

The Code of Conduct is provided to guests upon confirmation of the booking and will be at the property to ensure that guests and visitors know and comply with specific behaviour governing their permission to enter and occupy the property.

The Code of Conduct will be displayed in full view at the property so that it can be easily viewed by guests and visitors.

General Principles

Short Term Accommodation is a unique experience, and the guiding principles of this Code of Conduct are:

- Treat this is as your own home.
- Respect your neighbours.
- Leave it in the appropriate condition as it was upon occupation. General Requirements
- Guests and visitors must comply with this Code of Conduct and instructions from the Manager during their stay.
- Guests must notify the Manager of any disputes or complaints from neighbours as soon as practicable.

Noise and Residential Amenity

- Guests and visitors must not create noise which is offensive or has the potential to create a nuisance to occupiers of neighbouring properties especially between 10pm and 7am Monday to Saturday and 10pm -9am on Sunday and Public Holidays, during arrival, during departure, and at any time throughout the occupancy.
- Offensive noise is prohibited and may result in termination of permission to occupy the property, eviction, loss of rental paid and extra charges for security deposit or bond under the terms and conditions.
- Guests and visitors must not engage in any anti-social behaviour and must minimise their impact upon the residential amenity of the neighbours and the local community.

Visitors

- No visitors or guests other than those who are booked to stay at the property can stay in the property without first obtaining the Manager's approval.
- If the Manager's approval is obtained for visitors, guests are responsible for ensuring that visitors comply with this Code of Conduct.

Gathering or Functions

- This property is not a "party house"
- The property is not to be used for events or activities
- The property is monitored by a Minut sensor and guests are fully responsible for the actions of themselves and any visitors. Any breach of protocol will result in instant eviction without refunds.

Parking

- Guests and visitors are to comply with parking regulations and other requirements set out below and show consideration to neighbours and other vehicles.
- Parking is available on the property.
- Guests are not to park on the verge outside the property. Garbage and Recycling
- Rubbish and recycled goods are to be disposed of in accordance with the usual practice at the property in the allocated bins, and excess rubbish must not be left in a public area.
- Rubbish and recycling arrangements at the property are in the form of the FOGO system to comply the Town of Bassendean Guidelines.
- Rubbish is collected every Monday morning.
- Bins should not be placed on the verge before 12pm on the day before collection day.
- The Manager is to check by 6pm on Sunday evening that the bins have been placed on the verge for collection. If the bins are not placed on the verge by 6pm on Sunday evening, the Manager will put the bins out for collection.
- The Manager is to check by 6pm on Tuesday evening (or the day of collection) that the bins have been brought onto the property and are not on the verge. If bins are still on the verge at 6pm on Tuesday evening, the Manager will bring the bins back on the property.

- All apartments are to be supplied with an educational laminated poster, and food waste bin for guests to ensure proper use of the bins.

Security

- Whenever you are absent from a property, close and lock all windows and doors to maintain security and prevent rain and water damage.
- At all other times, secure doors, and windows, as required.
- The mains electricity RCD's (Residual Current Devices) are in the property's meter box.

Outdoor Areas

- Guests are to respect the privacy of neighbours when utilising outdoor areas.
- Guests are to also minimise noise when in the outdoor areas.

Smoking

- Smoking is not permitted within the residence.

Pets

- Pets are only permitted by permission of the Manager.

Motorbikes and Bicycles

- Motorbikes and bikes are not permitted

BBQ

- Where BBQ's are provided, ensure they are only operated by an adult over 21 years of age
- The BBQ is to be cleaned after each use

Damages and Breakages

- Damages and breakages must be reported to the Manager. Compliance
- Breach of this Code of Conduct is a breach of: The Terms and Conditions of Contract; and permission for occupancy of the property.
- The owner and Manager reserve the right, in accordance with the law, to terminate the permission to occupy and to evict from the property guests or visitors who refuse to follow the Code of Conduct or who cause a nuisance

14 Appendix B - Complaints Register

COMPLAINTS REGISTER SHORT TERM ACCOMMODATION

Date and time of complaint	Name and Address of complainant	Nature of the complaint	Investigations Carried out	Actions taken	Date and summary of Response to complainant

14. Appendix C - Monitoring Guest Behaviour

Noise Monitoring Devices

Noise monitoring devices are installed in 18 Hazel Ave Quinns Rock Not only used to prevent noise, damage, parties and break ins, but to ensure the safety and 5-Star guest experience for all our guests in residence.

Monitoring devices are located in the kitchen / lounge area / outdoor area which is where most noise would occur. An example of the location on the floorplan is provided below.

An example of the monitoring application dashboard is provided below.

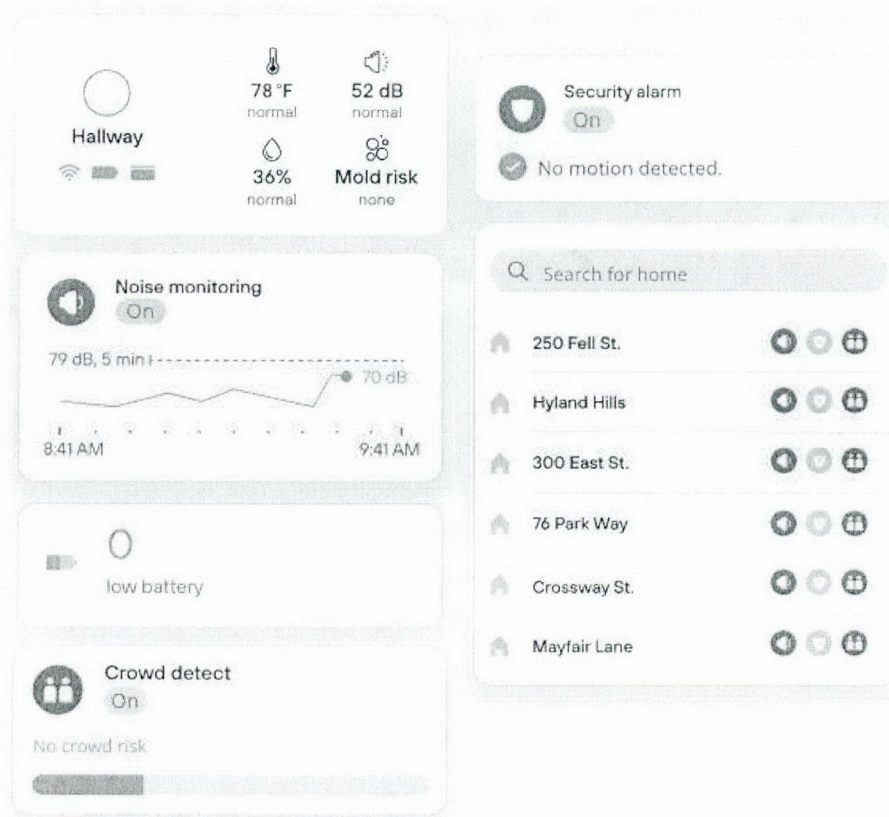


Figure 2 Monitoring Device - Dashboard

The monitoring devices include the following specifications:

- Integrates with our PMS system to enable capabilities of automatic messages to guests.
- Noise Monitoring: Measures noise in decibels. Each sensor is set to alert the Manager via text if there has been noise over 85 decibels for a continued period of 10 minutes. At this stage a process (detailed below) is in place to manage guests).
- Occupancy Monitoring: Tracks number persons at the apartment by how many devices are logged into the Wi-Fi.
- Motion Detection: Detects any motion within the apartment, and whether there is a lot or little motion.
- Tamper Detection: Instantly notifies Manager via text if the monitoring device is removed from its' ceiling mounting plate. Manager then calls the guest immediately and advises to replace and not touch the device, and that breach results in eviction without refunds.
- Instantly notifies Manager via text if the monitoring device is touched. Manager makes a call to the guest to advise not to touch the device, and that breach results in eviction without refunds.
- All breaches are dealt with immediately with instant results as a prevention strategy to loud gatherings or parties. It is the Manager's role to ensure noise control and prevent damage to property.
- Alarm - if an alarm goes off within the apartment, the Manager is immediately alerted via text.
- Security Alarm - can be turned on to protect the apartment from break ins during no occupancy.
- Broken Glass - if glass is broken or window text.
- Tracks Temperature & Humidity always apartment.

Management process for alerts is as follows

- 1.Noise over 85db recorded continuously for 10 minutes generates a message to the Manager
- 2.Guest automatically sent a message from the monitoring system asking them to turn down the noise.
- 3.The manager then monitors noise and other factors to determine next steps.
- 4.If noise continues for 10 minutes a call is made from the manager to the guest inform them that eviction will occur if they continue to make noise

5.If noise stops no further action is taken.

6.If noise continues the guest is evicted from the property.

An example of how the monitoring device process works:



Figure 3 Monitoring Device - Manager Alert

<Operator> Hi John, I'm calling on behalf of Seaside Rentals. We received a notice that it's been loud for 20 minutes in the property you're staying at. Is everything alright?

<Guest> Hey there, yeah we're having some friends over for dinner.

<Operator> We'd like to remind you that noise should be kept at a minimum after 10 pm and that no parties are allowed in the property.

<Guest> Oh ok, thanks for letting us know. We didn't realise we were that loud and will keep it down from now.

<Operator> Thank you for your help John. Enjoy the rest of your stay.

Figure 4 Monitor