

Trish Van Der Merwe
Business Development & Property Manager
Let Go
(08) 6147 0802
trish@letgobnb.com.au

Development Application – 25 Hennessy Drive, Ashby

INTRODUCTION

Let Go Pty Ltd is pleased to submit this development application, as detailed below:

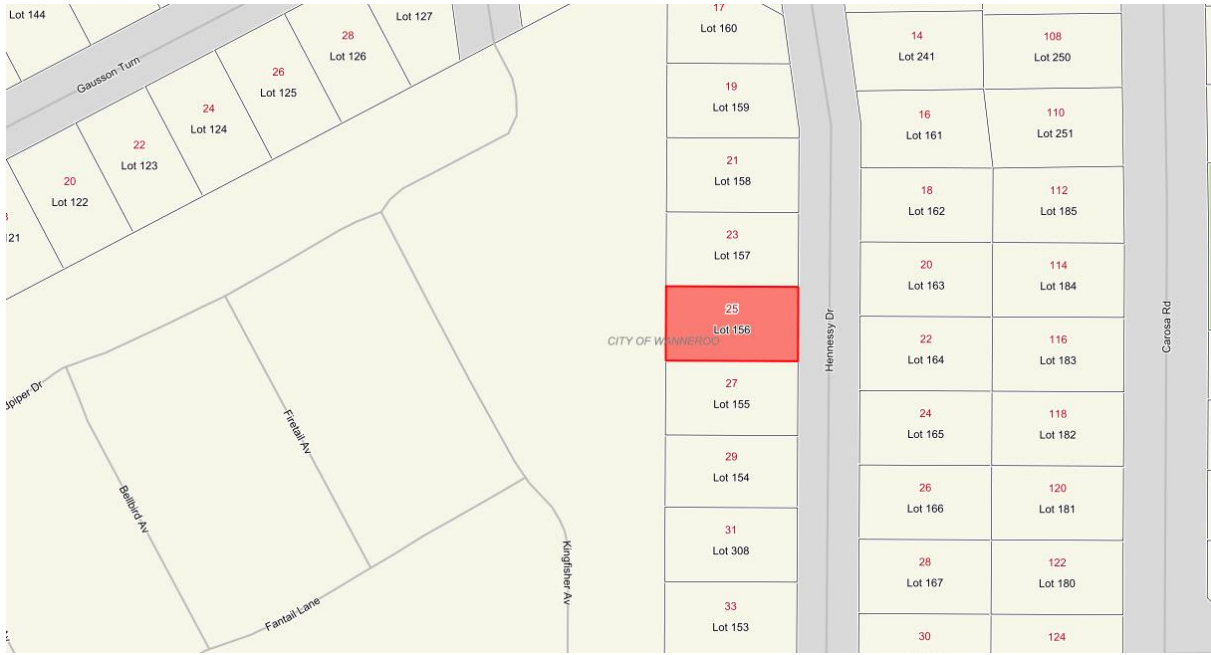
Property Address	25 Hennessy Drive, Ashby
Lot Size	576 m ²
Existing Use	Residential
Heritage Listed	No
Local Planning Scheme Zoning	R20
Landowner/s	Eglis Garcia Obando and Ulises Velasquez
Applicant	Trish Van Der Merwe - Let Go Pty Ltd
Proposed Development	Change of Use to Short-Term Accommodation
Development Value	\$295.00

Subject Site

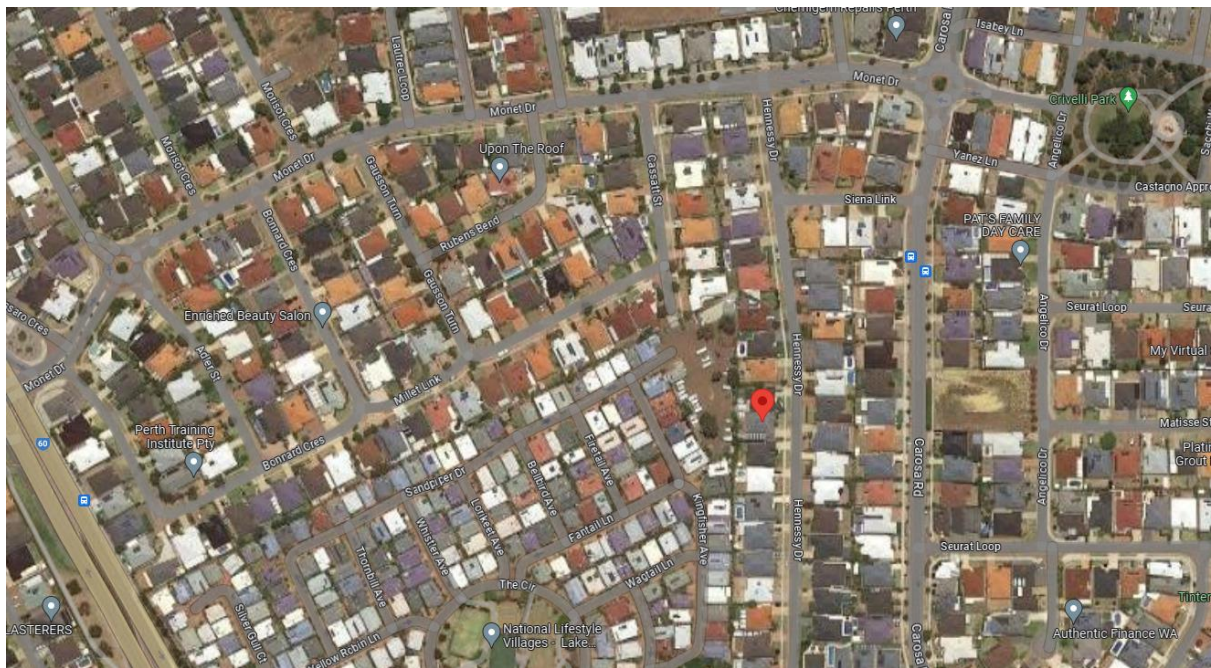
The site subject of the development application is 25 Hennessy Drive, Ashby. The site contains an established single storey, four bedroom residential dwelling, with a two car bay carport/garage.

The site is zoned R20 under the City of Wanneroo Local Planning Scheme. Refer below the Zoning Map.

The area immediately surrounding the site is an established low density area. The broader locality includes shopping centres, tourist areas, workplaces etc. The site is serviced by public transport via insert train/bus route. Refer below for the Locality Map.



Zoning Map



Locality Map

PROPOSAL

The development applicant proposes a Change of Use to Short-Term Accommodation at 25 Hennessy Drive, Ashby, which includes the following:

- A maximum occupancy of seven (7) people, accommodated in the four (4) existing bedrooms.
- A maximum of two (2) car parking spaces, provided on-site in the garage / carport / parking area.
- Use of the outdoor area limited to between 7am to 10pm on any day, to mitigate potential late night noise disturbances to adjacent neighbours.
- Installation of a noise monitoring device at the dwelling, to ensure effective management of the property and to mitigate any potential noise and amenity impacts to surrounding neighbours.
- Installation of CCTV at the dwelling entrance, to ensure effective management of the property and to monitor the number of guests and any unapproved visitors.
- No parties permitted at the accommodation, no loud music, no stays of less than two nights, and all visitors are to be approved by the property manager.
- A Management Plan has been prepared to establish the guest screening and booking process, house rules/guest conduct, property management, and complaint handling.
- A Code of Conduct for all guests has been prepared and will be provided to all people when booking and displayed prominently at the accommodation.
- A professional short-term accommodation management company, Let Go Pty Ltd, has been engaged to manage all aspects of the accommodation – including bookings, property management and guest behaviour.

The above property management provisions have been carefully considered to ensure that the short-term accommodation operates in harmony with the neighbourhood, and to ensure that potential adverse amenity or operational impacts are mitigated. This therefore ensures that the accommodation is consistent with the local residential character and amenity, as well as consistent with the local planning scheme zoning of the property.

The dwelling would be occupied by small groups or families, similar to how the dwelling would be occupied if it were used as a permanent residential dwelling. The maximum number of people ensures that the property is not booked by large groups or parties.

The limitations set out in the Management Plan and Code of Conduct - including no parties, no loud music, no use of the outdoor area after 10pm, no visitors without management consent, and all parking on-site - place strict controls on the use of the dwelling to mitigate potential noise and disturbance to surrounding residents. In fact, these controls are more onerous than how a permanent residential dwelling within the area could be used.

Refer to **Attachment 2 - Management Plan** and **Attachment 3 - Code of Conduct**.

ACCOMMODATION MANAGEMENT

Company Management

As detailed in the Management Plan, the short-term accommodation would be managed by a professional, experienced short-term accommodation management company, who are the applicants for this development application. Let Go Pty Ltd has been operating in Western Australia for over four years and currently manages over 80 short stay properties across Perth, annually hosting over 1,000 stays and 5,500 nights on Airbnb.

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.

Let Go management 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 for the public amenity of the neighbourhoods in which we work.

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 into the economic effects of Airbnb in Western Australia, it was identified that in just one year between 2015-2016 in WA 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.

Our management procedures and guest handbooks include providing local recommended tips for nearby shops, restaurants, entertainment, and attractions. This local spending supports local businesses within the local government area.

Property Management

Let Go have established proactive processes to ensure properties are appropriately advertised, booked, and occupied in accordance with a Management Plan and Code of Conduct. This includes screening guests, not allowing parties on site, limiting outdoor / courtyard hours, limiting loud music, and being easily contactable to resolve any issues. Let Go do not allow the company's reputation or the client's property to be impacted by taking on guests that do not abide by the rules.

Let Go are contactable 24 hours a day, 7 days a week 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 also included in the guest handbook), we have extensively listed our house rules with respect to the property and other nearby residents of the surrounding area AND amenity. Priority is given to adherence to our noise and parking policy.

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.

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

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.

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.

Conclusion

As demonstrated above, the development application for a change of use to short term accommodation at 25 Hennessy Drive, Ashby can be considered consistent with the planning aims and objectives that apply to the subject site and to the proposed land use. The proposal is suitable for development approval, as it is generally consistent with the intent of the local planning scheme zoning and applicable local planning policy, and as the proposal will not have a demonstrated significant impact on the amenity of neighbouring residential properties.

Potential noise, traffic and amenity impacts have been mitigated through strict occupancy limits, house rules, and management controls. Operation of the accommodation would therefore be compatible with surrounding residential development, and comparable with how other permanent residential dwellings would be occupied and used.

Approval of the application subject to ongoing implementation of the Management Plan by Let Go Pty Ltd, a professional and experienced short-stay management body; and occupation of the premises by all guests in accordance with the Code of Conduct will enable effective and appropriate operation of the short-term accommodation.

We kindly request your favourable consideration of our application to change the use of the property to short-term accommodation and trust that our professional management is thoroughly demonstrated, along with our commitment to maintaining local amenity.

Please contact me at the below contact details should you seek any further clarity or additional information relating to the development application.

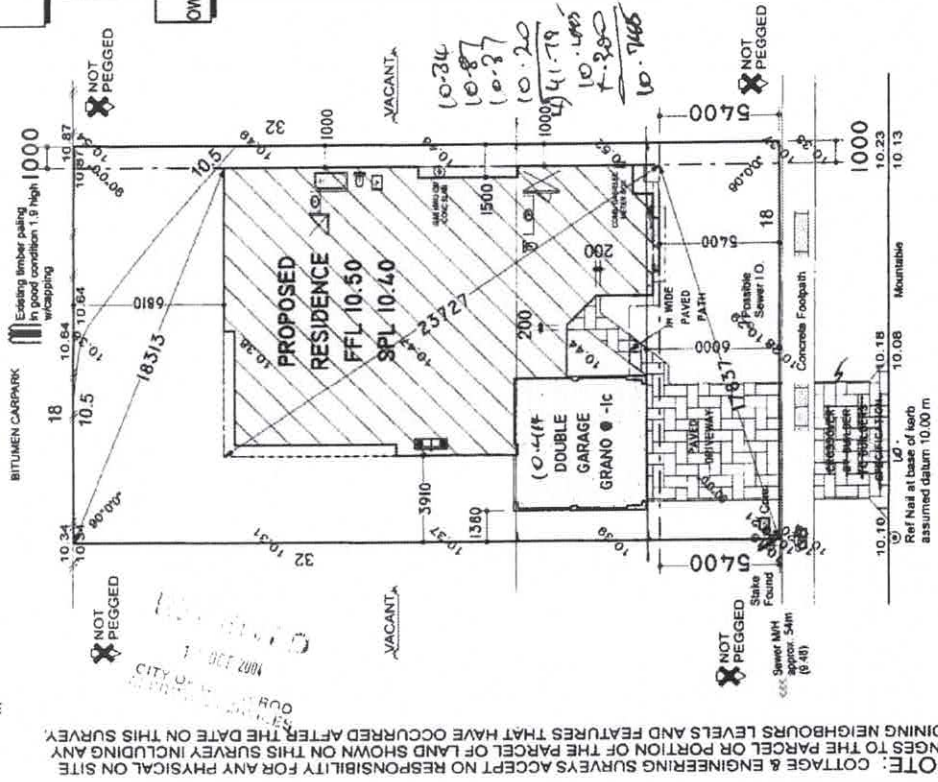
Trish Van Der Merwe
Business Development & Property Manager
Let Go
(08) 6147 0802
trish@letgobnb.com.au

Attachments

1. Development Plans
2. Management Plan

LOT 156

NOTE: ALL FEATURES SHOWN ON SURVEY ARE POSITIONED FROM EXISTING PEGS/FENCES & WALLS WHICH MAY NOT BE ON THE CORRECT ALIGNMENT.
NOTE: FINAL PEGGING TO BE COMPLETED BY DEVELOPER



Hennessy Drive
 Bitumen

Scale 1:200
 Date: 22/06/2004

SOIL DESCRIPTION
 Sandy
 Light Grass Cover

NOTE:
EARTHWORKS BY OWNER
 OWNER TO PROVIDE BUILDER WITH A COMPACTION CERTIFICATE FROM A CERTIFIED ENGINEER

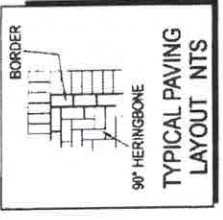
TERMITE TREATMENT IS TO BE THE HANDSPRAYING OF CHLORPYRIFOS IN ACCORDANCE WITH AS 3680.1

STORMWATER DRAINAGE BY OWNER TO COUNCIL REQUIREMENTS

DRAWING NAME	REVISION
SITE PLAN	A

JOB No: 04628s SHEET No: 1 OF 5
 THIS IS ONE OF THE DRAWINGS REFERRED TO IN THE CONTRACT.
 DATED: 22/06/2004

Rev No	Revision	Date	By	Checked
1	Issue	22/06/2004



NOTE:
 NOTE NOTIFICATION REFER TO SEC 12A TP & D. ACT SEE DOCUMENT.

NOTE: All Sewer details plotted from information supplied by Water Corporation. **NOTE:** BEWARE ADVISE TRADES REELED POWER LINES

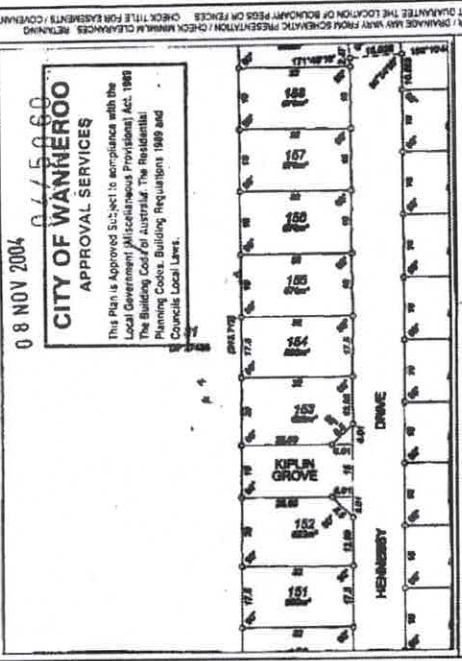
ALL ANGLES AND DIMENSIONS TO BE VERIFIED WITH DEPOSITED PLAN WHEN ISSUED

CLIENT
 Christema Holdings PTY LTD
 04628s
 22/11/18-17
 COASTAL NO

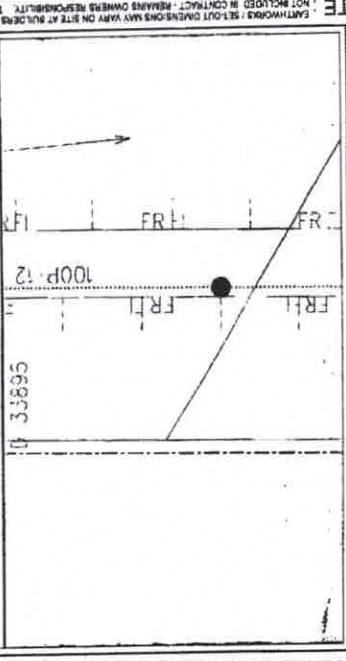
SITE SURVEY OFFICE
 to be retained by
 Hennessy Pty Ltd
 Department of Building
 and Planning Services

WARNING
 PLANDIAGRAM NOT YET APPROVED BY TITLES OFFICE. VERIFY LOT DIMENSIONS & ANGLES WITH TITLE.

Loc Auth: WANNEROO
D Plan No: 41892 Volume Foko
Location: Check Title

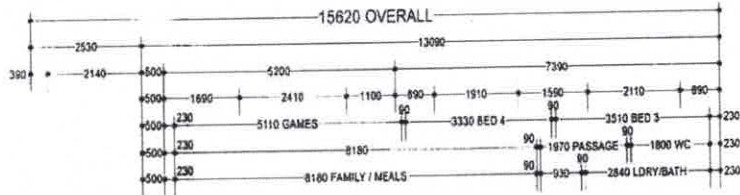


Elec: Ground Water Yes Sewer Yes (to be adv.)
 Gas Check Your Local 131 3368 Phone Nill
 Road Bitumen Kerb Mountable Drainage Good

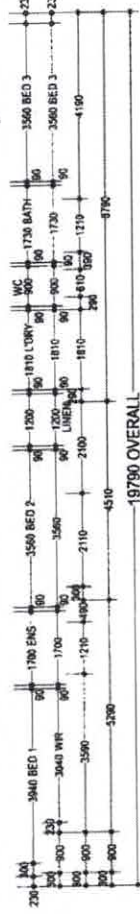
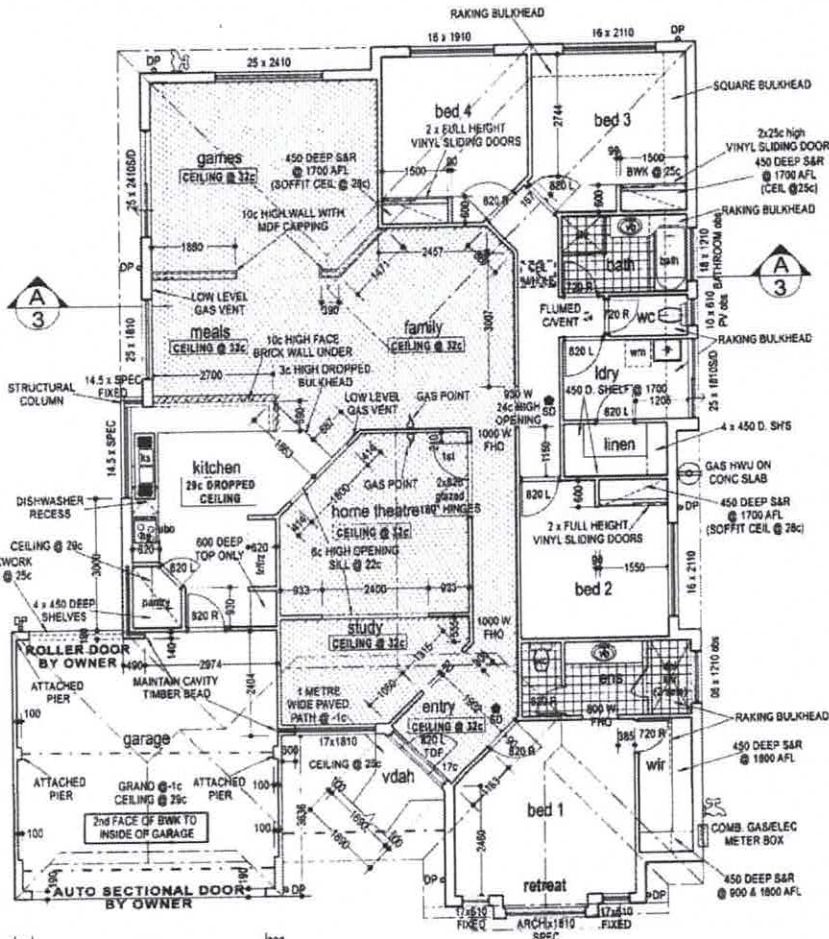
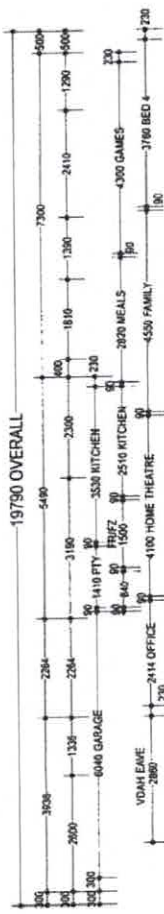


TAGE & ENGINEERS
 Licensed Surveyors
 JHN: 0404712
 Drawn: L. Disk

NOTE: NOT INCLUDED IN CONTRACT - REQUIRES OWNERS RESPONSIBILITY. THIS SURVEY DOES NOT QUANTIFY THE LOCATION OF BOUNDARY PEGS OR FRICES. CHECK WITH A CLEARANCE RETRACTION. SET-OUT DIMENSIONS MAY VARY ON SITE AT SURVEYS DISCRETION. SEWER / SHALLOWS MAY VARY FROM SHOWN. CHECK WITH A CLEARANCE RETRACTION.



BRICK LAYER NOTE:
EXTERNAL BRICKS
TO BE 290 x 162 x 90
(1st external course to
be a 2crse brick)



notes

EXTERNAL WALLS CONSISTS OF 230mm WIDE CAVITY BRICK CONST. UNLESS NOTED OTHERWISE. 90mm EXTERNAL LEAF & 90mm INTERNAL LEAF

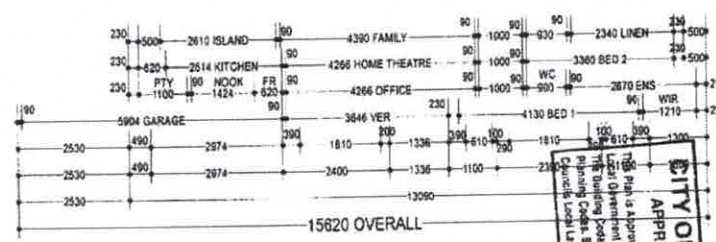
ALL INTERNAL WALLS ARE PLASTERED UNLESS NOTED OTHERWISE.

ROUND DOWN PIPES! DOWNPIPE POSITION AT PLUMBERS DISCRETION. FINAL POSITION MAY VARY TO PLAN

R2.5 BLOW-IN INSULATION TO HOUSE & GARAGE AREAS ONLY

PROVIDE STANFORD DOORS THROUGHOUT INTERNALLY, UNLESS NOTED OTHERWISE.

COLD PLUMBING TO DISHWASHER RECESS.



08 NOV 2004
04/5000

SCOTT PARK HOMES

Everything you've wanted
11 Delawney Street,
Balcatla, W.A. 6021
Telephone: (08) 9240 4555
Facsimile: (08) 9240 4455

THIS IS ONE OF THE DRAWINGS REFERRED TO IN THE CONTRACT.

DATED: 11 OCT 2004

OWNER: [Signature]
WITNESS: [Signature]
OWNER: [Signature]
WITNESS: [Signature]
BUILDER: [Signature]
WITNESS: [Signature]

HOUSE NAME:
Grand Inspiration 211 (2c)

AREAS:
House Area = 210.21m²
Garage Area = 36.59m²
Verandah Area = 7.71m²
TOTAL AREA = 254.51m²

House Perim. = 66.26m
Roof Area = 268.18m²
Gutter = 89.25m

CITY OF WANNEROO

APPROVAL FOR BUILDING PERMITS

DRAWING NAME: FLOOR PLAN

SHEET No. 2 OF 5

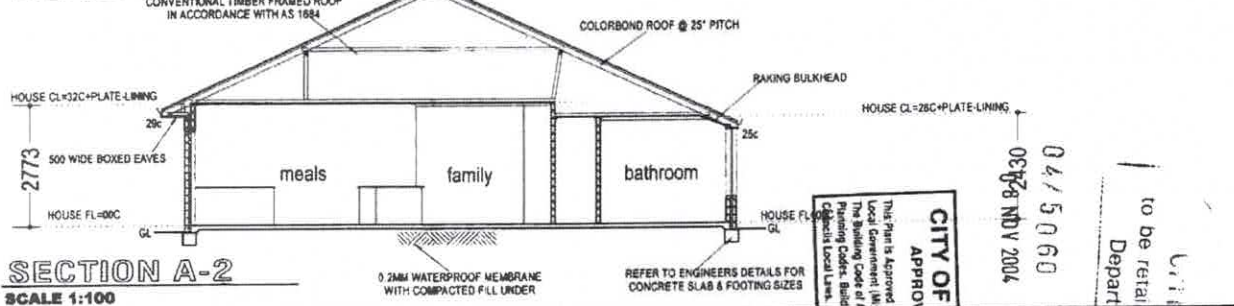
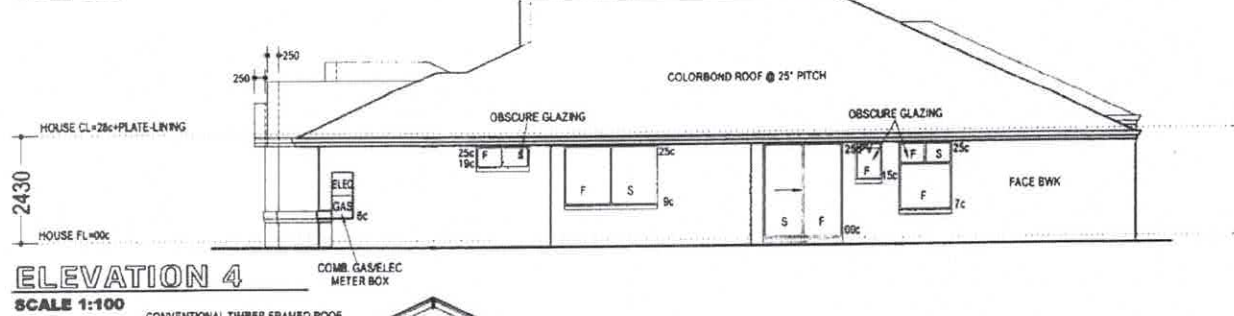
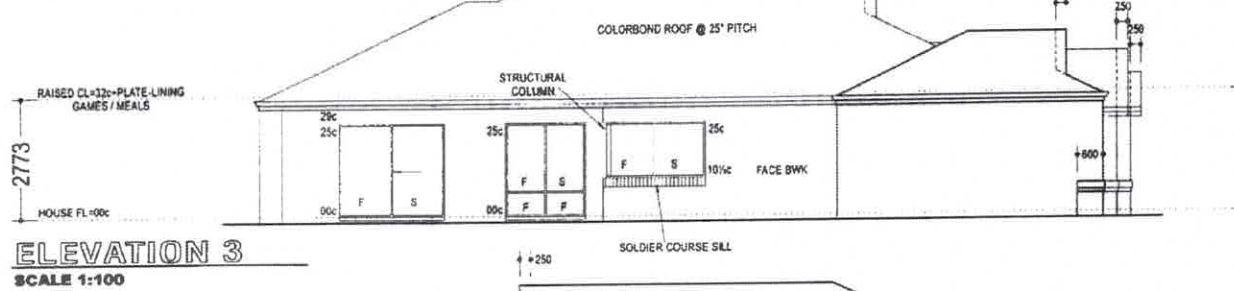
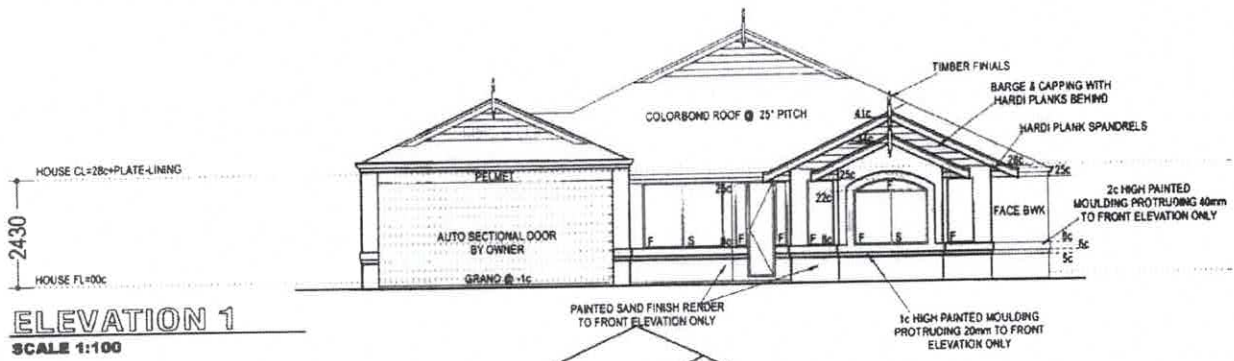
REVISIONS: 04628s

CLIENT NAME: CHRISTEMA HOLDINGS P/L

ADDRESS: LOT 156 HENNESSY DRIVE, DASHBY.

CITY OF WANNEROO

Drawn By: L.F.A. / RW Date Drawn: MAY '04 Scale: 1:100 CHECKED:



<p>SCOTT PARK HOMES Everything you've wanted 11 Delawney Street, Balcalta, W.A. 6021 Telephone: (08) 9240 4555 Facsimile: (08) 9240 4455</p>	<p>Scott Park Homes P/L reserves the right to vary dimensions and materials from those on display. Please check plans, specifications and addenda carefully. All dimensions to take preference over scaling.</p> <p>COPYRIGHT: This plan shall remain the sole property of the builder and must not be given, lent, resold or otherwise disposed or copied without the permission in writing of the builder.</p>	<p>THIS IS ONE OF THE DRAWINGS REFERRED TO IN THE CONTRACT</p> <p>DATED: 1 DEC 2004</p> <p>OWNER: [Signature]</p> <p>OWNER: [Signature]</p> <p>BUILDER: [Signature]</p>	<p>HOUSE NAME: Grand Inspiration 211 (2c)</p> <p>AREAS:</p>	<p>DRAWING NAME: ELEVATIONS</p> <p>APPROVED: [Signature]</p> <p>DATE: 04/5/04</p>	<p>SHEET No: 3 OF 5</p> <p>REVISION: A</p> <p>JOB No: 04628s</p>
		<p>CLIENT NAME: CHRISTEMA HOLDINGS P/L</p> <p>TE ADDRESS: LOT 156 HENNESSY DRIVE, ASHBY.</p> <p>SUBRE: CITY OF WANNEROO.</p> <p>Drawn By: L.F.A./RW Date Drawn: MAY '04 Scale: 1:100 CHECKED:</p>			



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

MANAGEMENT PLAN

SHORT-TERM ACCOMMODATION

**25 Hennessy Drive,
ASHBY WA 6065**

November 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 2.9km to Wanneroo Police Station, 3.7km to Wanneroo Central, 1km to Renner Park, 3km to Wanneroo Aquamotion, 200m to Elton Park, 1.4km to Jupiter Health Ashby Medical Center, 450m to Carosa Rd Before Siena Link Bus Stop 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 small 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	25 Hennessy Drive, Ashby
Number of Bedrooms	Four (4) bedrooms
Max Number of Guests	Seven (7) guests
Car Parking Location	Two (2) parking to the driveway
Total Car Parking Bays	Two (2) parking bays
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.

Stephen Yarwood is the director of the company and _____ is the manager, their contact details:

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 on Fridays.

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) 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/) 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.