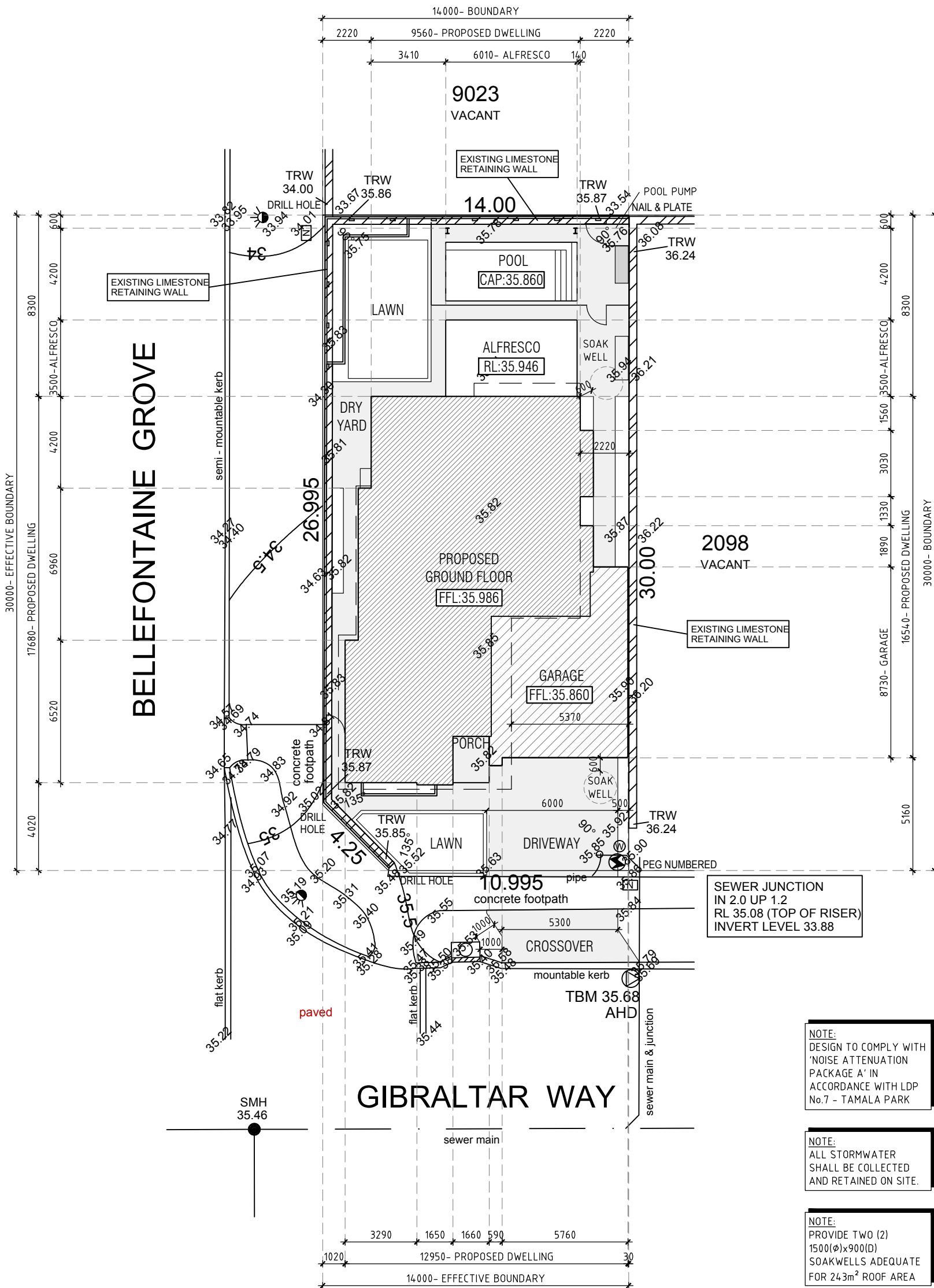


SITE INFORMATION	
LOT NUMBER	2097
GOVERNING SHIRE	CITY OF WANNEROO
R-CODING	R30
<b>SITE AREA</b>	
LOT AREA	415.48m <sup>2</sup>
LOT AREA INC. TRUNC.	420.00m <sup>2</sup>
SITE COVERAGE	198.29m <sup>2</sup> (47.2%)
OPEN SPACE	221.71m <sup>2</sup> (52.8%)



SEWER JUNCTION  
IN 2.0 UP 1.2  
RL 35.08 (TOP OF RISER)  
INVERT LEVEL 33.88

**NOTE:**  
DESIGN TO COMPLY WITH  
'NOISE ATTENUATION  
PACKAGE A' IN  
ACCORDANCE WITH LDP  
No.7 - TAMALA PARK

**NOTE:**  
ALL STORMWATER  
SHALL BE COLLECTED  
AND RETAINED ON SITE.

**NOTE:**  
PROVIDE TWO (2)  
1500(φ)X900(D)  
SOAKWELLS ADEQUATE  
FOR 243m<sup>2</sup> ROOF AREA

REV	DATE	COMMENTS
A	31-05-2019	CONSTRUCTION DRAWINGS

**FRATELLI HOMES**

**GMDESIGN**  
B. ENV. DES. M. ARCH

GRAHAM MALONE  
+61 8 (0)432 428 841  
gmalonedesign@gmail.com

**CONSTRUCTION DRAWINGS**

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PROJECT:  
**DISPLAY HOME**  
DOUBLE STOREY DWELLING & POOL  
LOT 2097 (#1) GIBRALTAR WAY, MINDARIE

CLIENT:  
**FRATELLI HOMES**

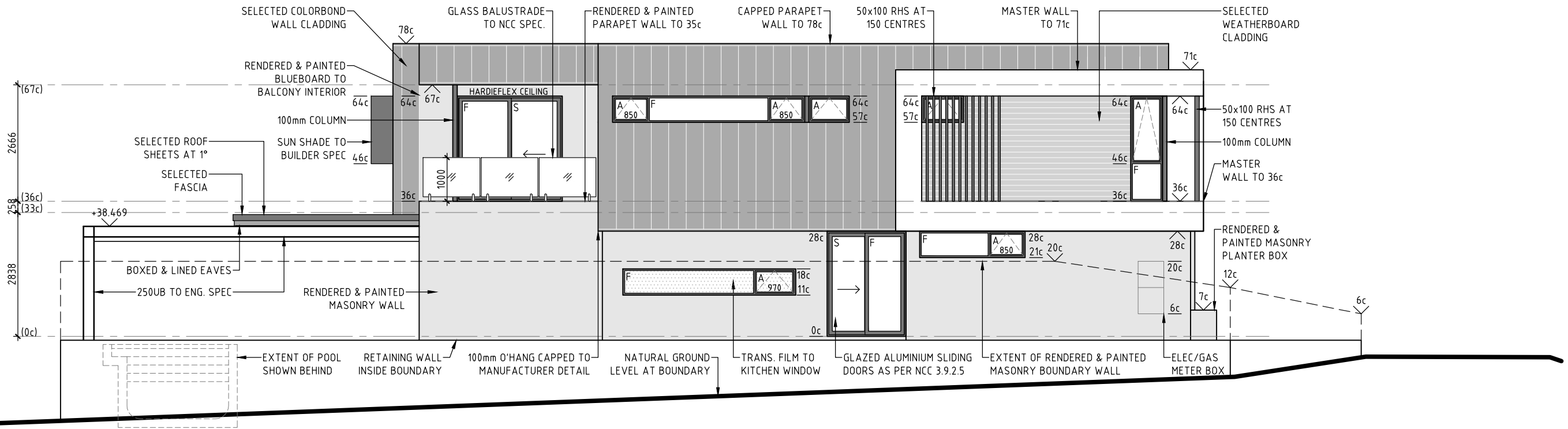
DRAWING:  
**SITE PLAN**

DRAWN:	G.M.	DATE:	31-05-2019
SCALE:	1:200	REVISION:	A
SHEET:	A1	DRAWING No:	<b>A101</b>
PROJECT No:	-		

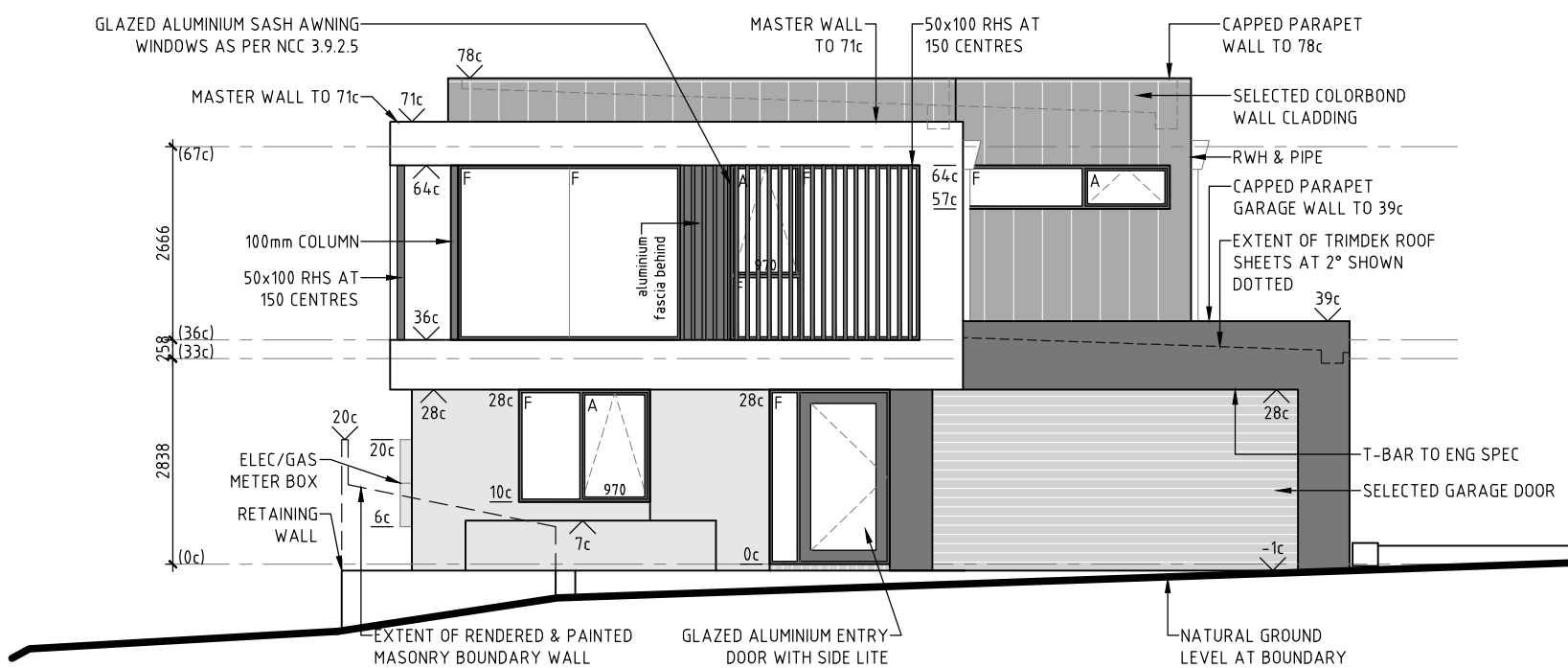
**1 SITE PLAN**  
A101 1:200 AT A3



NOTE:  
DESIGN TO COMPLY WITH  
'NOISE ATTENUATION  
PACKAGE A' IN  
ACCORDANCE WITH LDP  
No.7 - TAMALA PARK



**1 SOUTH ELEVATION**  
A301 1:100 AT A3



**2 EAST ELEVATION**  
A301 1:100 AT A3

REV	DATE	COMMENTS
A	31-05-2019	CONSTRUCTION DRAWINGS

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PROJECT:  
**DISPLAY HOME**  
DOUBLE STOREY DWELLING & POOL  
LOT 2097 (#1) GIBRALTAR WAY, MINDARIE

CLIENT:  
**FRATELLI HOMES**

DRAWING:  
**ELEVATIONS**

DRAWN:	G.M.	DATE:	31-05-2019
SCALE:	1:100	REVISION:	A
SHEET:		DRAWING No:	<b>A301</b>
PROJECT No:			

**MANAGEMENT PLAN  
HOME BUSINESS – SHORT-TERM ACCOMMODATION**



**1 GIBRALTAR WAY MINDARIE 6030  
LOT 2097 ON DEPOSITED PLAN 54969**

**January 2024**

# MANAGEMENT PLAN

## HOME BUSINESS – SHORT-TERM ACCOMMODATION

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# MANAGEMENT PLAN

## HOME BUSINESS – SHORT-TERM ACCOMMODATION

### 1. INTRODUCTION

The purpose of this document is to outline the business management plan for 1 Gibraltar Way, Mindarie ('Property'), which seeks out approval to run as Short-Term Accommodation.

#### The Business

The Property is currently approved to run as a photoshoot location, which includes, but not limited to, photoshoots, film and other content creation.

We have worked with the City of Wanneroo Council to gain Form 1 Application for Planning Approval. All required deeds, land titles and documents have previously been signed and approved. We are not located in a designated fire prone area according to the [WA Government](#).

This application is seeking to add an additional service (STRA) onto our existing approved business.

We are seeking to expand our business and offer the home as short-term accommodation. This is still our family home and we will remain living in the home, only vacating when we have a booking.

The home and business will be managed by myself, Shelby Hodge-Englishby and my husband Bradley Watson.

This property hosts a maximum of six (6) guests and is a four (4) bedroom, three point five (3.5) bathroom home with four (4) allocated parking bays. We (the owners) will remove our cars during a guests stay.

The bedding configurations will be two (2) king beds, one (1) queen bed and one (1) double bed as well as one (1) queen sofa bed.

The property is conveniently located just 450m (6-minute walk) from its closest high frequency bus stop (Stop ID: 27326) servicing routes 471 and 474.

Ocean Keys Shopping Centre is located a very short 1.5km away and close by you will find the Mindarie Marina which has multiple local small businesses, restaurants and bars, kids playgrounds, ovals and the new Mindarie to Burns Beach walking and cycling track, direct access to the new Mindarie Beach entrance, Basils Fine Foods, chemists, doctors and the new Iluka tavern as well as fast food outlets plus plenty more!

I have created a guest handbook detailing all the of the surrounding attractions and amenities encouraging guests to experience all of what Mindarie has to offer, which in turn supports local business and increases spending in our area.

Shelby & Brad will always be located within 30 minutes of the property For simple contact and availability of the hosts. Please see below the relevant contact details: Shelby Hodge-Englishby: 0431100205 / VillaCatalina@outlook.com.au Bradley Watson:0401322365 / Bradley@foxwatson.com Shelby and Bradley live together at the property, we will vacate the premise and stay in local hotels, such as the Mindarie Marina during guests stays.

# MANAGEMENT PLAN

## HOME BUSINESS – SHORT-TERM ACCOMMODATION

Additionally, we engage cleaning and housekeeping personnel who are located closer and around the Perth metropolitan area.

Our contact details are made available to all guests and we have provided our contact details to surrounding neighbours (at this stage we only have 1 adjacent neighbour as we are located on a corner block and the block behind us has not yet started construction) in the rare chance of an issue arising.

As our home is already run as a photoshoot location, we have developed a very trusting and transparent relationship with our neighbours already.

We have already consulted with our neighbours about the plan to expand into STRA and reassured them that we have put many measures in place (in particular around parking and noise) to ensure they are not adversely affected. These measures are detailed throughout this document.

The neighbours we have spoke to seemed supportive and pleased we are being proactive in mitigating risks before they arise.

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 requires guests to treat this property as their 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, bars, 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. They have even provided us discount codes and coupons for our guests which will encourage more spending at these venues.

### **About Me**

I am the owner of the home and the registered business (**Property Manager**) owner. I am a stay-at-home-mum to my 3-year-old son. I started up the council-approved Villa Catalina, Photoshoot Location business in 2022, I have had no complaints from neighbours or the council as I always show upmost respect for my neighbours.

I plan on continuing this level of professionalism, transparency and respect for neighbours into my new business venture going forward, to ensure the smooth operational management of the subject property whilst mitigating perceived disruptions to the local amenity & surrounding areas.

# MANAGEMENT PLAN

## HOME BUSINESS – SHORT-TERM ACCOMMODATION

### 2. BOOKING REQUIREMENTS

We anticipate approximately two bookings per month and our average trip length is between 2-6 nights. This is based on discussions we have had with other Airbnb Owners in the Mindarie area. 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 requiring guests to book at least 2 days prior. This means we can't allow last minute and late-night bookings to occur from opportunistic and likely undesirable guests.

### 3. GUEST SCREENING PROCEDURES

We do not allow Instant booking. This means if a guest wishes to stay at our property they must write us a written request asking for pre-approval. In this written request I ask that they give more details about their stay including the nature/purpose, number of guests etc

This allows me, as the Host to review the information, ask any further probing questions and determine if this is a guest that we feel comfortable allowing into our family home. This also gives me more control over reiterating house rules such as noise restrictions and parking restrictions.

When a guest requests 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.

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 or neighbourhood 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,



# **MANAGEMENT PLAN**

## **HOME BUSINESS – SHORT-TERM ACCOMMODATION**

“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.

### **4. GUEST CHECK-IN & CHECK-OUT PROCEDURES**

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 11am or earlier on their departure date.

A secured lockbox is installed at the property 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 one (1) day 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.

### **5. 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.



# MANAGEMENT PLAN

## HOME BUSINESS – SHORT-TERM ACCOMMODATION

### 6. CAR PARKING & MANAGEMENT

To ensure compliance with the City of Wanneroo Parking Local Law 2015, as well as City of Wanneroo Short-Term Accommodation Local Law 2017 and consideration of neighbours, all clientele are required to comply with parking regulations and other requirements set out below:

#### On-site Parking

In the first instance, onsite parking is to be utilised. The property provides space for 4 vehicles

- 2 car space available in the garage
- 2 car spaces in the driveway
  - \*please note, our personal cars will not be kept on the premise during a guest stay.
  - \*Below is a visual of onsite parking for four (4) cars, 2 inside the garage & 2 in the driveway



#### Off-site Parking

There is street parking available on the street (Bellefontaine Street) adjacent to the side of the property, although, I make it very clear to guests that although this is technically a legal parking space, guests are not to use street parking or park on the verge in-front of our home or the neighbours properties. This is out of respect for our neighbours.

We reiterate this rule 6 times throughout the whole booking process from start to finish. We also have a security camera installed out the front of our home so we can monitor the street parking in real time and contact a guest should we see they are parking on the verge.

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 four (4) allocated car-bays at the property and will advertise this accordingly.

There is street parking available but out of respect for our neighbours we do not advertise this and actively made it a house rule our guests are not to park there.

Further, we provide details for ride share companies such as Uber. We also promote our local taxi companies.

# MANAGEMENT PLAN

## HOME BUSINESS – SHORT-TERM ACCOMMODATION

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.

\*Below is an image of the legal street parking adjacent to our home, although we do not advertise this to our guests.



### Footpath Management (Local Law Compliance)

The property has a footpath running through the driveway. The City of Wanneroo Parking Local Law 2015 states that no portion of a vehicle is permitted to stop so that any portion of the vehicle is on, over or in front of a footpath.

To ensure this requirement is adhered to, and the footpath remains clear at all times, clear instructions with photo (extracted below) are sent to each client upon booking.

I use this same instruction with my other Photoshoot location business and we have not had any complaints or issues yet.



## 7. MITIGATION & COMPLAINTS PROCEDURE

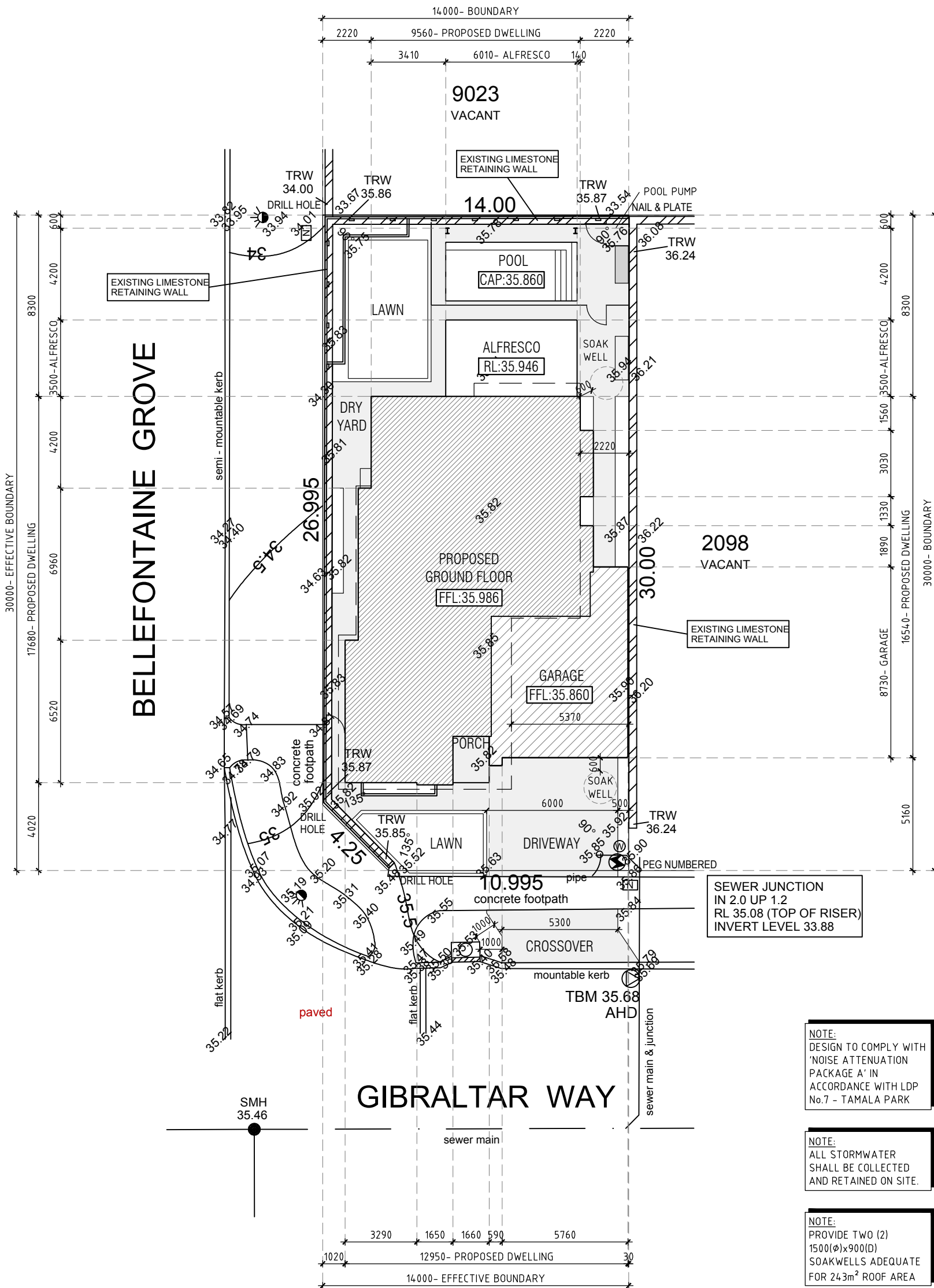
### Complaint Resolution

All complaints are to be managed and resolved by the Property Manager.

If neighbours are having any issues with the operation of the Property, they are encouraged to contact the Property Manager to further discuss such issues. A Register of Complaints will be maintained by the Property Manager 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.

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**DISPLAY HOME**  
DOUBLE STOREY DWELLING & POOL  
LOT 2097 (#1) GIBRALTAR WAY, MINDARIE

CLIENT:  
**FRATELLI HOMES**

DRAWING:  
**SITE PLAN**

DRAWN:	G.M.	DATE:	31-05-2019
SCALE:	1:200	REVISION:	A
SHEET:	A1	DRAWING No:	<b>A101</b>
PROJECT No:	-		

**1 SITE PLAN**  
A101 1:200 AT A3



# **MANAGEMENT PLAN**

## **HOME BUSINESS – SHORT-TERM ACCOMMODATION**

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 have already provided 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 6am Monday to 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 is installed in the property in way of security cameras at the home (security cameras are approved by Airbnb and disclosed to guests prior to their booking. These cameras are for guest safety as well as the safety of our property and monitoring for noise mitigation.

These security devices will enable important criteria to appease nonconformance to the House Rules outlining

- Excessive noise after 10pm

# **MANAGEMENT PLAN**

## **HOME BUSINESS – SHORT-TERM ACCOMMODATION**

- 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.

Once we receive approval to run our STRA we will order a Minut Decibel sound reader. This device is placed in multiple rooms and outside in the backyard of the home and it measure the decibel levels. If the level exceeds what is deemed appropriate Minute has technology that is integrated with Airbnb, it will send the owner (myself and Bradley) and the guests a message through the Airbnb app notifying everyone in real time that there has been a noise level breach and the guest has 15 minutes to rectify the issue or they will be at risk of being evicted.

This device also has crowd detection. This works by reading the signal of how many cell phones are inside the home. For example if the Minute system detects 30 phones in the home and we have only approved 5 people to stay, both the Owners and the guests will be notified and immediate action taken. Again, crowd detection is also supported by our security devices where we can see if excess people or unauthorised pets are entering our family home.

As mentioned, we will order and purchase the Minut device and software once approval is received as it is very expensive and a yearly subscription cost.

### **Community Awareness**

The Property Manager has approached all adjoining and adjacent houses to the Property to inform them of the home business. This included a brief explanation of the business and exchanging of contact details – They are encouraged to contact the Property Manager in the first instance with any issues

### **8. USE AND 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, keeping in mind this is still our family home and we will live here and schedule maintenance works whilst we are home. This is 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.

# **MANAGEMENT PLAN**

## **HOME BUSINESS – SHORT-TERM ACCOMMODATION**

### **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 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'.

Our property does not fall into the Bushfire Prone Area on the map provided by the WA Government.

### **10. HYGEINE, COMFORT & WASTE MANAGEMENT**

General waste (red lid), recycling (yellow lid) and garden organics (green lid) are to be disposed in accordance with the local council policies & procedures and in the correct allocated bins for weekly collection on Wednesdays.

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.

As the owners still live at the property, we will always be there within 1 hour of a guest vacating, therefore any excessive rubbish etc will be managed and removed by us.

Bin location & contents are monitored by housekeeping/The Owners 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. As the home owners we engage a professional pest control company every 6 months to spray for pests and mice.

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/Owners 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 are provided for guest convenience to use during their stay to wash their clothes as required.

# MANAGEMENT PLAN

## HOME BUSINESS – SHORT-TERM ACCOMMODATION

### 11. SECURITY

The home is currently fitted with Arlo Security cameras for the safety of guests and the property. These cameras are fully disclosed to guests and are in line with Airbnbs policy on home security devices.

Our devices are located

- At the front of the home
- At the front door
- Inside the entrance to the home
- Outside covering the whole backyard
- Upstairs in the landing
- And inside any locked door that is not accessible to guests.

The owners 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 & backyard and some areas inside the home (within legal parameters) this is to further ensure compliance and observance of house rules including monitoring guest numbers, ensuring parking rules are adhered to and monitoring noise levels and swift action on any complaints.

Please see above section for details on the Minut Noise Decibel reader that will be purchased upon approval of this application.

### 12. 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.

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,

Shelby Hodge-Englishby  
Director Villa Catalina  
0431100205  
[VillaCatalina@outlook.com.au](mailto:VillaCatalina@outlook.com.au)