



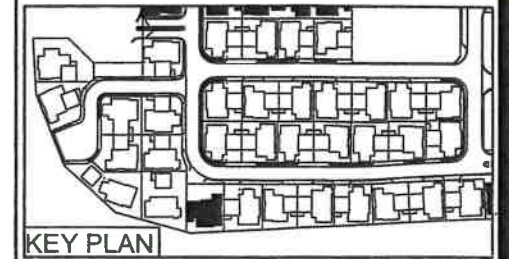
ROAD 3

LEGEND

PLUMBING PENTRATION

F.W	FLOOR WASTE
TR.	TROUGH
W.C	TOILET
SHR.	SHOWER
V.	VANITY BASIN
B.	BATH
S.	KITCHEN SINK

notes:-
Only use figured dimensions.
Do not scale from dwgs.

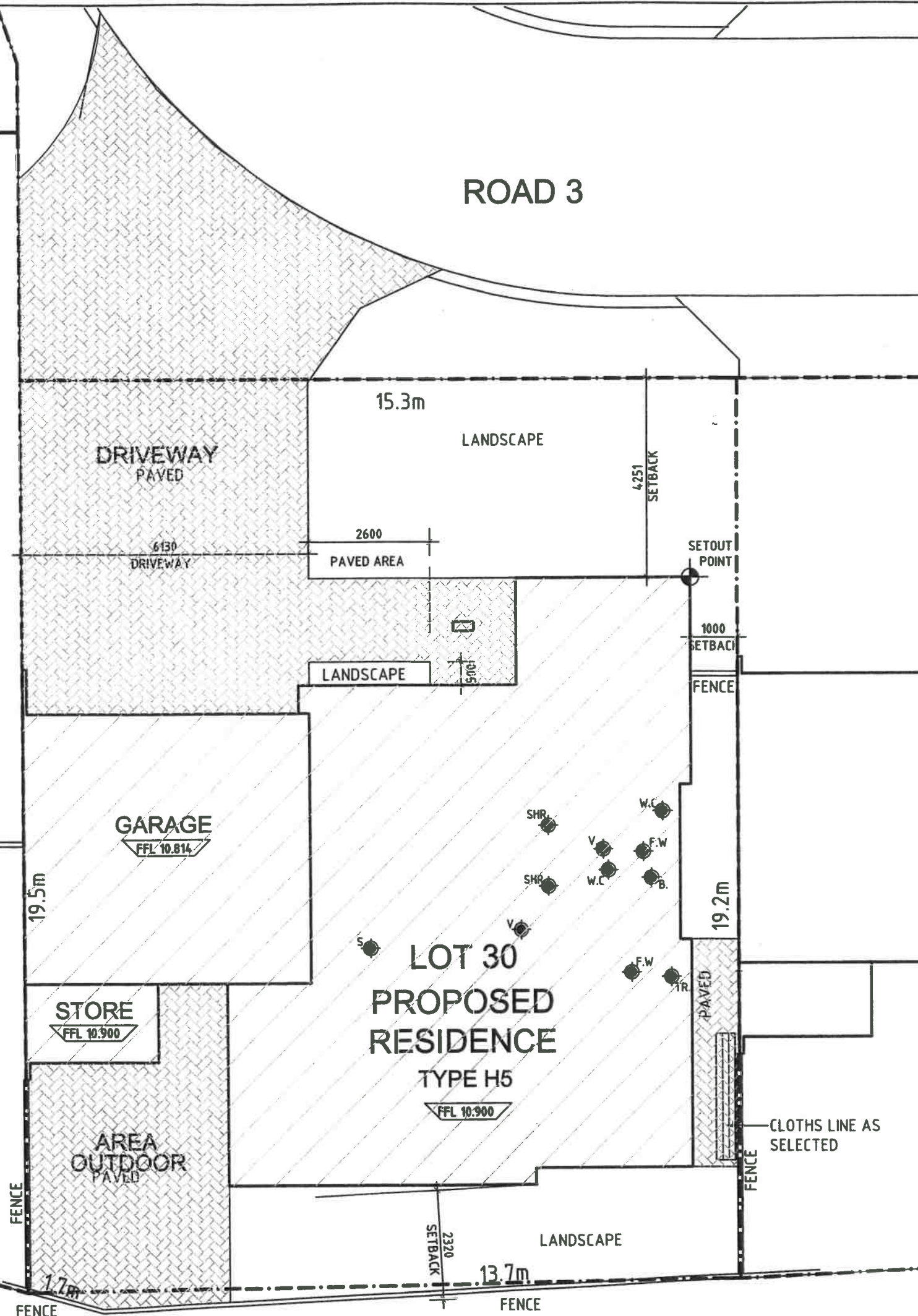


KEY PLAN

**TENDER ISSUE
NOT FOR
CONSTRUCTION**

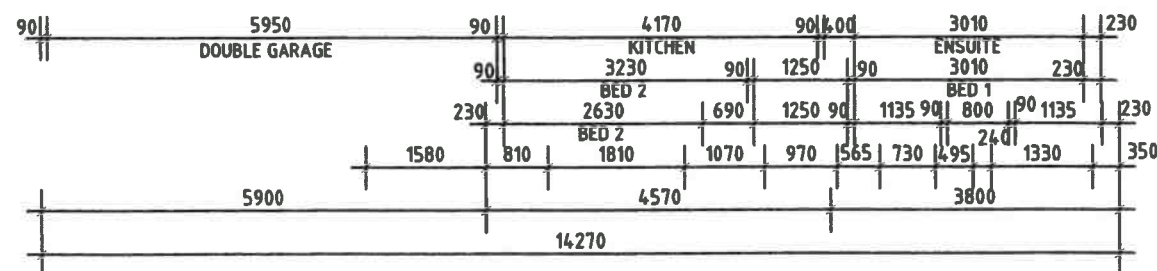
05/04/06	A	TENDER ISSUE	MB
date	no	revision history	check

SITE PLAN SCALE 1:100



© Copyright Cameron Chisholm & Nicol (WA) Pty L					
scale	0	1	2	3	4m
1:100 (A3)					
approved	date drawn				
proj no	P0521	plot date	APRIL 06		
discipline	precinct	dwg.type	Lot No.	dwg no.	rev no.
A	T	B	30	-	A

CITY OF WANNEROO
Building & Health Services
This plan is approved subject to compliance with the Local Government (Miscellaneous Provisions) Act 1960, the Building Code of Australia, the Residential Design Codes, Building Regulations 1989 and the City's Local Laws.



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scale
1:100 (A3)

0 1 2 3 4m

approved	date drawn				
proj no	P0521		plot date		APRIL 06
discipline	precinct	dwg type	House type	dwg no.	rev no.
A	T	P	H501	A	

Management Plan for Short-Term Accommodation

Property Address: 17 Emerson, Clarkson, WA 6030

Managing Agent: [REDACTED]

Date: 13 May 2024



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1. Introduction

This management plan outlines the operational and compliance strategies for the short-term rental of the property located at 17 Emerson, Clarkson. This property is managed by [REDACTED] and adheres strictly to the regulations set forth by the City of Wanneroo, ensuring a harmonious integration within the community and a high-quality experience for our guests.

2. Property Description

The property at 17 Emerson is a residential dwelling with the following accommodations:

- (a) **Parking:** Secure two-car bay garage, additional two-car space on the driveway, and one grassed bay on the verge of the property.
- (b) **Facilities:** The property features 3 bedrooms, living areas, and modern amenities suitable for short-term rentals.

3. Objectives of the Management Plan

The primary objectives of this management plan are:

- (a) To ensure the property is managed professionally in compliance with the local by-laws of the City of Wanneroo.
- (b) To minimize any potential disruptions to the local community.
- (c) To provide a safe, secure, and high-quality accommodation experience for guests.

4. Compliance with Local By-Laws

As mandated by the City of Wanneroo, the property will operate in full compliance with all local regulations including but not limited to parking, noise, and guest capacity restrictions. All operations will be conducted to ensure there is minimal impact on the surrounding neighbourhood.

5. Booking and Guest Management

- (a) **Booking Requirements:** The property will accept bookings through reputable platforms, ensuring all guests are verified and agree to the house rules prior to confirmation.
- (b) **Guest Capacity:** No more than six guests will be accommodated at any one time to comply with local regulations and to ensure comfort and quality of service.
- (c) To ensure a peaceful and enjoyable stay for all guests, we require a minimum booking length of two nights. This is proven to be effective in discouraging disruptive parties or gatherings. Additionally, we have a booking cut-off time of 6:00 PM to prevent last-minute reservations from potentially unsuitable guests.
- (d) **Guest Screening:** Upon receiving a booking request or confirmation, we review the guest's profile to ensure it includes:

- (i) *Complete contact information:* Full name(s), phone number, and email address.
- (ii) *Acknowledgement of our house rules:* We verify that the guest has read and accepted our terms.
- (iii) *Confirmed payment:* We ensure the payment method has been verified and the booking is secure.
- (iv) *Additional profile details (if available):* We take note of any profile photo or written reviews from other hosts.
- (v) *Profile Review:* We assess the guest's overall star rating, including their adherence to house rules, cleanliness, and communication. We also consider the number of guests, their location, and their reason for visiting Perth and booking our property.
- (vi) *Social Media Cross-Referencing:* We may cross-reference linked social media accounts to gather additional information about the guest.
- (vii) *Guest Identification:* We require all guests to provide government-issued identification upon booking confirmation.
- (viii) *Pre-Booking Questionnaire:* We utilize a pre-booking questionnaire to obtain relevant information and assess the guest's suitability for our property.
- (ix) Based on this thorough review, we reserve the right to refuse, accept, or cancel any reservation. We also proactively communicate our "no party" policy through a dedicated message to guests, encouraging them to cancel their booking if they intend to host a party.
- (x) Our comprehensive house rules are displayed both on the online listing and in our guest handbook, which is readily available on the premises. These rules can be customized to suit the specific needs of the property, location, neighbourhood, or landlord.
- (xi) While we currently list exclusively on Airbnb and leverage their platform, "professional host" support, and insurance coverage, we also maintain direct communication with confirmed guests through private messaging before, during, and after their stay. All correspondence is documented for our records.
- (xii) We understand that concerns may arise regarding potential issues, but we assure you that significant incidents are exceedingly rare. According to Brent Thomas, former Head of Public Policy at Airbnb Australia, only 0.004% of claims exceed \$1,000.

6. Guest Conduct and House Rules

- (a) Noise: Strict noise controls are in place to ensure there is no disturbance to the neighbourhood. Quiet hours will be enforced from 10 PM to 7 AM.
- (b) Conduct: Guests will be required to adhere to a code of conduct that prohibits parties and disruptive behaviours.
- (c) Failure to comply with our house rules may result in immediate cancellation of the booking. In such cases, we may involve the police, security personnel, rangers, or other relevant professionals to remove the guests from the property.

Depending on the circumstances, we may also change the lockbox code and door locks.

- (d) Any complaints received about guests will be addressed promptly. We will contact the guests to inform them of the situation and any violations of our house rules. Depending on the severity of the breach, the reservation may be terminated.
- (e) Offensive and excessive noise is strictly prohibited and may lead to immediate termination of the booking, eviction from the property, and additional charges for damages, security, and other related expenses, as outlined in our terms and conditions.
- (f) Guests and visitors are expected to refrain from any antisocial behaviour and must minimise any disturbance to the neighbourhood and local community.
- (g) We may engage professionals and/or the police to address disruptions, even outside of normal business hours, to ensure the peace and quiet of our neighbours.
- (h) We will keep any complainants informed throughout the process and encourage them to provide evidence to support swift action on our part. In our experience, most issues are resolved within 30 minutes to 1 hour from the time of complaint.

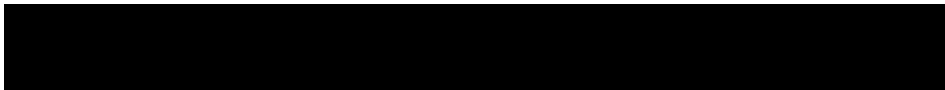
7. Check in and out

- (a) Check-in is available from 2:00 PM onwards. This flexible timing accommodates guests who may be arriving late due to long-haul flights or after work from regional areas. We will coordinate with guests to confirm their expected arrival time.
- (b) Check-out is at 10am or earlier on their departure date.
- (c) The property features clear and concise check-in instructions, both visual and written, ensuring a straightforward and seamless process for guests. This ease of access is designed to prevent any disruptions during both check-in and check-out.
- (d) For convenient and secure access to the property, a lockbox will be installed near the front door. Guests will receive detailed check-in instructions three days before their arrival through Airbnb. These instructions include a photo of the property, lockbox access information, front door entry guidance, a parking spot photo, and the location of council bins.
- (e) Additionally, we offer a "meet & greet" service, where we may personally welcome guests upon arrival, depending on their estimated arrival time and individual preferences.

8. Safety and Emergency Procedures

Comprehensive safety measures and emergency procedures are in place, including:

- (a) Emergency Contacts: Available 24/7 to handle any incidents or complaints.



- (b) *Safety Equipment:* The property is equipped with smoke detectors, fire extinguishers, and a first aid kit to handle potential emergencies.
- (c) *Real-time noise monitoring* can be installed in the property to help mitigate noise issues. This technology serves three key purposes in addressing non-compliance with our house rule regarding excessive noise after 10 PM:
 - (i) *Objective Evidence:* The noise monitor provides objective data on noise levels, eliminating any ambiguity about whether a disturbance has occurred. This data can be used to support enforcement actions if necessary.
 - (ii) *Immediate Alerts:* The system can be configured to send instant alerts to us or a designated representative when noise levels exceed a predetermined threshold. This allows for prompt intervention and resolution of the issue.
 - (iii) *Guest Awareness and Deterrence:* *The presence of a visible noise monitor serves as a reminder to guests of our noise policy and encourages them to be mindful of their noise levels, potentially preventing disturbances before they occur.*
 - (iv) By implementing real-time noise monitoring, we can proactively manage noise concerns, ensuring a peaceful environment for both our guests and the surrounding community.

9. Maintenance and Inspections

Regular maintenance and inspections will be conducted to ensure the property meets and exceeds the regulatory standards set by the City of Wanneroo and to ensure the safety and comfort of all guests.

10. Waste Management

- (a) *Bin Types:* General waste (red lid), recycling (yellow lid), and garden organics (green lid) must be placed in their respective bins.
- (b) *Council Collection:* Bins are collected weekly on Wednesdays, following local council policies and procedures.
- (c) *Excess Rubbish:* Any excess rubbish should not be left in public areas and will be removed by housekeeping.
- (d) *Guest Reminders:* Guests are reminded to dispose of all rubbish and recycling in the allocated bins before check-out.
- (e) *Housekeeping Assistance:* Our cleaning and housekeeping team will assist with rubbish disposal at check-out and during vacancy periods.
- (f) *Monitoring and Documentation:* Bin location and contents are monitored and documented by housekeeping at each check-out, including photo evidence, if necessary, to ensure proper bin maintenance and mitigate any potential issues.

- (g) The property features a fully equipped kitchen with a refrigerator and pantry for food storage. While we have not experienced any issues with vermin or pests in the past, we have a contingency plan in place to address any potential infestations promptly. In such cases, we will engage professional pest control services to eradicate the problem and implement preventive measures.
- (h) To ensure hygiene and guest comfort, all linen and towels are removed from the property after each check-out and professionally laundered off-site.
- (i) Exhaust fans, air conditioning, and heating appliances are regularly inspected and maintained by our housekeeping team. Guests are encouraged to report any maintenance issues immediately for prompt resolution.
- (j) For added convenience, a washing machine is available for guests to use during their stay.

11. Local Community Engagement

[REDACTED] is committed to maintaining positive relationships with the local community by:

- (a) Providing clear communication channels for neighbours to raise concerns or complaints.
- (b) Participating in community meetings and events to foster a sense of community and cooperation.

12. Conclusion

[REDACTED] aims to provide an exemplary short-term accommodation experience at 17 Emerson, ensuring full compliance with the City of Wanneroo's regulations and a positive impact on the local community.

For further details or inquiries, please contact:

