# Short Term Rental Management Plan

# Lot 252 (No. 17) Osprey Circle,

# Ballajura, Western Australia

[redacted]

Mob: [redacted]

[redacted]

[redacted]

This management plan is to be reviewed and updated annually.

Record of Review of Management Plan

| Version | Description | Review Date |
|---|---|---|
| V1.0 | Version 1 | October 2026 |

This property is listed as Un-hosted Short Term Rental Accommodation, or, 'A' use under City of Swan Local Planning Scheme No. 17.

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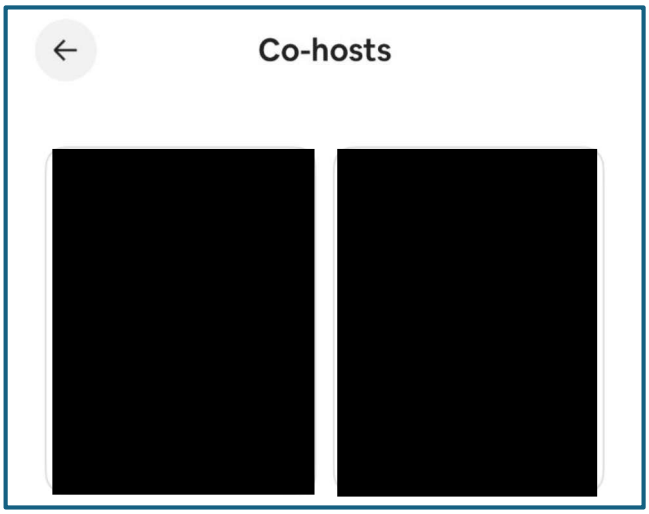
*A little luxury ion the peaceful suburbs*

17 Osprey Circle
Ballajura
Western Australia

[redacted]

and

[redacted]



## Introduction

This Short-Term Accommodation Management Plan seeks to manage the amenity of Lot 252 (No. 17) Osprey Circle, Ballajura and conform with the City of Swan Local Planning Scheme No 17, as 'A' use, or Un-hosted Short Term Rental Accommodation.

For further enquiries related to 'A' use, contact:
City of Swan
2 Midland Square, Midland, PO Box 196 MIDLAND WA 6936
T: 08 9278 9607

This Management Plan establishes an acceptable standard of behaviour for guest and visitors to seek to minimise any adverse impact on the owner, neighbours, residents, and the suburb of Ballajura

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. 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 four (6) adults or a family maximum four (6) people.

Airbnb settings allow hosts to screen guests so that guests who have not had any previous reviews cannot book automatically. These guests must request a booking and cannot otherwise access the property. Adult guests who book are automatically identified through Airbnb online security check and must provide ID.

## Guest rules and procedures

### Check In

Guests will not receive check in details until we have received notification from Airbnb. Airbnb completes security checks on guests, and we check prior reviews and guest ratings before accepting a booking. Guests are provided with check in instructions and a code for the automatic door lock on the front door, to gain enter the property. At the time of booking online, guests must 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.
- Check in time is 2.00pm – 9.00pm.
- Check out time is: 10:00am

### House rules

House rules are provided on our Airbnb platform as well as a printed document that is left on the dining table.

- Quiet hours 11:00pm – 7:00am
- Up to 6 overnight guests
- No smoking
- No events
- Quiet hours: 11:00pm – 7:00am
- No commercial photography
- Lock up at checkout

### Parking

Street parking is not permitted. Plenty of parking is provided including:

- Two undercover parking bays
- Two driveway spaces
- One paved parking bay next to the driveway

### Access to the property

Guests receive their check in details via our online portal. All pre-check in components must be completed through our Airbnd platform before details are sent. Airbnb requires copy of ID, copy of credit card used to book. Guests who do not comply with Airbnb conditions are banned from future use of Airbnb and do not gain access to the property. No keys are provided.

### 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.

## Managers' details

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

[redacted]
17 Osprey Circle, Ballajura
Mob: [redacted]
Em: [redacted]

[redacted]
17 Osprey Circle, Ballajura
[redacted]

Emergency addresses: [redacted]

Airbnb can be contacted 24/7 via the app or AI assisted phone to handle complaints and emergencies.

### Owner / Occupier

Currently the property is owner occupied and has City of Swan approval for *hosted* short- term rental for a maximum of 2 guests - STRA Registration: STRA6066UKPP6T3H. This is managed using Airbnb. Airbnb does not permit STR without registration approval number. All guests are linked to STRA website and are listed on the STRA website.

## Use Of Premises

Guests are bound by the terms and conditions of Airbnb. Under these terms, Airbnb 'expect our guests to be considerate and respectful of their hosts, hosts' neighbours, and other community members' (Airbnb Community Policy, Community Expectations).

The property comprises large backyard, four large bedrooms and one small bedroom, two bathrooms, laundry, two living areas, one full sized kitchen and a kitchenette. The two master bedrooms are furnished with a double bed each and two large additional bedrooms are furnished with a bunk bed set in each. The smallest bedroom is used for storage of linen and cleaning products and always remains locked.

The property will be rented as a house to a maximum of six (6) adults or one (1) family maximum six (6) people occupants.

All guests' vehicles can be parked within the property in designated parking bays: two undercover parking bays, two driveway parking spaces and one paved parking bay next to the driveway. Guests are not permitted to park 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 two (2) nights and a maximum of 90 days.

Properties are serviced on every check out in addition to cleaning prior to check in.

Maintenance is provided by a licensed electrician and a licensed plumber. Gardening and general maintenance are provided by the owner and, when the owner is unavailable, gardening and general maintenance is provided by paid, professional service teams.

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 is to be provided to the Managers at the time of booking. The Managers are 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, but no more than six guests may stay. Any additional guests will pay additional fees.

Each property is monitored by an outdoor wi-fi connected security camera situated beneath the roller door, facing outward through the personal access gate. Any untoward activity can be reviewed, and the managers will investigate immediately and take appropriate action. If non-compliance continues, eviction will immediately follow.

### Guest register

Airbnb and STRA website maintain records of all guests. The STRA records are available for inspection by an authorised Council Officer.

Airbnb records contain:

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

## Complaints management

Complaints will be managed by the Managers.

If neighbours believe that residents are not being respectful of the Code of Conduct, they can contact either of the Managers or Airbnb directly via the app or 24/7 AI phone service. The Managers' contact details are as stated above.

Neighbours are encouraged to look up the property listing on the Airbnb website to access the code of conduct, legal documents and house rules for the property.

Contact details on the Airbnb website 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 17 Osprey Circle, Ballajura.

Guests are encouraged to enjoy their time on the property but as outlined in the house rules and booking conditions through Airbnb, parties are not permitted and noise should be minimised after 10pm and before 7am.

## Maintenance

Maintenance refers to both building maintenance and care of the gardens. Maintenance will be managed by the owner. Maintenance will 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.

## Guest guide portal

A guide is available for guests that provides the following information:

- Manager and contact details.
- Code of Conduct.
- Wi-Fi Device name password.

- TV information.
- Air Conditioner operation.
- Location of the first aid kit.
- 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.

## 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.
- Building preventative maintenance.

The Airbnb platform maintains:

- A Register of complaints.
- A register of all occupants.
- A register of reviews and feedback.

## Code of conduct for guests and visitors

The Code of Conduct is provided to guests on the Airbnb website and app and is provided in printed form in a plastic sleeve folder 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 Managers 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 Managers' approval.
- If the Managers' 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’ and any such activities are strictly prohibited.
- The property is not to be used for events, gatherings, parties, functions or similar activities.
- The property is monitored by an onsite security camera. Any breach of protocol is sent to the manager as an alert. All breaches will result in instant eviction without refunds to the guests (also listed in ‘house rules’) on booking through Airbnb.

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 permitted 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 City of Swan 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.

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

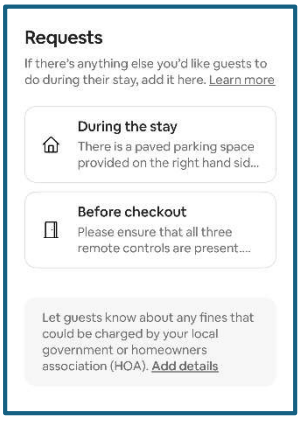
- Motorbikes and bikes are not permitted to be inside the residence.

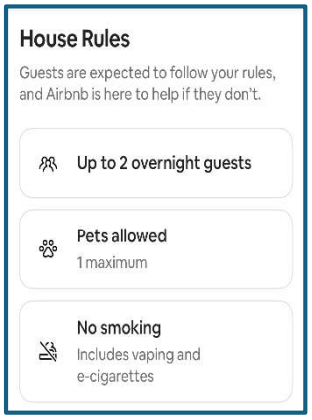
Damages and breakages

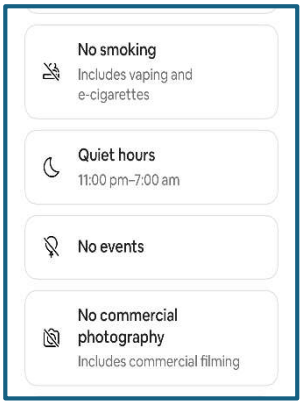
- Damages and breakages must be reported to the Manager.

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.




## Security cameras

24x7 security camera is installed to monitor the front gate area beneath the roller door. This camera is monitored by the Property Managers and provide recorded footage of all persons on site.

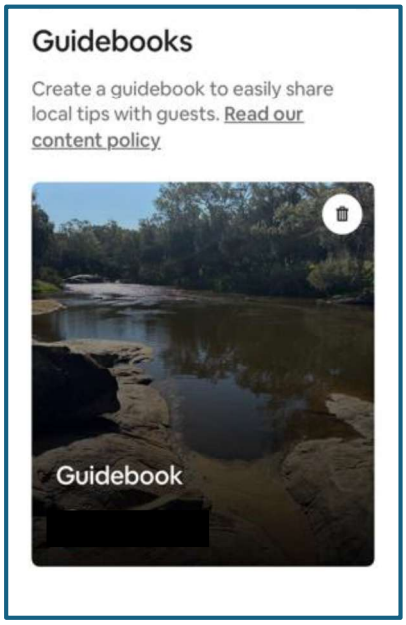
## Noise monitoring devices

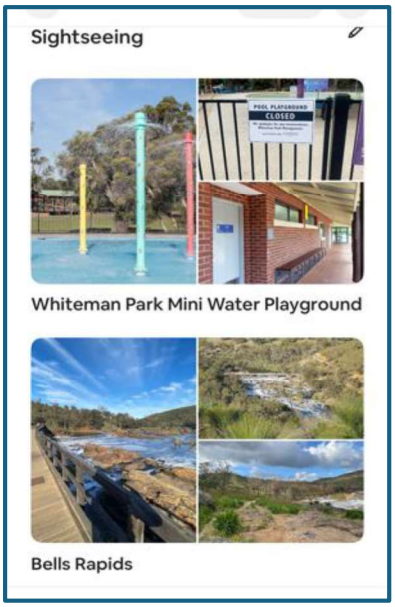
TBA – Noise monitoring devices are installed within the house and will be connected to wi-fi home hub.

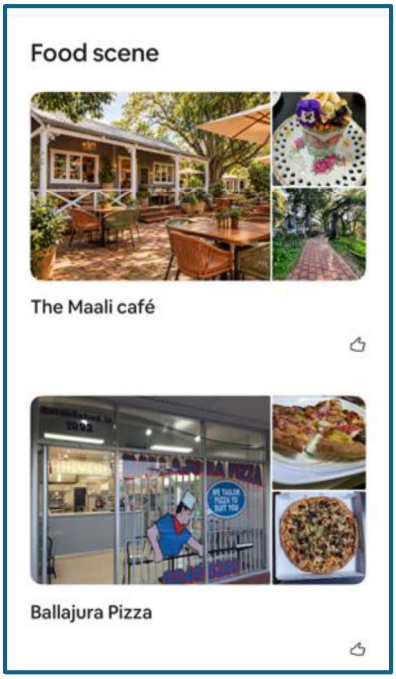
## Guest guide

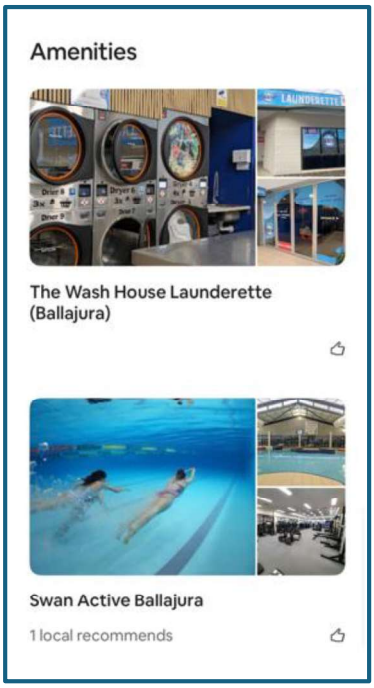
A virtual guest guide is available for guests through the Airbnb app and website.

The guest guide also provides the guest with direct access to the property manager if they have any questions regarding their stay.



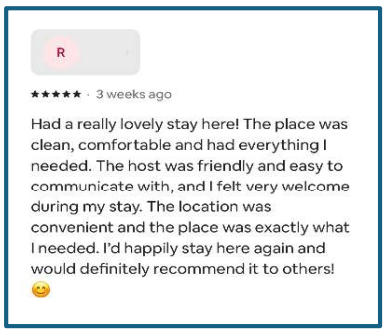
## Rubbish guide

A rubbish guide is placed in the physical guidebook on the kitchen table.



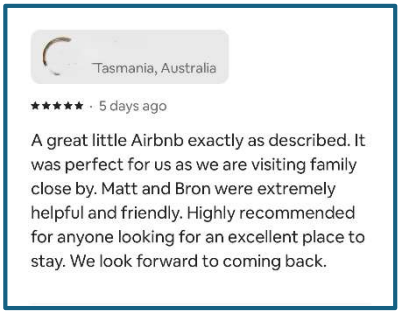
## Guest feedback on location, safety, quietness & host responsiveness

Example reviews from guests who have stayed at 17 Osprey Circle, Ballajura in our *hosted* STRA supporting safety, quiet and clean premises and high-quality stays, along with swift communication with the Short Stay Management Team.


R

★★★★★ · 3 weeks ago

Had a really lovely stay here! The place was clean, comfortable and had everything I needed. The host was friendly and easy to communicate with, and I felt very welcome during my stay. The location was convenient and the place was exactly what I needed. I'd happily stay here again and would definitely recommend it to others! 😊


Tasmania, Australia

★★★★★ · 5 days ago

A great little Airbnb exactly as described. It was perfect for us as we are visiting family close by. Matt and Bron were extremely helpful and friendly. Highly recommended for anyone looking for an excellent place to stay. We look forward to coming back.


C Chun Huy

★★★★★ · September 2026

We had a lovely stay at Matt & Bron's place! The accommodation was clean, comfortable and had everything we needed. Matt & Bron were friendly and easy to communicate with, and the whole stay was smooth and enjoyable. Would definitely recommend to others and happily stay again! 😊


Joy
Singapore

★★★★★ · September 2026

Matt was a superb host , he was extremely responsive to all our needs during our stay. His kitchenette was very functional, our favourite was the multipurpose oven and steamer which made meal preparation easy. His home is also adorned with many culturally interesting ornaments. Thank you Matt!


David
Wahroonga, Australia

★★★★★ · April 2026

Quiet neighbourhood, plenty of places to go for a walk, bushland and around the lakes. Matt and Bron were very helpful with my various bits of ignorance in the kitchen and extending my stay when circumstances took matters out of my control. They are very friendly, helpful and full of fun.


朱丽
Beijing, China

★★★★☆ · May 2026

The house is clean and tidy, with a variety of milk and snacks provided. Everything is great, but it would be even better with a hairdryer and cooking condiments.

Translated from Chinese. Show original


Perth, Australia

★★★★★ · March 2026

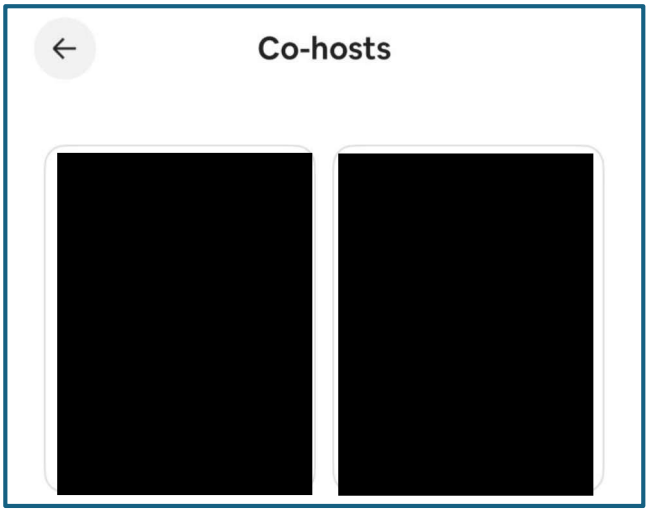
This was one of the best equipped places I've stayed in. It was such a lovely touch to have tea, coffee, cereal and different types of milk on arrival.
The accommodation was spotlessly clean and as a solo female, it felt incredibly safe and secure.
Matt and Bronwyn were both very friendly and helpful, but they also fully respected my privacy.


Arnel
Kalgoorlie - Boulder, Australia

★★★★★ · February 2026

great place and safe

## Enhancing the amenity of the Ballajura local area




Our Short Stay premise has accommodated countless guests who otherwise would not have stayed in Ballajura due to the lack of suitable accommodation alternatives. Guests spend money at the local Ballajura shops and restaurants, thereby supporting local businesses.

During 2026, our short stay premises has enhanced the amenity of the local area through providing the following:

### Hosting local families

Grandparents visiting their children and grandchildren; grandchildren visiting elderly parents and great-grandparents; locals who need emergency accommodation; family members attending weddings, birthdays or other special occasions; families requiring accommodation to support medical procedures of loved ones and FIFO workers.

### Hosting interstate visitors

Visitors on driving holidays from interstate by car who base at our Airbnb and want to visit the Swan Valley, Whiteman Park and other local attractions; guests who want to take short trips to the South-West during a longer stay in WA.

### Hosting overseas visitors

Guests from overseas on business trips; tourists in transit between the airport and organized tours; overseas guests on long vacations to the Perth greater region.

### Hosting interim relocation accommodation

Families who have sold their homes and are waiting settlement on a new house; guests seeking to buy in Ballajura and stay at our Airbnb to enable research into the local amenities, housing market and proximity; guests from remote locations seeking relocation to Perth.

### Promoting local business

The Short Stay Management Team procures accommodation supplies from local businesses such as cleaning equipment, kitchen and bathroom supplies, snacks, and other items requested by guests. These are sourced from *Spudshed, MCQ, Farmer Jacks* in Landsdale, and Ballajura *IGA*. Bedding and linen are sourced from Warwick Grove Shopping Centre.

We have a plastic sleeve folder on the kitchen table that includes menus and pamphlets from local businesses such as *Villa da Vinci* and *Ballajura Pizza*, *The mud pot* and many other local cafes and restaurants, as well as applicable local businesses such as *The Wash House Launderette*. We promote the Swan Valley by providing the Swan Valley map promoting Swan Valley restaurants and cafes such as *Tapas, The Margaret River Chocolate Factory* and *Yahava*. We also promote *Whiteman Park* and *Caversham wildlife park*.

## Keeping Ballajura beautiful

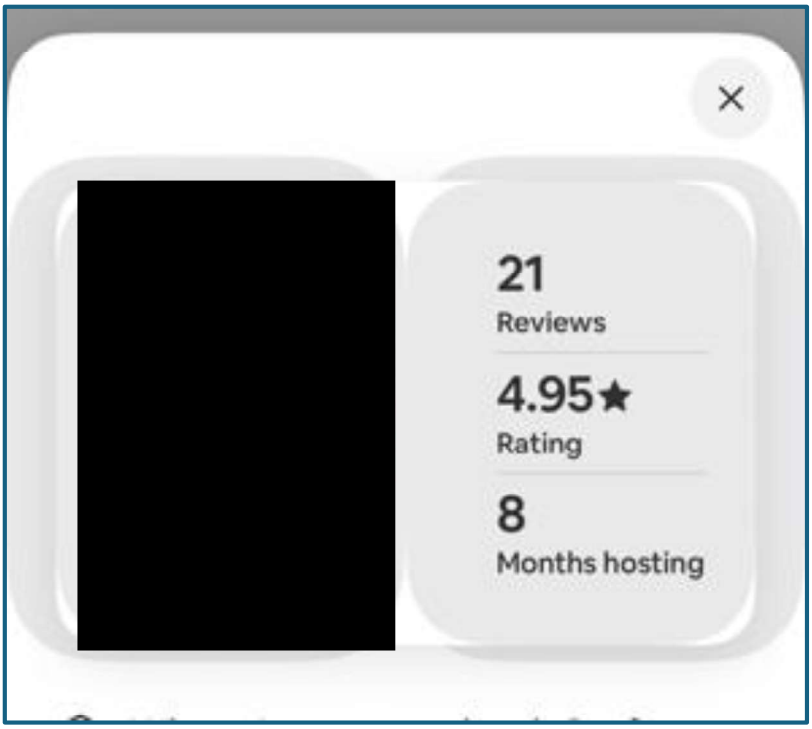
It is in the Property Management Team's best interest to keep the home and surrounding areas clean, tidy and quiet as this has an immediate effect on Guest reviews and future bookings/stays. A feature of our Airbnb is the peace and quiet of the suburb and surrounding areas. We promote 'peaceful surroundings.'

### Rating and rankings promoting Ballajura as a great place to live or stay

As operators this short stay property is a long-term strategy. We have never had complaints from our neighbours.

### Super-hosts

*We currently are rated at over 4.95 stars (out of 5) which is well above industry standard.*

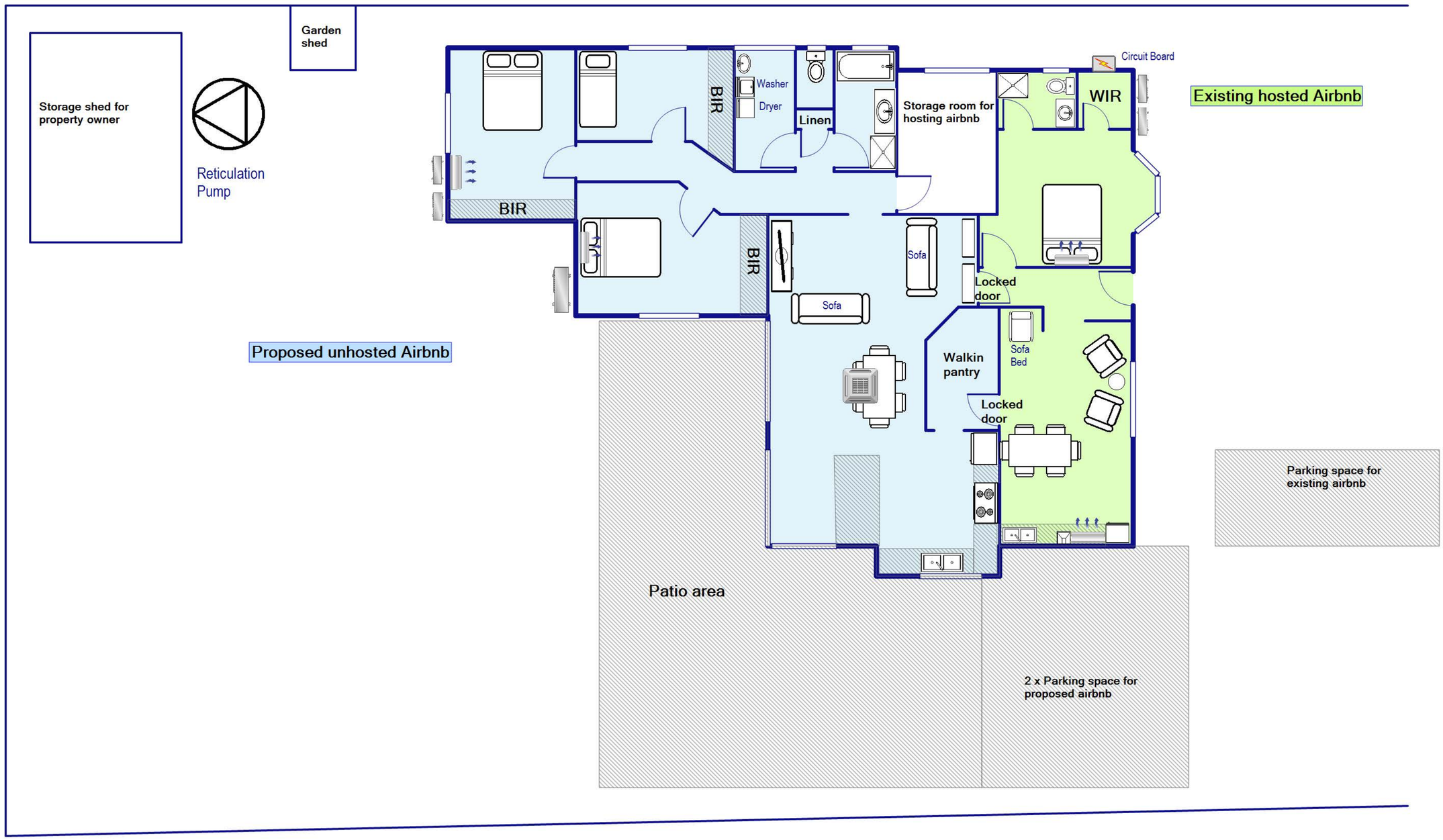


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TITLE

Airbnb proposal
17Osprey Circle Ballajura

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| Matt Alexander | 01 | 2026-07-03 |




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