

SHORT-TERM ACCOMMODATION MANAGEMENT PLAN

Property Address: 67 Carousel Loop, Brabham

Property Owner: Hui Lin & Yiyao Chen

Property Manager: Zegui Che, internally managed within the family

24-Hour Contact Number: 0425397374

Email: ze_gui@live.com

Date Prepared: 26/06/2026

1. Introduction

This Management Plan has been prepared to support the operation of the above property as **Unhosted Short-Term Accommodation**.

The purpose of this Management Plan is to ensure the property is managed responsibly and operated in a manner that protects the amenity of neighbouring residents while providing safe and comfortable accommodation for guests.

The Property Manager is responsible for the day-to-day management of the property and is available 24 hours a day to respond to any issues that may arise.

2. Booking and Guest Management

All bookings are managed through Airbnb.

Only guests with verified identification are permitted to book the property. Where appropriate, previous guest reviews and booking history are considered before accepting reservations.

Prior to arrival, guests receive information regarding:

- Check-in procedures
- House Rules
- Parking arrangements
- Waste disposal
- Emergency contacts

- Neighbourhood expectations

The property is rented to one booking at a time and individual rooms are not separately rented.

Maximum Occupancy: **11 Guests**

Minimum Stay: **3 nights**

Parties, events and large gatherings are strictly prohibited.

Guests who fail to comply with the House Rules may have their booking cancelled and be required to leave the property immediately.

3. Property Management

Check-in

Check-in is available after **3:00 pm**.

Guests are provided with self check-in instructions through Airbnb prior to arrival.

Check-out

Check-out is before **10.00 am**.

Guests are requested to:

- Secure the property before departure
- Dispose of rubbish appropriately
- Leave the property in a clean and tidy condition

Parking

Guests are required to park only within the designated on-site parking areas (inside the garage and/or on the driveway).

Parking on verges, footpaths or in a manner that obstructs neighbouring properties is not permitted.

Noise Management

Guests are required to respect neighbouring residents at all times.

Quiet hours apply between **10:00 pm and 7:00 am**.

Excessive noise, parties and disruptive behaviour are strictly prohibited.

Where complaints are received, the Property Manager will immediately contact the guest and take appropriate action.

Waste Management

Guests are provided with information regarding rubbish and recycling procedures.

Bins are placed out for collection in accordance with the City of Swan collection schedule and returned promptly after collection.

Cleaning and Maintenance

Professional cleaning is completed after every guest stay.

All linen is professionally laundered between bookings.

Routine inspections are carried out regularly to ensure the property remains clean, safe and well maintained.

Any urgent maintenance issues will be addressed as soon as reasonably practicable.

Safety

The property is fitted with smoke alarms in accordance with Western Australian legislation.

An outdoor security camera is also installed outside the garage.

Smoking and Prohibited Activities

Smoking is only permitted in designated external areas. Illegal activities, including the use of possession of prohibited substances are strictly prohibited.

4. Complaints Management

The Property Manager can be contacted 24 hours a day using the contact details provided above.

Should a complaint be received from a neighbour or member of the public, the following procedure will apply:

1. The complaint will be acknowledged as soon as practicable.
2. The Property Manager will investigate the matter immediately.
3. Guests will be contacted and instructed to rectify the issue where appropriate.

4. Serious or repeated breaches may result in immediate termination of the booking.
5. All complaints and actions taken will be recorded for future reference.

The Property Manager is committed to maintaining positive relationships with neighbouring residents and ensuring the property operates in a respectful manner.

5. Compliance

The property will be operated in accordance with:

- Development Approval issued by the City of Swan;
- City of Swan Local Planning Scheme requirements;
- Relevant Western Australian legislation relating to Short-Term Accommodation;
- Airbnb Terms of Service; and
- This Management Plan.

This Management Plan will be reviewed annually, or earlier if required following any significant operational changes or Council requirements.

Appendix A – Guest Code of Conduct

Guests staying at the property agree to comply with the following requirements:

- Maximum occupancy must not exceed the approved number of guests.
- Parties, events and commercial functions are not permitted.
- Quiet hours apply between 10:00 pm and 7:00 am.
- Guests must respect neighbouring residents and avoid excessive noise.
- Only registered guests are permitted to stay overnight.
- Vehicles must be parked within the designated parking areas.
- Smoking is only permitted in designated outdoor areas (if applicable).
- Illegal activities are strictly prohibited.
- Any damage or maintenance issues must be reported immediately.
- Guests must follow all emergency and fire safety instructions.
- Failure to comply with these requirements may result in immediate cancellation of the booking without refund.