

MANAGEMENT PLAN Property Description/Use

44 Wongin Boulavard, Henley Brook is a house which consists of three bedrooms, a living/dining room, a kitchen, two bathrooms, a laundry area and a backyard area at the rear. There is parking for two vehicles in a double garage at the rear of home. A maximum of six people will be allowed to stay at the property during each booking. The location is close to the Swan Valley which will appeal to tourists and corporate groups who need short-term accommodation in the area



Management Plan/ Introduction

This Short-Term Accommodation Management Plan has been prepared to demonstrate to the City of Swan that if a change of use to Short-Term Holiday Home is approved for 44 Wongin Boulevard, Henley Brook, the property will be professionally managed by myself to minimise any adverse impact on neighbours and nearby residents. As an owner of the property, I have an invested interest to make sure procedures in place to ensure guests comply with a Strict Code of Conduct. I have settings in place to screen guests and only accept guests with good feedback and rating from AirBNB and no instant bookings also min nights are set at 5 night to minimise a regular turnover of guests If approved, guests will be able to book a stay via short-stay accommodation websites such as Airbnb and Booking.com.

Management/ Complaint Management

Complaints can be resolved via myself the owner

. If neighbours believe guests are not being respectful of the Code of Conduct, they can contact the Owner | If neighbours are having any issues with the operation of the property, such as the location and/or orientation of lighting, vegetation on site or any other general issues, they are encouraged to contact myself. A Register of Complaints will be maintained and available for inspection by an authorised Council Officer. The complaints register will 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. A copy of this Management Plan can be made available to neighbours. Neighbours will also be provided with the contact details of the Manager and owner. Neighbours can be provided with the following: 1: A copy of the Code of Conduct; 2: A copy of the complaints management procedure; 3: Contact details which allows neighbours to engage with myself in the event of anti-social behaviour, particularly after hours. Neighbours will also be encouraged to contact the police if they have concerns of any illegal activity at the property.



Management/ Complaint Management

Complaints are divided into two categories. Level 1: Complaint (minor noise disturbance and/or complaint) In the event of a Level 1 complaint the following

procedure is to be adopted: 1: The neighbour is to contact the Myself; 2: The Owner will contact the guests to advise them of the complaint and remind them of their obligations under the Code of Conduct. 3: If the issue is not resolved and a further complaint is received within 12 hours, the Owner will visit the property, and the guests will be evicted in accordance with the Code of Conduct. Level 2 Complaint (major noise disturbance). Guests are encouraged to enjoy their time on the property, but as specified in the Code of Conduct, social events are not permitted, and noise should be minimised after 9pm and before 7am. If a Level 2 complaint is received, the following procedure is to be adopted: 1: The Owner or police will attend the premises within one hour of the complaint to verify if this is a major noise disturbance. 2: If the complaint is verified as a Level 2 complaint, the guests will be evicted in accordance with the Code of Conduct

Management plan Check in/ Check out

Check-In At the time of booking online, guests must review and agree to accept the house rules which specifically state:

1: No visitors or social events.

2: Quiet house after 9.00 pm Check-in time is 2.00pm - 9.00pm daily. Guests are provided with a code for keypad entry into the property. Check-out time is between 7am and 11am on the day of departure, unless other arrangements have been made with the Owner.

3: Door camera is also installed and stated on websites- to check how many guests are entering the house and make sure conditions are followed.

Maintenance.

Maintenance refers to both building maintenance and care of the gardens which have reticulation and has mature tree planted at rear as guidelines stated in new estate. Maintenance will be managed by the Owner. Maintenance will preferably 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

A folder has been created in home with all the relevant information listed below

1: Owner name and contact details.

2: Code of Conduct.

3: Procedure in the event of the house alarm activating.

4: Wi-Fi Device name and password.

5: Key lockbox code.

6: TV Information.

7: Air Conditioner operation.

8: Location of the first aid kit.

9: Extra towels and sheets.

10: Hot water systems operation.

11: Rubbish bin location and procedure for collection of rubbish bins.

12: Check-in time.

13: Check-out time.

14: Local restaurants and shopping.

15: Local parks and recreation services.

16: Other major attractions.

17: Important contact numbers.

18: Maps have been provided of area

19: Any other information as required. Manager's Guide and Responsibilities. A guide documenting tasks and processes will be retained by the Manager for the following: 1: General hosting (Including liaisons with clients, providers and Local Government); 2: Cleaning information between occupants; 3: Procedure for bin collection; 4: Laundry requirements; 5: Garden preventative maintenance; and 6: Building preventative maintenance. The Manager shall maintain: The Register of Complaints as referred to in this Management Plan

Code of Conduct for guests

Short-Term Accommodation is a unique experience, and the guiding principles of this Code of Conduct are:

- 1: Treat the property as if it is your own home.
- 2: Wash dishes and put them away
- 3: Make sure aircon/ lights/ TV are always off when not home
- 4: Respect your neighbours.
- 5: Leave it in the appropriate condition as it was upon occupation.

General Requirements 1: Guests must comply with this Code of Conduct and instructions from the Manager during their stay. 2: Guests must notify the Manager of any disputes or complaints from neighbours as soon as practicable. Noise and Residential Amenity 1: Guests must not create noise which is offensive or has the potential to create a nuisance to occupiers of neighbouring properties especially between 9pm and 7am Monday to Saturday and 9pm – 9am on Sunday and public holidays, during arrival and departure, and at any time throughout the occupancy. 2: Offensive noise is prohibited and may result in termination of permission to occupy the property

Gatherings and Functions are prohibited.

Parking. 1: Parking for two vehicles in the double garage at the rear of property – Both sets of keys have garage remotes

Waste Management 1: 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 the house or gardens.

2: Rubbish and recycling arrangements at the property are in the form of a bin for general rubbish and a bin for recycled goods as per the City of Swan Guidelines.

3: Bins should be placed in the rear laneway before 12pm on the day before collection day. The Owner is to check by 6pm on the evening prior to collection day that the bins have been placed in the lane when bins need rubbish disposed of.

Outdoor Areas.

1: Guests are to respect the privacy of neighbours when utilising outdoor areas.

2: Guests are to also minimise noise when in the outdoor areas.

Smoking. -Smoking is not permitted within the residence.

Pets- Pets are only permitted with approval of the Owner

. Motorcycles and Bicycles. Motorbikes and bicycles are not permitted within the residence. Damages and Breakages. Any damage or breakages must be reported to the Manager. Compliance. 1: Breach of the Code of Conduct is a breach of The Terms and Conditions of Contract and permission to occupy of the property. 2: The owner reserves the right, in accordance with the law, to terminate permission to occupy and to evict from the property guests who refuse to follow the Code of Conduct.



