

CITY OF SWAN – SHORT-TERM RENTAL ACCOMMODATION (STRA)

GENERAL MANAGEMENT PLAN – COMFYNEST VILLA

Property Address: 40 Wintegreene Drive, Bennett Springs WA 6063
STRA Registration Number: STRA6063ICPJ0ASM

1. PROPERTY DETAILS

Owners: Charles Masango and Beritha Masango

Primary Contact / Local Manager:

- **Name:** Charles Masango
- **Role:** Property Manager
- **Mobile:** 0447 630 816 (available 24/7)
- **Responsibilities:** Guest management, operational matters, neighbour liaison

Dwelling Configuration:

- 2½ bedrooms (2 x Queen bedrooms + living room with double sofa bed)
 - Maximum Approved Occupancy: **4 guests**
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2. GUEST MANAGEMENT

2.1 Occupancy Controls

The premises is approved for a maximum of **4 guests**. No additional visitors, unregistered guests, or unauthorised occupants are permitted.

2.2 Check-In / Check-Out Procedures

- Self check-in via secure lockbox
- Access code issued on day of arrival
- Check-in: **After 3:00 PM**
- Check-out: **10:00 AM**
- Required departure tasks:
 - Lights switched off
 - Dishes washed or dishwasher running

- Towels placed in laundry basket

2.3 Booking Platforms

Airbnb is the primary booking platform. Additional platforms may be utilised subject to compliance with City of Swan STRA requirements.

2.4 Guest Screening

- Identity verification through booking platform
- Review history assessed prior to acceptance
- Bookings linked to parties, nuisance behaviour, or non-compliant activity are declined

2.5 House Rules Compliance

Guests must accept house rules prior to booking. Rules are provided digitally and displayed within the premises.

3. NOISE MANAGEMENT

3.1 Quiet Hours

Quiet hours apply from **9:00 PM to 7:00 AM**, consistent with STRA and community amenity standards.

3.2 Prohibited Activities

- Parties, gatherings, events, and functions
- Amplified outdoor music at any time
- Noisy outdoor use after 9:00 PM

3.3 Noise Complaint Response

- Complaint acknowledged within **15 minutes**
 - Guests contacted immediately to rectify issue
 - Persistent or serious breaches may result in termination of stay and reporting to Airbnb and/or City of Swan
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4. PARKING MANAGEMENT

4.1 On-Site Parking Provision

- Brick-paved and concrete driveways available (Refer to Site Plan)
- Maximum of **4 vehicles**
- Guest driveway located on left-hand side of main house

4.2 Parking Requirements

- All vehicles must be parked on-site
 - Verge parking is prohibited
 - Vehicles must not obstruct neighbouring properties or shared access
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5. WASTE MANAGEMENT

5.1 Bin Storage

Three bins located in the designated STRA Guest Waste Storage Area near the driveway.

5.2 Collection Schedule

- **General Waste (Red):** Fortnightly – Mondays
- **Recycling (Yellow):** Fortnightly – Mondays
- **Green Waste (Green):** Weekly – Mondays

5.3 Guest Waste Requirements

- Waste must be disposed of in correct bins
- No loose rubbish or bags outside bins
- Food waste must be disposed of daily

5.4 Excess Waste Management

Excess waste removed by property manager; fees may apply if caused by guest misuse.

5.5 Responsibilities

- **Guests:** Transfer waste from villa to STRA Guest Waste Storage Area
- **Owners:** Place relevant bins at roadside STRA Waste Collection Area every Mondays before 6am.

6. NEIGHBOUR LIAISON & COMPLAINTS

6.1 24-Hour Contact

Local manager available at all times for neighbour concerns.

6.2 Complaint Response Procedure

- Complaint acknowledged within **15 minutes**
- Guests contacted immediately
- Follow-up communication provided to neighbour

6.3 Escalation Process

- Repeated issues may result in termination of booking
- Serious breaches may be reported to City of Swan or relevant authorities
- Airbnb Resolution Centre engaged where appropriate

7. PROPERTY MANAGEMENT

7.1 Inspection Frequency

- Pre-arrival inspection
- Post-departure inspection
- Quarterly maintenance inspection

7.2 Cleaning Arrangements

- Professional cleaning after every stay
- Monthly deep cleaning

7.3 Maintenance Procedures

- Non-urgent issues addressed within **48 hours**
- Emergency repairs handled immediately
- Maintenance logs retained for council review

7.4 Security Measures

- Secure lockbox
 - Outdoor lighting
 - Smoke alarms throughout
 - Fire extinguisher, fire blanket, first aid kit (living room and kitchen)
 - CCTV at front of main house, guest driveway, and rear of main house (no internal surveillance)
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8. COMPLIANCE MEASURES

8.1 House Rules Distribution

Provided via booking platform, email, and printed manual.

8.2 Planning Approval Compliance

The property will operate in full compliance with all conditions imposed by City of Swan under STRA approval.

8.3 STRA Registration

Registered under Western Australian STRA regulations.

Registration Number: STRA6063ICPJ0ASM

8.4 Consequences for Breaches

- **Minor breaches:** Warning issued
 - **Major breaches:** Immediate termination of stay
 - **Damage or excessive cleaning:** Fees charged and reported to platform
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