Management Plan:

Short Term Accommodation



13 Howden Street, Brabham WA 6055

Version 05 Oct 2026

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1.0 INTRODUCTION

This Short-Term Accommodation Management Plan seeks to manage the property at **13 Howden Street, Brabham, WA, 6055**, and conform with the City of Swan policies and procedures relating to management of the property.

This Management Plan will establish an acceptable standard of behaviour for guests and visitors to seek to minimise any adverse impact on the owner, neighbours, residents and the City of Swan.

It is envisaged that guests will be able to book a stay at this address via established supporting organisations such as real estate agents, relocation managers, and short stay accommodation providers such as Airbnb and Stayz, etc. 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 six (6) adults. A maximum of up to 4 children (12 years and under) can also be accommodated under each booking.

2.0 CHECK IN

At the time of booking online, guests are to review and agree to accept the house rules which specifically state:

1. No parties or events;
2. Quiet house after 9.00 pm and before 07:00 am.

Check in time is 2.00 pm onwards daily.

Guests are provided with a code for keypad entry into the property. Guests are to check in by NLT 9.00 pm.

Check ins are not permitted between 9.00 pm and 7.00 am.

If guests arrive in the locality after 9.00 pm for check in, they should find alternative arrangements for their stay overnight and check in after 7.00 am the following day (on the basis that they have paid for the accommodation for the previous day.

3.0 CHECK OUT

Check out time is between 7am and 11am on the day of departure, unless other arrangements have been made with the Manager.

In the event that the Manager grants approval for check out before 7.00am, guests are to ensure that noise is kept to a minimum so as to not to create a nuisance to the neighbours.

4.0 MANAGER DETAILS

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

Mr Prak Sangthong
Easy Home Rentals
0402 149 626
prak@easyhomerentals.com.au

5.0 COMPLAINTS MANAGEMENT

Complaints can be resolved at the neighbour level or via the Manager.

If neighbours believe that residents are not being respectful of the code of conduct conditions, they are to contact the Manager. The Manager's contact details are as follows:

Mr Prak Sangthong
Easy Home Rentals
0402 149 626
prak@easyhomerentals.com.au

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 the Manager to further discuss such issues.

A Register of Complaints will be maintained by the owner and Manager and must be available for inspection by an authorised Council Officer when requested. The complaints register is to contain the following information:

1. The date and time of the complaint;
2. The name, address and contact details 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 will be made available to neighbours, on request. Neighbours will also be provided with contact details of the Manager and owner.

Neighbours are to be provided with the following in regard to the short stay accommodation at 13 Howden Street, Brabham WA 6055 which contains:

1. A copy of the Code of Conduct;
2. A copy of the complaints management procedure;
3. Contact details which allow neighbours to engage with the Manager in the event of antisocial behaviour, particularly after hours, which cannot be addressed directly with the guests.

Neighbours are encouraged to contact the police if they have concerns that any illegal activity at 13 Howden Street Brabham WA 6055, is being conducted.

Complaints can be divided into categories, the process for each is detailed below:

5.1 Minor noise disturbance and/or complaint (Cat 1)

In the event of a minor noise disturbance and/or complaint the following procedure is to be adopted:

1. The neighbour is encouraged to contact the Guest to advise of the concern;
2. Alternatively, or in the event that the concern is not resolved, the neighbour is to contact the Manager;
3. The Manager will contact the guests to advise the nature of the complaint and remind the guests of their obligations under the Code of Conduct;
4. If the issue is not resolved and a further complaint is received within 12 hours, the manager or an appointed security firm is to attend the site. Alternatively, Police maybe called to attend, if the complaint warrants such action (if required);
5. In the event of a further complaint being received and the complaint validated, the guests will be evicted in accordance with the Code of Conduct.

5.2 Major noise disturbance or party (Cat 2)

Guests are encouraged to enjoy their time on the property but as outlined in the Code of Conduct, parties are not permitted and noise should be minimised after 10pm and before 7am. If the property is being used for a party or a major noise disturbance occurs, the following procedure is to be adopted:

1. The manager or security firm will attend the premises within one hour of the complaint to verify if this is a major noise disturbance or party;
2. If the complaint and the issue is deemed to be a Cat 1 complaint, then the procedure for Cat 1 shall be followed.
3. If the complaint is verified as a Cat 2 complaint, the guests will be evicted in accordance with the Code of Conduct.

6.0 USE OF PREMISES

The property will be rented as a residence to a maximum of 10 occupants, with not more than 6 adults (12 years and above) and 4 children. The property contains four (4) bedrooms, and two (2) bathrooms. A fifth (5) room doubles as a TV room with a fold out lounge as a double bed, to accommodate guests. The garage can house two (2) vehicles, and the driveway can also house 2 vehicles (total 4). All guests' vehicles are to be parked within the property. Guests' vehicles are not to park on the verge.

The property contains a rear yard available for guest use. Guests should be mindful of the proximity to neighbours when using the rear yard and keep noise to an acceptable level.

Premises are available for a minimum stay of two (2) nights and a maximum of 90 days.

Apartments are serviced on a weekly basis in addition to cleaning prior to check in. Surrounding yard, both front and rear are serviced regularly for maintenance, such as weeding, tree trimming, lawns, etc.

One booking is accepted at any one time. Whilst the property contains four bedrooms and an additional room that can be changed to a 5th sleeping room, individual rooms shall not be leased separately.

7.0 ON-SITE REGISTER

A register of all occupants will be kept by the Manager, available for inspection by an authorised Council Officer, and shall contain:

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

8.0 MAINTENANCE

Maintenance refers to both building maintenance and care for the gardens. 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.

Professionals will be engaged to attend during normal business hours to minimise disruptions to neighbours.

9.0 GUEST GUIDE

A guide shall be prepared for guests and kept in a folder on premises indicating the following information:

- Manager and contact details.
- Code of Conduct.
- Procedure in the event of the house alarm going off.
- Wi-Fi Device name and password.
- Key lockbox code.
- TV Information.
- Air Conditioner operation.
- Location of the first aid kit.
- Extra towels and sheets.
- Hot water systems operation.
- 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.
- Important contact numbers.
- Any other information as required.

10.0 MANAGERS GUIDE

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.

11.0 CODE OF CONDUCT FOR GUESTS AND VISITORS

The Code of Conduct is provided 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 a conspicuous place in the property so that it can be easily viewed by guests and visitors.

11.1 General Principles

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

- Treat this as your own home and that all areas be maintained in a clean and hygienic condition at all times.
- Respect your neighbours' right to privacy by maintaining noise control, including not using bad language or behaviour not considered appropriate.
- Leave the premises in the appropriate condition as it was upon occupation.

11.2 General Requirements

- Guests and visitors must comply with this Code of Conduct and instructions from the Manager during their stay.
- Guests must notify the Manager of any disputes or complaints from neighbours as soon as practicable.

11.3 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, and 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 and other expenses, which may be deducted from the 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.

11.4 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.
- Guests are responsible for visitors.
- Guests are responsible for ensuring that visitors comply with this Code of Conduct.

11.5 Gathering or Functions

- This property is not an approved "party house" and any such activities are strictly prohibited.
- Any gathering, celebration or entertainment permitted at the property must not conflict with the residential property and must comply with all other requirements.

11.6 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 arrangements on the property are restricted to the garage (2 vehicles) and the driveway on the property (2 vehicles).
- Guests are not to park on the verge outside the property.
- Guests are to ensure that there are not more than two (2) vehicles per booking, unless approved by the manager and only use of the garage or driveway provided, not the verge.

11.7 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 a green top wheelie bin for general rubbish and yellow top wheelie bin for recycled goods as per the City of Swan Guidelines.
- Rubbish is collected every Wednesday Morning, with recycled waste every 2nd week.
- The Manager is to arrange for tenants to position bins on the verge edge for collection by 6pm on Tuesday evening prior to collection. In the event bins have not been placed on the verge by this time, the Manger shall arrange for placement on the verge.

- The Manager is to check or arrange by 6pm on Thursday evening (or the day of collection) that the bins have been brought back onto the property and are not on the verge.

11.8 Security

- Whenever tenants are absent from the property, they shall 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.
- In the event of the house security alarm being accidentally activated, guests are to endeavour to stop the alarm sounding as soon as possible and advise the Manager of the incident.

11.9 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.
- Guests shall ensure all outdoor areas used, including BBQ, heaters and the like, are cleaned and returned to their stored location.

11.10 Smoking

- Smoking is not permitted within any indoor areas of the residence. If smoking is conducted externally in the front or back yard areas, cigarette butts, filters, tobacco are to be disposed of and guests shall ensure all flames, embers or the like are fully extinguished, prior to disposal to a certified receptible e.g. rubbish bin.

11.11 Pets

- Pets are only permitted by permission of the Manager who will seek approval from the property owner. Requests for pets must occur at time of booking. No pets will be approved to enter the inside area of the property.

11.12 Motorbikes and Bicycles

- Motorbikes and bikes are not permitted to be inside the residence, with the acceptance of the dedicated garage area.

11.13 BBQ

- Where BBQ's are provided, ensure that all controls are turned off when not in use.
- The BBQ is to be cleaned after each use.

11.14 Damages and Breakages

- Damages and breakages must be reported to the Manager. Damage, not considered reasonable damage, shall not be accepted and replacement costs shall be requested by the tenant who made the booking.

11.15 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 the premises. This right includes eviction from the property of guests or visitors who refuse to follow the Code of Conduct or who cause a nuisance.

12.0 REVIEW

This management plan is to be reviewed and updated annually by the Manager and consultation with the owner.

A copy of the management plan is to be given to the abutting neighbours and a minimum of once per calendar year upon request.

Property Owner/s: Andrew James Cameron & Suzanne Patricia Cameron