2026

MANAGEMENT PLAN

SHORT-TERM RENTAL ACCOMMODATION

25 SERPENTINE DRIVE, SOUTH GUILDFORD WA 6055

Prepared: 8 October 2026

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1.0 Introduction

This Short-Term Rental Accommodation Management Plan applies to the property at 25 Serpentine Drive, South Guildford WA 6055. The purpose of this Management Plan is to establish an acceptable standard of behaviour for guests and visitors, minimise any adverse impacts on neighbours and nearby residents, and provide a clear framework for the ongoing operation and management of the property.

The accommodation is intended to provide family and executive short-stay accommodation and is not intended to cater for parties, large groups, events or late-night activities.

The property may be listed on Booking.com, Airbnb and the manager's direct booking website.

2.0 Property Description

The property is an existing four-bedroom dwelling comprising:

Four (4) bedrooms;

Two (2) bathrooms, being an ensuite attached to the main bedroom and one main bathroom;

Open-plan living areas;

An outdoor alfresco area;

A double garage and parking in the driveway for two (2) additional vehicles; and

Unhosted short-term rental accommodation with no on-site reception.

3.0 Agent Contact Details

Agent / Manager: Matt Whiting Phone: 0407 883 111 Email: info@cedarlanestays.com.au

Cedar Lane Stays manages the property and is available 24 hours a day to respond to guest issues, neighbour complaints, emergencies and compliance matters.

4.0 Check-In

Check-in time is 3:00 pm unless other arrangements have been approved in advance. The check-in process includes the guest contacting the agent on the morning of check-in to confirm attendance. Guests obtain entry via a secure lockbox at the front door.

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Guests are not to approach adjoining property owners for additional information or assistance. All questions or issues are to be directed to the agent.

5.0 Check-Out

Check-out time is 10:00 am on the day of departure unless other arrangements have been made with the agent. Guests must leave the keys in the lockbox on departure. The premises will be inspected after check-out.

6.0 Complaints Management

Guests, visitors and neighbours will be encouraged to email or telephone the agent directly regarding any complaint or incident.

The agent can be contacted 24/7 and complaints are actioned immediately where practicable, or otherwise within 24 hours. Additional measures are as follows: 1. The dwelling is fitted with a noise monitoring system which alerts the agent when the nominated decibel threshold is exceeded. 2. Where a noise alert or complaint is received, the agent immediately contacts the guest to direct that the noise be reduced. 3. Where rules are not being followed, management may issue a formal warning, arrange for security attendance if required, and/or evict the guest. 4. On eviction, access arrangements including lockbox codes may be changed. 5. Where a guest has been evicted for serious breach, the bond may be forfeited.

A register of complaints will be maintained by the agent. This will include complaints, incidents and the action taken. The register will be available for inspection by an authorised officer of the City of Swan if required.

7.0 Bond

A bond will be taken prior to check-in at the booking stage. Any violation of the rules outlined within this Management Plan may result in the bond being retained by the agent, together with any other lawful recovery of costs.

8.0 Occupants Register

A register of all occupants will be kept by the agent and will be available for inspection by an authorised officer of the City of Swan if required. The register will contain:

The full names and usual place of residence of all occupants; and

The date of arrival and departure of the occupants.

Background checks for guests are undertaken through Truvi and/or other management systems, which assist with identity verification and guest screening.

9.0 Use of Premises (Guest Number Restriction)

The property will be occupied by a maximum of eight (8) guests for short-term stay accommodation. The minimum age for the person making a booking is 18 years.

Minimum stay is three (3) nights.

Groups we encourage are:

Families; and

Executives / business travellers.

Groups and activities that are not permitted include:

Hen's nights;

Buck's nights;

Birthday celebrations;

Parties; and

Other functions or activities that can get out of control or unreasonably impact neighbours.

10.0 Property Maintenance

Maintenance refers to both building maintenance and care of the gardens / outdoor areas. Maintenance will be managed by the agent and the property's groundskeeper. Maintenance will preferably be performed between occupancies unless urgent attendance is required during an occupancy.

Professionals and tradespersons will generally attend during normal business hours to minimise disruption to neighbours.

11.0 Guest Guide

A guest guide / guest book is prepared for guests and kept on site and/or provided electronically. It includes the following information:

Agent contact details;

Emergency contact numbers;

Property rules;

Electronics and appliance information;

Air-conditioner operation;

Location of the first aid kit;

Rubbish bin location and collection arrangements;

Check-in time;

Check-out time;

Car parking details;

Local services, restaurants, shopping and hospital; and

Any other information required for safe and respectful use of the property.

Click HERE for a link to the property Guest Guide.

12.0 Maintaining Property

The agent is responsible for the following:

General hosting;

Cleaning the property between occupants;

Laundry and linen requirements;

Garden and grounds maintenance;

Building maintenance; and

Restocking of essential supplies.

The groundskeeper also assists with outdoor maintenance and bin presentation/return where required.

13.0 Rules for Guests and Visitors

Strictly no parties or functions are permitted.

STRICTLY NO VISITORS. Only guests who are included and registered on the booking are allowed on the property. No additional visitors, friends or family members may enter or remain at the property at any time, including daytime and overnight visitors. The property must not be used as a meeting point, gathering space or for any form of entertaining. Any breach is a serious violation and may result in immediate termination of the booking and eviction.

General principles are:

Treat it as your home;

Treat it as if it were your own;

Respect your neighbours; and

Leave it as you find it.

14.0 General Requirements

All registered guests must comply with these rules and instructions from the agent for the duration of their stay. Unregistered visitors are not permitted.

Guests must notify the agent as soon as possible of:

Any dispute or complaint from neighbours;

Any damage to the property; and

Any faults or maintenance issues.

15.0 Noise and Residential Amenity (Noise Restrictions)

Guests must not create noise which is offensive or has the potential to create a nuisance to neighbours or the surrounding neighbourhood.

Offensive noise is prohibited and may result in termination of the stay, eviction, loss of rental paid, loss of bond and additional charges.

Quiet hours apply as follows:

Between 7:00 pm and 7:00 am Monday to Friday; and

Between 9:00 pm and 7:00 am on weekends and public holidays.

During quiet hours, music and television must be kept at a low talking level, with no amplified outdoor music and no bass-heavy sound.

Quiet hours and house rules are communicated in pre-arrival information, check-in instructions and the guest guide. Clear signage is displayed in the alfresco area and other relevant outdoor spaces stating the quiet hours. Guests are reminded that compliance is a condition of their stay.

Outdoor lighting: All outdoor lighting, including alfresco and backyard lighting, must be switched off by 7:00 pm on weekdays and by 9:00 pm on weekends and public holidays, except for essential safety lighting. Flashing, coloured and decorative party lighting is strictly prohibited. Indoor lighting must be managed to avoid excessive light spill onto neighbouring properties.

The property is equipped with an existing noise monitoring system. This system:

Continuously monitors decibel levels without recording conversations or audio content;

Is programmed to issue alerts where noise exceeds 85 decibels for a continuous period of 15 minutes; and

Sends simultaneous alerts to both guests and management.

If the system detects a breach: 1. An immediate automated or direct warning is issued to the guest. 2. Management monitors compliance and may contact the guest directly. 3. If a second alert is triggered or non-compliance continues, the matter is escalated immediately. 4. Guests are warned that continued non-compliance will result in termination of the reservation. 5. If noise continues after the second warning, the reservation may be cancelled, the guests may be required to vacate, and security personnel may attend if necessary.

Any complaints regarding noise or lighting will be addressed immediately by management.

16.0 Visitors, Gatherings or Functions

STRICTLY NO VISITORS, PARTIES, FUNCTIONS OR GATHERINGS. Only registered guests included in the booking are allowed on the property at any time.

No additional visitors, friends or family members are permitted at any time, including during the day or overnight. The property must not be used as a meeting point, gathering place or venue for entertaining. Any breach of this policy will be treated as a serious violation of the house rules and may result in immediate termination of the booking and eviction from the property.

17.0 Vehicle Parking

Registered guests are to comply with parking regulations and the following requirements:

Parking is within the double garage of the dwelling and in the driveway for two (2) additional vehicles;

A maximum of four (4) vehicles may park on site;

Parking on the road verge or in a manner that obstructs access is not permitted; and

Motorbikes and bicycles are not permitted to be stored inside the dwelling.

Figure 1 shows the residence, double garage, driveway and alfresco area. Two additional vehicle bays are accommodated in the driveway (subject to verification on the dimensioned DA site plan). A separate internal floor plan will accompany the DA.

Figure 1 – Indicative mirrored site-layout image showing the residence, garage, driveway and alfresco. Provide a dimensioned site plan identifying all four parking bays with the formal DA.

The dwelling is serviced by the City of Swan's three-bin FOGO system.

Confirmed collection arrangements for 25 Serpentine Drive, South Guildford are:

Collection type: 3-Bin (FOGO) Collection;

Place bins on the verge before 6:00 am on the morning of collection;

FOGO collection: every Tuesday;

Recycling collection: fortnightly, with the next recycling collection noted as Tuesday, 13 October 2026; and

General waste collection: fortnightly on alternate weeks, with the next general waste collection noted as Tuesday, 20 October 2026.

Waste separation is to be in accordance with the City of Swan FOGO system:

Green lid: food organics and garden organics (FOGO);

Yellow lid: recyclables only; and

Red lid: general waste only.

Guests will be provided with waste separation information. The groundskeeper monitors the transfer of waste bins between the dwelling and verge and will place bins out and bring them back in on behalf of guests where guests are unable to do so. All bins are to remain within property boundaries except on collection day. Use of neighbouring bins is strictly prohibited.

Figure 2 – City of Swan "Find my bin day" confirmation for 25 Serpentine Drive, South Guildford WA 6055.

Find my bin day



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19.0 Security

Whenever guests are absent from the property, all doors and windows are to be closed and locked to maintain security.

Guests must take reasonable precautions to protect the property and personal belongings. Any gates are to remain closed where applicable. The main house electrical safety devices, including RCDs, are identified to management and relevant information is available for emergency purposes.

20.0 Outdoor Areas

Guests are to respect the privacy of neighbours when utilising outdoor areas. Guests are to minimise noise when using the alfresco area at all times, particularly during quiet hours. Outdoor areas are to be maintained and kept clear at all times.

21.0 Smoking & Pets

Smoking, including e-cigarettes, is not permitted within the house. Any permitted outdoor smoking must be conducted responsibly and must not create nuisance or litter.

Pets are not allowed on the property unless specifically approved in writing by management.

22.0 Damages and Breakages

Damages and breakages must be reported to the agent before checking out or as soon as they occur. Fees may apply for repair or replacement of breakages and/or damage.

23.0 Compliance

Breach of the house rules may result in eviction and loss of bond. The agent reserves the right, in accordance with the law, to terminate the permission to occupy and evict guests or visitors who refuse to follow the rules or who cause nuisance.

24.0 Health, Safety & Hygiene

The property is fitted with smoke alarms and RCD protection. The managing real estate agency has confirmed that the property complies with relevant smoke alarm and electrical safety requirements and that these items are checked regularly during periodical inspections.

Additional health, safety and hygiene measures include:

A first aid kit is located in the common area / kitchen;

All food storage and preparation are to be performed in the kitchen area only;

A kitchen garbage bin is provided with extra garbage liners as required;

The dwelling is cleaned thoroughly at the end of each guest's stay;

Linen and towels are cleaned and managed by the agent to ensure consistency; and

The house has air-conditioning and appliances that are maintained on an ongoing basis.

25.0 Liability Insurance

The property is currently insured for short-term rental accommodation and current public liability insurance is also maintained.

The property will be managed by Cedar Lane Stays. The agent is available to attend the premises in regard to complaints or incidents where required. Details can be made available to both guests and neighbours if necessary.

26.0 Management Plan Review

This Management Plan is to be reviewed and updated annually by the agent, or earlier if required by changes in operation, City of Swan requirements or identified management issues.

Record of Review of Management Plan

Description	Date
Date Prepared	8 October 2026
Review of Management Plan (2027)	
Review of Management Plan (2028)	
Review of Management Plan (2029)	
Review of Management Plan (2030)	

Review of Management Plan (2031)	

Floor Plan and Site Plan

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25 Serpentine Drive, South Guildford

Residence 156m² | Garage 34m² | Alfresco 13m²

Total Area 203m²

This floorplan is for illustration purposes only to show the layout of the property. Whilst every effort has been made to ensure the accuracy of this floor plan, all measurements, and any other information shown are an approximate interpretation only. Measurements and total areas do not include or account for wall thickness or roof area under eaves. Crib Creative will not be held liable or responsible for any error, omission, misrepresentation or use of any information shown on the final floor plan. Not to be used for any other purpose.
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Parking Plan

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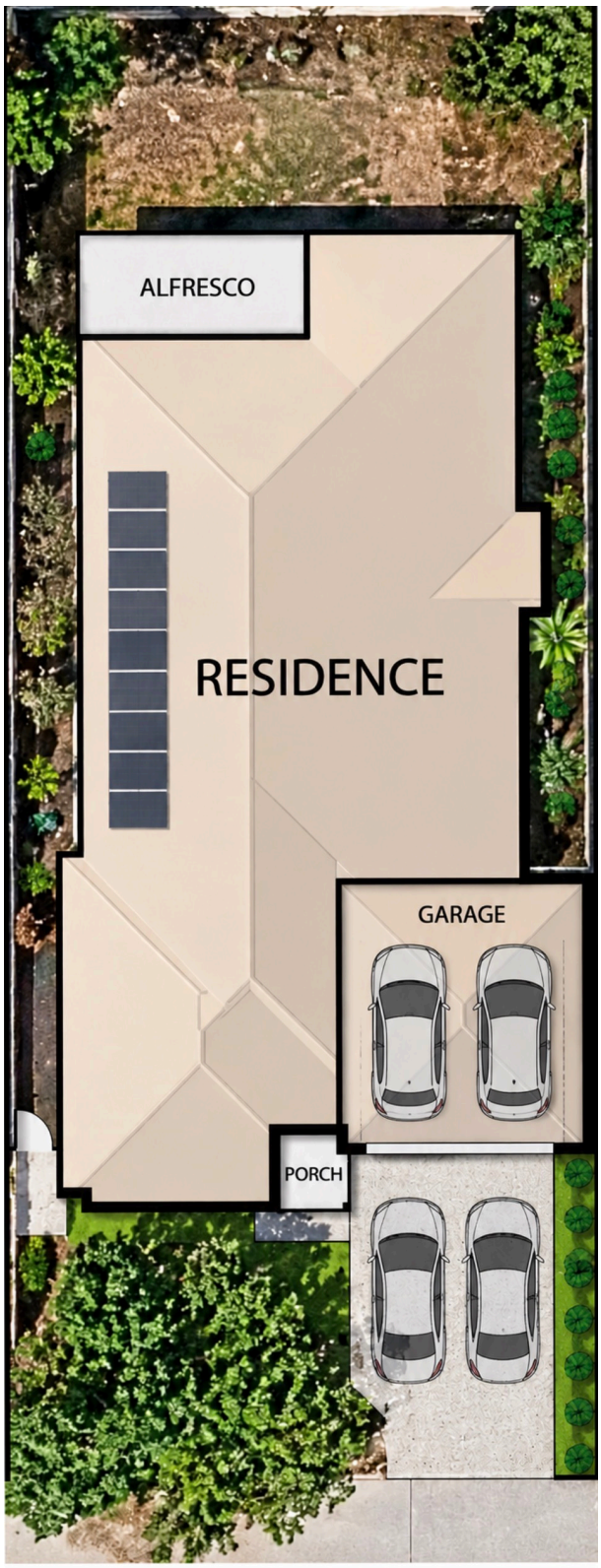

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