

Short-Term Rental Accommodation Management Plan

29 Ashby Terrace, Viveash WA 6056

Applicant / Owner: Chanel Jones and Konrad Opiela
Property address: 29 Ashby Terrace, Viveash WA 6056
Proposed use: Un-hosted Short-Term Rental Accommodation
Property type: Existing residential dwelling
Maximum number of guests: 6
Number of bedrooms available to guests: 3
Number of bathrooms: 1
Number of on-site car bays: 2
Property manager / responsible contact: Chanel Jones
24-hour contact number: 0434 023 816
Email: chanel_jones@hotmail.com
STRA registration number: Not yet applied

1. Purpose of this Management Plan

This Management Plan has been prepared to support the proposed use of 29 Ashby Terrace, Viveash as short-term rental accommodation.

The purpose of this plan is to demonstrate that the property will be managed in a professional and responsible manner, with clear procedures to minimise potential impacts on neighbouring properties, local amenity, noise, parking, waste, safety and emergency response.

The applicant has existing experience operating short-term accommodation and is currently an Airbnb Superhost for 350 South Terrace, South Fremantle. This experience will be applied to the management of 29 Ashby Terrace, Viveash, including guest screening, clear house rules, responsive communication, professional cleaning, and neighbour-aware management.

2. Description of the Property and Proposed Use

29 Ashby Terrace, Viveash is an existing residential dwelling proposed to be used as unhosted short-term rental accommodation.

The property will be offered to guests for short-term stays through recognised booking platforms such as Airbnb and/or other reputable accommodation platforms. The use will remain residential in character and will not involve events, functions, parties, commercial gatherings or activities that would be inconsistent with the surrounding residential area.

The accommodation will be suitable for families, couples, professionals and visitors seeking short-term accommodation in the City of Swan area. The property will not be advertised or managed as a party house.

3. Management Responsibilities

The property will be managed by the owner/operator, Chanel Jones, or an appointed local manager/cleaner.

The manager will be responsible for:

- guest screening and booking approval;
- issuing house rules and check-in instructions;
- being contactable by guests during their stay;
- being contactable by neighbours and the City of Swan;
- responding to complaints or urgent issues;
- arranging cleaning and linen changeovers;
- ensuring waste bins are presented and returned correctly;
- ensuring the property is maintained in a safe, clean and orderly condition;
- keeping a record of complaints and actions taken; and
- ensuring guests comply with the approved management plan and house rules.

A 24-hour contact number will be provided to guests and made available to adjoining neighbours if requested by the City of Swan.

4. Guest Numbers and Occupancy Limits

The maximum number of overnight guests will be limited to 6 guests.

Guest numbers will be controlled through the online booking platform and the property listing. Guests will not be permitted to exceed the approved maximum occupancy. Additional overnight guests, visitors, parties or events will not be permitted without prior written approval from the property manager.

The property will not be used for school leaver events, parties, functions, weddings, bucks/hens events, large gatherings or similar activities.

5. Guest Screening and Booking Controls

Guests will be required to book through a recognised platform or approved direct booking system that records guest details and allows communication between the guest and manager.

The following booking controls will apply:

- the booking guest must provide their full name and contact details;
- the booking guest must agree to the house rules before arrival;
- the booking guest must be responsible for the conduct of all guests and visitors;
- parties, events and unauthorised gatherings will be prohibited;
- guests with poor booking history, negative reviews or unclear booking intentions may be declined;
- the manager may request identification if appropriate;
- quiet hours and parking rules will be clearly communicated before arrival; and
- any breach of house rules may result in cancellation of the stay.

6. House Rules

The following house rules will be provided to all guests prior to check-in and will also be displayed within the property:

1. No parties, events or functions.
2. No excessive noise at any time.
3. Quiet hours apply from 10:00pm to 7:00am.
4. Guests must respect neighbouring properties and the residential character of the area.
5. Maximum occupancy must not be exceeded.
6. No unauthorised overnight guests.
7. Parking must be within the designated on-site parking areas or in accordance with local parking rules.
8. No parking across driveways, footpaths or neighbouring properties.
9. Rubbish and recycling must be placed in the correct bins.
10. Smoking and vaping are not permitted inside the dwelling.
11. Pets are not permitted unless approved in writing by the manager.
12. Guests must secure the property when leaving.
13. Guests must report any damage, maintenance issue or safety concern immediately.
14. Guests must follow emergency procedures provided in the guest manual.
15. Any breach of these rules may result in immediate termination of the booking.

7. Noise and Amenity Management

The property will be managed to minimise noise and amenity impacts on neighbours.

Noise management measures will include:

- clear quiet hours from 10:00pm to 7:00am;
- no parties, events or large gatherings;
- guest screening prior to booking approval;
- house rules provided before arrival and displayed at the property;
- reminders to guests to move indoors during evening hours;
- manager availability to respond to noise complaints;
- immediate contact with guests if a complaint is received;
- escalation procedures for repeated or serious breaches; and
- booking cancellation or guest removal where required.

Guests will be advised that the property is located in a residential area and that unreasonable noise, anti-social behaviour, offensive language, disturbance to neighbours or misuse of the property will not be tolerated.

Outdoor areas, if available to guests, will be subject to the same quiet-hours requirements. Guests will be asked to keep outdoor noise to a minimum after 10:00pm.

8. Anti-Social Behaviour Mitigation Plan

The following measures will be used to reduce the risk of anti-social behaviour:

- the property will not be promoted as a party or event venue;
- bookings that appear to be for parties, events or large gatherings will be declined;

- clear house rules will be accepted by guests before check-in;
- guests will be informed that neighbours may contact the manager if issues arise;
- the manager will be contactable during the stay;
- complaints will be responded to promptly;
- serious or repeated breaches may result in cancellation of the booking;
- police may be contacted if guests engage in unlawful, threatening or unsafe behaviour; and
- a complaints register will be maintained.

The operator's aim is to manage the property as quiet, well-presented visitor accommodation that does not adversely affect the amenity of neighbouring residents.

9. Complaints Management Procedure

A complaints process will be in place for neighbours, guests and the City of Swan.

Responsible contact: Chanel Jones

Mobile: 0434 023 816

Email: chanel_jones@hotmail.com

Complaints may relate to noise, parking, waste, guest behaviour, property maintenance or other amenity concerns.

The complaints procedure will be as follows:

1. Complaint is received by phone, text or email.
2. The manager records the complaint, including date, time, nature of complaint and complainant details if provided.
3. The manager contacts the guest as soon as practicable to assess and address the issue.
4. If the issue relates to noise or behaviour, the guest will be instructed to stop the behaviour immediately.
5. If the issue is not resolved, the manager may attend the property or arrange for a local representative to attend.
6. If the issue is serious, repeated or unlawful, the booking may be cancelled and police may be contacted if required.
7. The manager records the action taken and outcome.
8. A complaints register will be kept and made available to the City of Swan upon request.

Complaints Register

The following information will be recorded for each complaint:

- date and time of complaint;
- name/contact of complainant, if provided;
- nature of complaint;
- guest booking reference;
- action taken;
- time resolved;
- whether follow-up was required;
- outcome; and
- any preventative action for future bookings.

10. Guest Check-In Procedure

Guests will receive check-in instructions prior to arrival. Instructions will include:

- property address;
- check-in time;
- access details;
- parking instructions;
- house rules;
- emergency contact details;
- waste and recycling instructions;
- quiet hours;
- Wi-Fi details, if applicable;
- instructions for securing the property; and
- emergency procedures.

Check-in will generally be from 3:00pm. Earlier check-in will only be permitted if approved by the manager.

The guest will be reminded before arrival that they are staying in a residential area and must comply with all house rules.

11. Guest Check-Out Procedure

Check-out will generally be by 10:30am

Guests will be asked to:

- leave the property in a tidy condition;
- place rubbish and recycling in the correct bins;
- wash or stack dishes as requested;
- turn off lights, heating and air conditioning;
- lock doors and windows;
- return keys or ensure the smart lock/key safe is secured;
- report any damage or maintenance issues; and
- vacate by the approved check-out time.

After check-out, the property will be professionally cleaned and inspected before the next guest stay.

12. Car Parking Management

Guests will be instructed to use the available on-site parking areas wherever possible.

The property provides 2 on-site parking space/s. Parking instructions will be included in the guest manual and pre-arrival information.

Guests will be advised:

- not to park over neighbouring driveways;

- not to obstruct footpaths;
- not to park on verges where prohibited;
- not to block access for waste collection, emergency vehicles or neighbours; and
- to comply with all City of Swan parking requirements.

The number of guests and vehicles will be managed to ensure parking demand is appropriate for the property.

13. Waste Management

Waste will be managed to avoid impacts on neighbours, streetscape and public health.

The property will use the standard City of Swan waste and recycling services, including the general waste bin and recycling bin.

Guests will be provided with instructions explaining:

- which bin is for general waste;
- which bin is for recycling;
- what items are not permitted in recycling;
- where internal bins are located;
- where external bins are stored;
- collection day/s;
- when bins should be placed out for collection;
- where bins should be placed for collection; and
- when bins should be returned to the property.

The manager or cleaner will check waste areas during changeover cleans. If the cleaner or manager will place bins out for collection and return them after collection.

Guests will be instructed not to leave rubbish outside the bins and not to leave loose rubbish visible from the street.

14. Health and Safety Protocols

The property will be maintained in a safe, clean and habitable condition.

Health and safety measures will include:

- smoke alarms installed and maintained as required;
- residual current devices where required;
- regular cleaning between guest stays;
- provision of basic cleaning supplies;
- maintenance checks during changeovers;
- prompt repair of reported hazards;
- clear emergency contact information;
- provision of emergency evacuation instructions;
- secure locks/access arrangements;
- safe storage of cleaning products and chemicals; and
- regular review of the guest manual and safety information.

Guests will be provided with emergency instructions and advised to contact emergency services on 000 in the event of fire, medical emergency, threat to personal safety or other serious emergency.

The manager will ensure the accommodation is maintained in accordance with relevant health, safety, building and accommodation requirements.

15. Emergency Procedures

Emergency information will be provided inside the property in a visible location, such as the guest manual or entry area.

Emergency information will include:

- dial 000 for police, fire or ambulance;
- property address: 29 Ashby Terrace, Viveash WA 6056;
- nearest hospital/emergency medical facility
- manager contact: Chanel Jones
- instructions for evacuation;
- location of smoke alarms;
- location of fire extinguisher/fire blanket
- location of first aid kit
- instructions to leave the property immediately in the event of fire, gas smell, structural concern or other serious safety risk.

In the event of an emergency, guests will be instructed to contact emergency services first, then notify the property manager as soon as it is safe to do so.

16. Property Maintenance

The property will be maintained to a high standard to ensure it remains suitable for short-term accommodation and does not adversely affect neighbouring properties.

Maintenance procedures will include:

- inspection during each guest changeover;
- prompt response to guest maintenance reports;
- regular garden and verge maintenance;
- regular cleaning of outdoor areas;
- checking that bins and waste areas are tidy;
- periodic review of appliances, locks, air conditioning and safety items;
- pest control
- repair or replacement of damaged items as soon as practicable.

Any urgent safety issue will be addressed as a priority.

17. Neighbour Communication

The operator intends to maintain positive neighbour relations.

Adjoining neighbours can be provided with the manager's contact details so that any concerns can be raised directly and resolved promptly.

Guests will be made aware that the property is located in an established residential area and that neighbour amenity must be respected at all times.

18. Advertising and Listing Controls

The online listing will accurately describe the property, guest capacity, parking arrangements and house rules.

The listing will not promote the property for parties, events or gatherings. The listing will include clear statements that:

- parties and events are not permitted;
- quiet hours apply;
- maximum guest numbers apply;
- guests must follow parking instructions; and
- breaches may result in cancellation of the booking.

The operator will monitor guest reviews and feedback to identify any recurring issues and make improvements where required.

19. Insurance and Public Liability

The owner/operator will maintain appropriate insurance for the use of the property as short-term rental accommodation.

Insurance arrangements will be reviewed to ensure the proposed use is disclosed and appropriately covered. Evidence of insurance can be provided to the City of Swan if required.

20. Record Keeping

The operator will keep records relevant to the management of the short-term rental accommodation, including:

- booking dates;
- guest numbers;
- complaints and responses;
- maintenance issues;
- cleaning/changeover records;
- waste issues, if any;
- safety incidents, if any; and
- actions taken to prevent recurrence of issues.

Records will be retained and made available to the City of Swan upon request where reasonably required.

21. Review of Management Plan

This Management Plan will be reviewed periodically and updated.

The plan will also be reviewed if:

- the City of Swan requests amendments;
- there is a substantiated complaint;
- guest numbers or property arrangements change;
- parking or waste arrangements change;
- there is a safety incident; or
- the operator identifies a need for improved management procedures.

22. Commitment by Owner / Operator

I, Chanel Jones, confirm that I will operate the short-term rental accommodation at 29 Ashby Terrace, Viveash, in accordance with this Management Plan.

I understand the importance of protecting residential amenity and will manage the property responsibly, including controlling guest behaviour, responding to complaints, managing waste and parking, maintaining the property safely, and ensuring guests comply with house rules.

Signed: Chanel Jones

Date: 16 June 2026