

Operational Management Plan

Unhosted Short-Term Rental Accommodation

Property Address: 27 Wellaton st Midvale

Owner/Operator: Yan LIU

Contact Phone: 0430345517

Email: Lluyankevin517@hotmail.com

1. Property Overview

The property is a fully self-contained residential dwelling operated as unhosted short-term rental accommodation, meaning the owner does not reside on site during guest stays.

Maximum guest capacity: 6 Adults

Bedrooms:3

Bathrooms: 1

Parking spaces available on site: 1

The property will comply with all STRA registration requirements under Western Australian legislation.

2. Guest Communication & Booking Management

All bookings are managed via reputable booking platforms from Airbnb.

Guests must agree to house rules prior to confirmation.

Government-issued ID verification is required where available through booking platforms.

Guests receive a digital welcome guide outlining rules, emergency procedures, and local information.

3. Check-in & Check-out Procedures

Check-in:

Self check-in via secure lockbox.

Access codes are unique and changed after each stay.

Check-out:

Clear check-out instructions provided.

Property inspected by cleaner or property manager after each stay.

4. House Rules (Provided to All Guests)

Guests must agree to:

No parties, events, or gatherings.

No excessive noise, especially between 10:00 PM and 7:00 AM.

No smoking inside the property.

Maximum occupancy not to exceed approved guest limit.

Only registered guests permitted to stay overnight.

Respect neighbours and surrounding properties.

Failure to comply may result in immediate termination of stay.

5. Noise & Neighbour Management

Quiet hours strictly enforced (10 PM – 7 AM).

A local contact is available 24/7 to respond to complaints within 30 – 60 minutes.

Neighbours are provided with a contact number for immediate concerns.

Noise monitoring devices (non-recording, decibel-only) may be installed in common areas.

6. Security Measures

Keyless entry with regularly updated access codes.

External security lighting installed.

No internal surveillance cameras.

Property boundaries clearly defined.

7. Waste Management

Guests provided with clear bin instructions.

Bins placed out in accordance with local council collection schedule.

Cleaner checks and manages waste after each stay.

8. Parking Management

Guests instructed to park only in designated on-site spaces.

No parking permitted on verges or obstructing neighbours' driveways.

9. Cleaning & Maintenance

Professional cleaning conducted after every stay.

Linen professionally laundered.

Routine property inspections conducted.

Maintenance issues addressed promptly.

10. Emergency Management

Smoke alarms installed and maintained.

Fire extinguisher and fire blanket located in kitchen.

Emergency contact numbers displayed inside property.

Evacuation plan displayed near entrance.

In case of emergency, guests are instructed to call 000.

11. Complaint Handling Procedure

Complaints received via phone or email.

Immediate acknowledgement.

Investigation and response within 24 hours.

If required, guest warned or booking terminated.

Record of complaint retained.

12. Compliance Statement

The owner commits to complying with:

Western Australian STRA registration requirements

Local government planning approval conditions

Relevant building, fire safety, and health regulations



SITE LAYOUT
1:200

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