

# Short Term Dwelling Management Plan – 88 Reid St Bassendean

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## **Proposal.**

This proposal is to let 88 Reid Street (the property) for short term accommodation.

The property is a new single house with only two adjoining residential neighbours. We are the owners of the property next door to the east and rent this property as a permanent Single House. We have a good relationship with the owner/occupiers to the south, as we live only a few doors down from them, and they are supportive of our proposal. Next door to the west is a large road reserve which is used as a pocket park. Opposite the property is the Cyril Jackson Senior Campus.

We live a few doors down, with our bedroom window facing the property, and would ourselves experience any unreasonable amenity impacts from the property and address these immediately. We also have close, strong and positive relationships with all of our neighbours and would address any issues they raised immediately.

Together with a dedicate property manager, we would be part of the management of the property.

### *Short Term Dwelling – 88 Reid St Bassendean*

As the owners of this family built home we are committed to the highest standard of management of the short term resident stays. In addition to the other provisions of this management plan, residents would be vetted via their Airbnb account or via email to ensure that they have a history of positive feedback from previous short term stays. A dedicate property manager would be engaged to manage short term rentals together with us, living only a few houses away and within site of the property, to ensure dedicated 24 hour, high standard oversight.

## **Safety and Security.**

### *Security Cameras*

The property is fitted with three external smart security cameras, linked as a system. Two security cameras face the street on one covers the alfresco area to the west facing the pocket park.

The system has smart technology that can identify when a ‘person’ arrives at the property and sends instant alerts to the property manager and owners. The cameras can provide live video to the property manager and owner who can talk through the cameras to anyone at the property. The cameras are also fitted with alarms that can be activated by the property manager/owner in case of any security incident.

The cameras record and save footage, including sound so that any incidents can be reviewed, documented and addressed if necessary.

## *Security Lighting*

The property is fitted with two smart security lights, also linked as a system. The system has smart technology that can sense when a 'person' moves around outside of the property, activating lights.

## *Safety*

A fire blanket and fire extinguisher would be provided in the dwelling, along with a first aid kit. The Guest Information (attached) includes these details as well as emergency management information. This Guest Information would be provided to short term residents at the time of booking and displayed prominently on the premises.

## **Control of noise and anti-social behaviour**

The house is double glazed and airtight, so very little noise can leave the dwelling if it is closed. Residents would be prohibited from using amplified music outside or inside if the windows and doors are not closed.

Smoking is not permitted anywhere on the property and use of the side alfresco area is prohibited before 7am and after 10pm.

These other requirements are set out in the Code of Conduct (attached).

The Code of Conduct would be provided to short term residents at the time of booking and displayed prominently on the premises.

Guests would be required to provide a valid mobile number and email address so they can be contacted prior to, during and after their stay.

If a breach of the Code of Conduct is reported or observed by the property manager or owners, the property manager/owner would verbally explain the requirements of the Code of Conduct to the resident(s) either in person or via phone and state that they would be required to immediately vacate the property if there is a future breach of these requirements.

If a breach of the Code of Conduct is then reported and/or confirmed by the property manager/owner via direct observation or via the recording of the security system, the resident(s) would be required to immediately vacate the property. The property manager/owner would immediately attend the property to ensure this is actioned.

## **Booking Requirements**

All residents would be vetted via their Airbnb account or via email to ensure that they have a history of positive feedback from previous short term stays.

Same day bookings would not be permitted.

The property would only be permitted to be booked for a minimum of two nights.

## **Complaints management procedures**

Adjacent neighbours would be provided with the mobile number of the property manager as well as the mobile number of the owners.

Any complaints received from adjacent neighbours would be attended to within one (1) hour during the day (7:00am to 10:00pm) and 15 minutes at night (10:00pm to 7:00am). The owner lives a few houses down from the property and would personally attend the property and address any complaints immediately at night.

Complaints would be considered through review of the security footage, contact with the resident to explain the requirements of the Code of Conduct and finally through feedback on the outcome to the complainant.

The Code of Conduct (attached) would be provided to adjacent neighbours for their information.

## **Car Parking**

Parking would be available for two guest vehicles in the property's driveway. All guest parking must be in this driveway. Due to road line marking, no parking is permitted on the street.

The property's security cameras would record any parking occurring on the verge or street.

## **Check-In and Check-Out**

Check-in would generally be from 2:00 pm until 10:00pm. We would require check in time from guests so we can maintain security and meet them at or shortly after their arrival time. The property manager or owners would meet with every guest at or shortly after their arrival to discuss the Code of Conduct and local area.

Check-out would generally be between 7:00am and 10:00am.

## **Waste Collection**

Waste collection would occur through the property's residential waste collection. Residents would be provided with information regarding waste management when they book and at arrival.

# Code of Conduct

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## *Short Term Dwelling - 88 Reid St Bassendean*

The property is next to the homes of other people.

Thank you for respecting them and not impacting on them in any way by following these simple rules:

1. The property is not to be used by guests to host parties or other social events.
2. Use of the side alfresco area is prohibited before 7am and after 10pm.
3. Smoking is not permitted anywhere on the property.
4. Noise is to be kept to a level consistent with a residential area, including refraining from yelling/shouting and abusive language.
5. All doors and windows are to be closed if amplified music is being played inside. Amplified music is not permitted outside, including in the alfresco area.
6. Parking for two guest vehicles is available in the property's driveway. Due to road line marking, no parking is permitted on the street. No parking is permitted on the verge. No parking is permitted on other properties.

Any breach of this code of conduct cannot be tolerated and would end your stay with us.

# Guest Information

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*Short Term Dwelling - 88 Reid St Bassendean*

## Check-in & Check-out

Check-in is from 2:00 pm until 10:00pm.

Please provide your check-in time so we can maintain security and meet you shortly after your arrival time.

Check-out is between 7:00am and 10:00am.

Again, please provide your check-out time so we can maintain security and see you off.

## Host Contact

Please contact your host if you have any queries during your stay:

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Phone: .....

Email: .....

## Emergency Contacts

For life threatening emergencies Phone 000 - fire, ambulance, or police.

The closest emergency department is at the Midland Public Hospital

1 Clayton Street, Midland, 6056

Phone: (08) 9462 4000

## Safety.

Fire extinguisher and first aid kit are located in the kitchen cupboard next to the fridge.

## Parking

Parking is available in the property's driveway for two vehicles.

Due to road line marking, no parking is permitted on the street.

No parking is permitted on the verge.

No parking is permitted on other properties.

## **Rubbish**

The property has three bins.

- A food and organics (FOGO) bin is located on the kitchen bench for any food waste or tissues. The green bags inside are organic. Please dispose of this FOGO waste in the GREEN lid bin outside.
- A recycle bin is located below the sink at the back. This bin takes all recyclable plastic, paper/cardboard and cans. Please dispose of this recycling in the YELLOW lid bin outside.
- A general waste bin is located below the sink at the front. This bin takes all other waste. Please dispose of this other rubbish in the small RED lid bin outside.

Bin collection is Tuesday morning and the owners will take the bins out Monday night and bring them back in after they are collected Tuesday.

## **Climate control**

Generally the house will maintain a comfortable temperature, being sustainably designed, completely airtight, with the highest level of insulation and a heat exchange system.

If the house is too hot or cold a split-system air-conditioner in the corner bedroom can be used to quickly adjust the temperature of the entire house. Once the desired temperature is achieved the house will maintain that temperature. The controller is located on the kitchen wall next to the refrigerator. Operating instructions are included in the "Operating Instructions" folder.