

Management Plan

52 Broadway Bassendean



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Introduction

This management plan outlines commitment to maintain high standards of property maintenance, guest communication, and financial management, while the code of conduct sets out our expectations for guests and commitment to providing a safe, welcoming, and inclusive environment.

This short-term accommodation is designed to operate independently, without reliance on shared facilities. This means that guests staying at the property will have access to all the necessary amenities and facilities within the rental unit itself. These may include, but are not limited to, a private bathroom, kitchen, and living area. This independence allows for a more private and enjoyable experience for guests, without the need to share facilities with other residents or guests. Additionally, this setup reduces the risk of any disputes or conflicts arising from the use of shared facilities. By operating without reliance on shared facilities, the short-term accommodation provides guests with the comfort and privacy they desire during their stay.

1.0 Client screening requirements

The following will be reviewed prior to accepting a guest booking:

- Contact information including full name, phone number, and email address
- Agreement to our house rules
- Confirmation of payment
- An optional profile photo
- Proof of government-issued ID (e.g. driver's license or passport)
- Written reviews and recommendations from previous hosts
- A star rating based on factors like house rule compliance, cleanliness, and communication
- The number of guests and their location
- The reason for their visit and booking the property

2.0 Procedure for check in and check out

- The check-in time at the property is flexible and can occur anytime from 2:00pm until late, accommodating guests who may have late-night flights or drive from outside the city.
- The check-out time is set at 10:00am or earlier on the departure date.
- No more than six persons who do not comprise a single family are permitted to be on the property between the hours of 10:00 PM and 7:00 AM.
- Instructions provided upon booking include: information on accessing locks (The property has a digital lock system which where the code will change with every stay to ensure maximum security) and front door, the location of the designated parking areas, and where to find the council bins.

3.0 Complaints procedure

- The property manager is available to be contacted 24/7.
- Any complaints received regarding guests, the manager of the property will attend within between 5 and 30 minutes.
- Guests will be informed of the situation and any violation of the house rules.
- Depending on the severity of the violation, the reservation may be cancelled.
- It is forbidden for guests or visitors to make excessive and disruptive noise, especially between specific hours, and failure to comply may result in the termination of their stay, eviction, and extra charges for damage and security.
- Additionally, guests and visitors must behave in a socially responsible manner and minimize their impact on the surrounding neighbourhood and community. The owner of the property lives around the corner, making response time to any such complaints less than 5 minutes.

4.0 Manager Details

Contact details of the site manager for 52 Broadway are as follows:

Tristan Rogue

0423 587 450

tristanrogue@gmail.com

5.0 Maintenance

The owner has real-time access to the booking calendar and can plan for maintenance work to be carried out between guest stays. This will help to keep the property in good condition and meet the expectations of both the guests and adjoining neighbours. Any maintenance issues will be promptly reported and resolved either during guest's stays or after their departure, depending on the urgency of the situation. The goal is to maintain the appearance of the property and keep it at a standard that surpasses that of other properties in the area. The property owner resides nearby and will closely monitor the property's condition. The front of the property and any parking, trash, or rubbish issues can be monitored through the 'Ring' doorbell camera. If guests do not handle waste management properly, the owner will take care of it at an additional cost.

6.0 Use of premises

To ensure that the premises are used in a safe and responsible manner. Guests should adhere to the following rules for responsible use of the premises, including:

- No smoking or illegal activities on the premises
- Proper disposal of waste and food items
- Reporting of any damage or breakages
- Respecting the quiet hours of the neighborhood
- Proper usage of the appliances, furniture, and other items on the premises

7.0 Guest Guide/Handbook

Upon check-in, guests will be asked to read the "Guest Handbook" which provides all relevant information needed to have a comfortable, safe, and respectful stay. This handbook includes the contact information for the property manager, emergency contacts, emergency plan, house rules,

parking regulations, schedule for trash collection, public transportation options, and information about nearby attractions and amenities. The comprehensive nature of the guest handbook helps to minimize any potential problems or issues that may arise during the stay.

8.0 Security

Security is a top priority for 52 Broadway and is a critical component of our management plan. We take a comprehensive approach to security, which includes implementing various security measures to protect both our guests and hosts. To ensure the safety of our guests, we verify the identity of all users and provide a secure payment system. Additionally, we have a 24/7 customer support team to handle any security incidents that may arise.

In the event of an emergency, we have a dedicated incident response team that is available 24/7 to assist with any security incidents, alternatively, police, fire or ambulance should be contacted respectively and the property owner notified.

We also provide our guests with the resources they need to ensure their safety, such as guidelines for safe travel and information on local emergency services. An online search confirms that the site is not identified as being at risk of natural hazards. This means that it is located in an area that is considered safe from any potential natural disasters or threats, such as floods, landslides, or earthquakes. As a result, guests and residents can be confident that their safety is not being compromised by any potential natural hazards.

By taking a proactive approach to security, we aim to provide a secure and worry-free experience for all of our guests.

9.0 Parking

Our property provides a convenient solution for guests who need to park their vehicles with 4 allocated parking space available. This information will be clearly advertised to guests during the booking process, allowing them to make informed decisions about their stay.

Verge and street parking will strictly be not allowed and will be monitored closely via the 'Ring' camera app on the property owner's phone. Should guests park on the verge or street, they will

be issued with a warning and asked to move the vehicle into the allocated parking spaces mentioned above.

Code of Conduct for Guests and Visitors

52 Broadway Bassendean

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Introduction

The primary purpose of this code of conduct is to establish norms, regulations, and obligations for our guests and visitors. By adhering to the principles outlined in the code, industry participants can help ensure a positive and sustainable future for the property, while also promoting a positive experience for all those involved.

1.0 Compliance with Rules, regulations, law

Industry participants, guests, and property owners, are expected to comply with all applicable laws, rules, and regulations, including those related to health and safety and zoning. It is the responsibility of all industry participants to familiarize themselves with the relevant laws, rules, and regulations and to take appropriate steps to ensure compliance. This includes obtaining any necessary permits, licenses, or certifications, and complying with any applicable health and safety standards. Non-compliance with laws, rules, and regulations can have serious consequences, including fines and legal action.

2.0 Maintaining Safe and Clean Properties

Please ensure the property is left in the same condition as you found it.

3.0 Waste and garbage

Proper disposal of waste and recycling is a critical aspect of the code of conduct for the property. Guests have a responsibility to ensure that waste is disposed of in a safe and environmentally responsible manner using council bins provided which are to be taken out on relevant bin days which will be provided in the welcome folder.

Waste collection day is Wednesday morning and alternating bin days for Red, Yellow and Green bins will be provided in the welcome folder.

Should the bins not be returned from the verge onto the property by 7pm the following day, the property manager will bring them in to ensure a tidy appearance of the home is maintained.

4.0 Pets

Pets are to be considered at the property on a case-by-case basis, should yours be approved additional fees may apply along with the following rules:

- If your pet has an accident inside the rental, clean it up promptly and let us know what happened.
- Make sure that your pet is well-behaved and does not damage the property.

5.0 Damages

We will provide a detailed and accurate inventory of the property and its contents before each stay. If damage occurs, we will have the right to charge the guest for the repair or replacement costs of the damaged property, or to pursue other legal remedies as appropriate.

- Guests are responsible for any damage they cause to the property during their stay.
- Guests agree to report any damage they notice upon check-in and to provide prompt notification to the us if they cause any damage.

We will take action against guests who violate this policy, including but not limited to termination of their account, suspension of their ability to book future stays, and withholding payment to the host for damages.

6.0 Functions and Parties: Parties of any kind are not allowed and will lead to immediate eviction without a refund. The property is equipped with a noise monitoring device that will notify the owner through a phone alert if the noise level exceeds a certain level. The device also has a two-way microphone/speaker that will warn guests verbally if there is excessive noise. The front entrance of the property is fitted with a 'Ring' doorbell, which can be viewed by the property owner at any time through their phone and will notify the owner every time someone arrives at the door. The doorbell also stores video in the cloud, which helps prevent unauthorized guests from entering the house and minimizes the risk of parties and excessive noise.

7.0 Respect for Property: It is essential that guests treat the property with care and respect. Guests are responsible for any damages or excessive cleaning fees incurred during their stay. We kindly ask that guests handle all furniture, equipment, and facilities with care to avoid any unnecessary damages.

8.0 Quiet Hours: Our accommodation is in a residential area, and we ask that guests be mindful of their noise levels, particularly during quiet hours between 10pm and 8am. This consideration will ensure that all guests and neighbours can enjoy a peaceful and restful stay.

9.0 No Illegal Activities: We prohibit any illegal activities on the property or in the surrounding neighbourhood. Engaging in illegal activities is strictly forbidden and may result in immediate eviction.

10.0 No Unauthorized Guests: Guests are not allowed to bring additional people onto the property without prior written consent from the host. This measure is in place to ensure the safety and security of all guests and the property. Any approved visitors must comply with the code of conduct and will be the responsibility of the guest which the booking name falls under.

11.0 Smoking: Smoking is strictly prohibited inside the property. For the comfort and health of all guests, we ask that smokers refrain from smoking inside the accommodation.

12.0 Cleanliness: We expect guests to leave the property in a clean and tidy state. Any additional cleaning fees incurred as a result of the guest's stay will be charged to the guest. We kindly ask that guests take care to keep the property clean and tidy during their stay.

13.0 Hazardous Materials: To ensure the safety of all guests, we ask that guests do not bring hazardous materials onto the property. This includes, but is not limited to, flammable liquids, explosive materials, and toxic chemicals.

14.0 Lost or Damaged Property: In the event that any property is lost or damaged during the guest's stay, we ask that the guest immediately report this to the host. The guest will be responsible for any damages or lost items incurred during their stay.

15.0 Respect for Privacy: We ask that guests respect the privacy of the host and their neighbours. This includes avoiding any disruptive behaviour and respecting the host's personal space.

16.0 Complaints: Guests must notify the property owner/ manager of any disputes or complaints from neighbours to the property.

17.0 Check-in/Check-out: Guests must follow the agreed-upon check-in and check-out times. Any deviations from these times must be approved by the host in advance. This helps us to ensure that all guests have a smooth and efficient check-in and check-out process.

18.0 Food: It is noted that this short-term accommodation will not be hosted and that no food will be prepared on the premises.

We hope that these guidelines will help to ensure that all guests have a comfortable and enjoyable stay at our short-term accommodation. Thank you for choosing to stay with us, and we look forward to welcoming you soon.

By agreeing to the terms of this code of conduct, guests acknowledge that they understand and agree to abide by the rules and regulations set forth by the property owner. Failure to comply with these guidelines may result in termination of the booking and forfeiture of all payments made.

Broadway

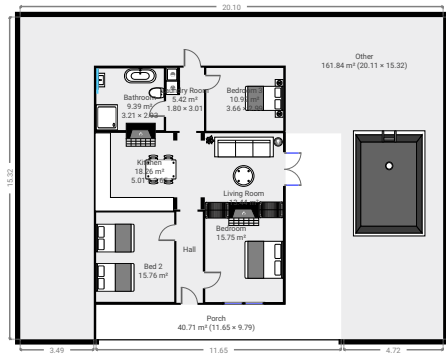
CREATED ON
2022-04-28

LOCATION
52 Broadway

DETAILS
Total area: 256.14 m²
Living area: 256.14 m²
Floors: 1
Rooms: 4

▼ Ground Floor

TOTAL AREA: 256.14 m² · LIVING AREA: 256.14 m² · ROOMS: 4



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