

Management Plan for Short Stay accommodation at 5B Hardy Road Bassendean WA 6054

1) The Number of patrons permitted at 5B Hardy Rd Bassendean.

The maximum number of patrons allowed at the property at one time is eight.

2) The Number of Guests

The maximum number of guests allowed at any one time is eight. Guests are not permitted to entertain visitors at the location unless previously approved by host. In most cases this will not be allowed. CCTV is in use to monitor guest arrival.

3) Vetting and screening of Guests

It is extremely important that we properly screen all guests prior to allowing them to book. The reasons for booking the property as well as their demographic allows us to confirm if the guest poses a potential risk of breaking the Code of Conduct. Although host platforms such as Airbnb have strict rules against discrimination due to age, sex, race etc. it is at the discretion of the host to decline request they feel may jeopardize safety, damage, or quiet enjoyment of neighboring properties. The vetting process includes.

- 1) All guests are required to provide a government ID to the hosting platform in order to book the property.
- 2) Guests are provided an automated response once they inquire about the property asking to confirm reason for booking, number of guests booking for, age group.
- 3) Guest platform is reviewed to seek negative reviews from potential guests.
- 4) Verbal conversation with the potential guests confirming booking intentions and reinforcing the Code of Conduct. We conduct a simple "Information Test" asking potential guests basic questions such as purpose of booking, full name, contact details, traveling from location, age group and details of additional guests. Guests who are hesitant in providing basic information are usually not approved.
- 5) Our Short Stay advertisement solicits guests of a family or mature nature. We do not solicit a "Party House" environment. The Code of Conduct is clearly displayed within.

4) Vehicle parking (Annexure G)

The home is equipped with a driveway with the ability to accommodate 4 vehicles if required. Should additional parking be required, additional parking can be found on the adjoining laneway to the east of the property. Guests are advised that parking on Hardy Rd is illegal and not permitted. The parking provided is adequate to cope with the expected number of guests and will not detract from the residential appearance of the dwelling or street.

5) Complaints Management Procedure

The code of conduct will be placed in the kitchen of the house at 5B Hardy Rd detailing the expected behavior and obligations of guests. House Rules Code of Conduct Annexure B attached.

Guests are expected to abide by the Code of Conduct in its entirety and agree to this prior to booking the property.

Daytime & After-hour complaints are managed with the same procedure. The expected response time for a complaint is immediate. We live within the suburb and are available to take Immediate action when required. In the event we are absent from the immediate area due to holiday or extenuating circumstances, an alternate contact will be appointed to manage the property on our behalf. The contact details of this individual will be made available to neighbors. We as hosts will make every attempt to not accept bookings that may coincide with a planned absence from the local area. If a complaint is lodged, a professional and effective action will be taken to resolve any problems. These actions include general warning from the host to the guests or a visit to the property to resolve the incident. In extreme circumstances guests may have their booking cancelled and removed from the property.

Neighbors will be informed to contact the host on 0408096773 in case of excessive noise or anti-social behavior. Guests exhibiting this behavior will be removed. Control of guest's noise will be achieved through a full acceptance of the Code of Conduct prior to booking, limiting the number of guests permitted on the property, reinforcement of Code of conduct after booking created and again prior to guest check-in. The use of CCTV is in use to monitor all individuals entering the property.

An Incident log will be utilized to document all complaints, related communication, and actions to resolve disputes. This is to ensure accountability for both the host and individuals creating the complaint. It will record the following particulars of each complaint:

- Date and time received.
- Name and designation (e.g., Guest, neighbor, council, police etc.) of complainant and contact details of complainant.
- Nature of complaint.
- Action taken (by whom and when).
- Outcome and/or further action required, or issue resolved.

6) Guest Register: Annexure B

A Guest Register will be maintained to record all guest details booking the property. This register will be made available for inspection if requested

7) Check-in Procedure

Guests' check-in is 10:00am. Upon check-in the guests will be met by the host, shown the house rules regarding expected and unacceptable behavior, and made to sign the guest register, detailing the names of all guests checking in. In the event the host is unavailable to meet the guest, the guest will be allowed to self-check-in via a lock box and entry instructions.

8) Rubbish and household waste

Guests are to dispose of garbage and recycling in accordance with Bassendean shire regulations. Food scraps and other biodegradable waste being placed in the green lid bin and all general waste being placed in the red lid bin. Recyclables should be placed in the yellow top bin.

Bin collection is once a week on Tuesday and guests are required to take out the wheelie bin on the required day before 8 am. Rubbish is not permitted to be placed for collection outside the bin.

9) Location Requirements

The Short Stay Accommodation suits the residential nature of the suburb and as such should not conflict with any zoning requirements. The owners do not want the presence of eight people in the house at any one time to impact the suburb or negatively affect the peaceful enjoyment of the residents of the suburb. We alternatively hope that the exposure to our suburb and city to national & international guests result in a beneficial experience for hosts, guests, and the local community.

Annexure C
BASSO RETREAT HOUSE RULES
CODE OF CONDUCT

- All guests are required to complete the guests register upon arrival at the property.
- This is not a PARTY house! this property is provided for families and individuals seeking a family friendly environment accommodation. Your stay should not impact the neighbors right to the quiet enjoyment of their property. Please do not book if your intentions do not align with this.
- Guests and visitors should comply with all local parking regulations. Parking is not permitted on the street or grass. Additional parking can be found on the side street to the east of the property.
- Check-out time is 10:00 am. Late checkout will result in a \$100 late fee.
- No shoes permitted inside the home.
- Portable music devices of any kind are prohibited. This includes portable Bluetooth speakers.
- No eating or drinking in bedrooms. Please enjoy your meal in the kitchen, dining room or outdoor areas.
- Wash your dishes after use. If dishes are not washed, extra cleaning fees will be applied.
- The kitchen should be cleaned prior to your departure. Countertops wiped; Stovetop & backsplash cleaned. Refrigerator wiped of any spills or food left behind.
- You have been provided an outdoor grill. Please clean after use (including backsplash).
- Smoking is not permitted on the property. Violation of this rule will result in a \$200 per day penalty.
- Dispose of rubbish in the outside bins. If the bins are full, please place rubbish outside the laundry door and we will dispose of it. Do not place rubbish outside of the full bins on the property or at the street.
- If you occupy the property on a Monday, please place the rubbish bins on the street prior to 8am Tuesday for collection. Refer to the guide provided on the refrigerator to identify which bins are to be collected for the week.
- Do not re-arrange furniture. Ever!
- For your enjoyment we have provided an arcade machine. Please do not slam, bang, or abuse the system. Damage to the equipment will result in compensation for repair or replacement.
- Turn off the lights, air conditioning, and any electronics when you leave the house. Don't forget to close the windows and lock the doors.
- Report any damages and/or breakages in a reasonably timely manner.
- No pets allowed.

POOL RULES:

1. Glass containers not permitted within the pool area. Plastic cups are available in the kitchen.
2. The pool is shallow. No diving, jumping or horseplay.
3. Please do not use the pool under the influence of alcohol.
4. Swim at your own risk.
5. We are not responsible for accidents or injuries.
6. Do not tamper with pool pump or equipment other than a brush or skimmer.
7. For the love of mother earth (and our water bill) please help us to save water by utilizing the pool cover when pool is not in use.
8. Children under the age of 14 must be supervised by an adult. Toddlers must wear a swim nappy.

POOL SAFETY RULES

THIS FACILITY IS FOR GUESTS/RESIDENTS ONLY

CHILDREN UNDER 16 MUST BE SUPERVISED BY A RESPONSIBLE ADULT AT ALL TIMES

All guests use this pool at their own risk.

The following are NOT permitted

NO running, bombing, diving, pushing or creating a nuisance
NO food, drink, glass, alcohol, gum or smoking
NO Pets










Proper swimming costume only

We reserve the right to ask guests/residents to leave the Pool area for failure to observe the above Safety Rules.

In an emergency contact 000

Please be respectful to others, and most of all enjoy and have fun !

- No parties or events. In the unfortunate event of the disruption of neighbors, GUESTS WILL BE ASKED TO VACATE THE PROPERTY IMMEDIATELY.
- No unregistered guests or visitors allowed. Period! The maximum property capacity is 8 people. Guests breaking this rule or exceeding their booking number WILL BE ASKED TO VACATE THE PROPERTY IMMEDIATELY.
- Outdoor quiet time from 11p.m. to 9:00am. The houses are very close together. Please respect the neighbors and refrain from noise other than reasonable conversation. Neighbor complaints, GUESTS WILL BE ASKED TO VACATE THE PROPERTY IMMEDIATELY
- **Parties/functions of ANY kind are prohibited! Period. Loud music, guests, or antisocial behavior. GUESTS WILL BE ASKED TO VACATE THE PROPERTY IMMEDIATELY.
- If guests are suspected of engaging in illegal activity, carrying and/or using illegal drugs of any kind, the authorities will be engaged, and GUESTS WILL BE ASKED TO VACATE THE PROPERTY IMMEDIATELY.
- If you require Police assistance, dial 131 444.
- For life threatening emergencies dial 000.

Lastly, this is a short stay accommodation and not a hotel, please be respectful of the property and keep it clean before you leave. Respect our property the items within and the neighbors.

**Annexure D
TITLE**

WESTERN



AUSTRALIA

REGISTERED NUMBER	
35/DP45114	
DUPLICATE SECTION	DATE DUPLICATE ISSUED
4	4/7/2012

**RECORD OF CERTIFICATE OF TITLE
UNDER THE TRANSFER OF LAND ACT 1993**

VOLUME
2659

FOLIO
844

The person described in the first schedule is the registered proprietor of an estate in fee simple in the land described below subject to the reservations, conditions and depth limit contained in the original grant (if a grant issued) and to the limitations, interests, encumbrances and notifications shown in the second schedule.

BGRoberts
REGISTRAR OF TITLES



LAND DESCRIPTION:

LOT 35 ON DEPOSITED PLAN 45114

**REGISTERED PROPRIETOR:
(FIRST SCHEDULE)**

SEMRA MIAO-ERH LEE-SMITH
RODERICK DUNCAN SMITH
BOTH OF 5B HARDY ROAD BASSENDEAN WA 6054
AS JOINT TENANTS

(T 0884784) REGISTERED 24/9/2021

**LIMITATIONS, INTERESTS, ENCUMBRANCES AND NOTIFICATIONS:
(SECOND SCHEDULE)**

- EASEMENT BURDEN CREATED UNDER SECTION 167 P. & D. ACT FOR SEWERAGE PURPOSES TO WATER CORPORATION SEE DEPOSITED PLAN 45114.
- *0884785 MORTGAGE TO COMMONWEALTH BANK OF AUSTRALIA REGISTERED 24/9/2021.

Warning: A current search of the sketch of the land should be obtained where detail of position, dimensions or area of the lot is required.
* Any entries preceded by an asterisk may not appear on the current edition of the duplicate certificate of title.
Let as described in the land description may be a lot or location.

-----END OF CERTIFICATE OF TITLE-----

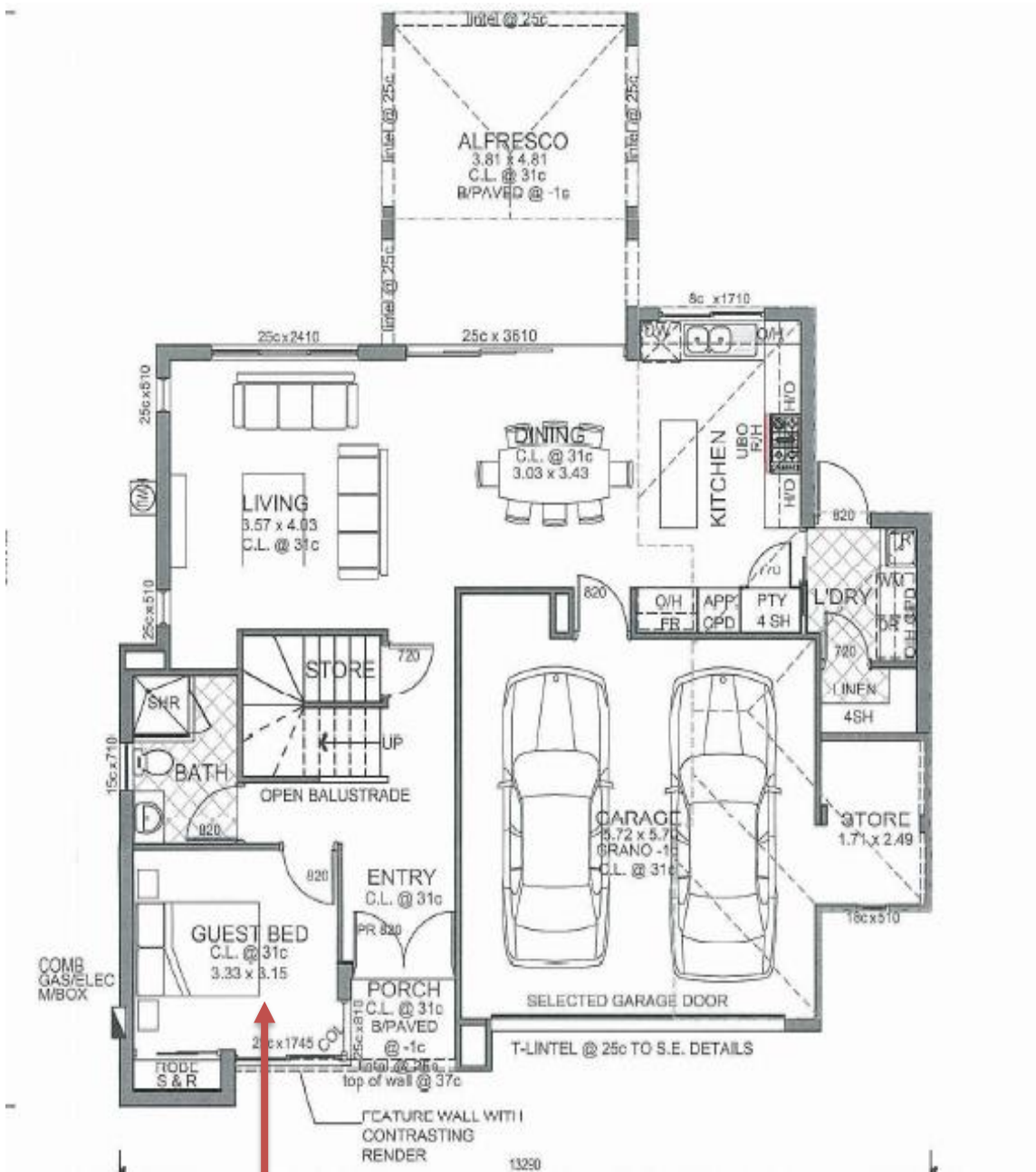
STATEMENTS:

The statements set out below are not intended to be nor should they be relied on as substitutes for inspection of the land and the relevant documents or for local government, legal, surveying or other professional advice.

SKETCH OF LAND: DP45114
PREVIOUS TITLE: 2584-599
PROPERTY STREET ADDRESS: 5B HARDY RD, BASSENDEAN
LOCAL GOVERNMENT AUTHORITY: TOWN OF BASSENDEAN

NOTE 1: K083219 SECTION 138D TLA APPLIES TO CAVEAT J966872
NOTE 2: K083223 SECTION 138D TLA APPLIES TO CAVEAT K17682
NOTE 3: DUPLICATE CERTIFICATE OF TITLE NOT ISSUED AS REQUESTED BY DEALING M413366

Annexure E
GROUND FLOOR Bedroom location



Bedroom #4

SITE PARKING



Four vehicle parking



Additional vehicle parking to the east of the property

Annexure G

CHECK OUT PROCEDURE

Before you go, we have a few things we ask you to do:

1. When you leave, lock the door, and place the key in the lock/post box.
2. The checkout time is at 10:00am. If you aren't out of the house by then, we're going to have to charge you a late fee of \$100. (We need time to get the house ready for our next guests, so please be considerate!)
3. Check under the bed, closets, drawers, laundry for any belongings you might have left behind.
4. Turn off all the lights, appliances, tv and the AC.
5. Make sure all the windows are shut.
6. Tidy kitchen. Place all towels in laundry area for cleaning.
7. Place dirty dishes in dishwasher and run cycle.
8. Remove all food/condiments and kitchen items you brought with you. Do not leave food in the refrigerator in cupboards or countertops. Failure to do this will result in an additional \$200 cleaning fee.

Have a safe trip home or a great time at your next destination!

Team Basso