

MANAGEMENT PLAN
SHORT TERM ACCOMMODATION

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INTRODUCTION

This Short-Term Accommodation Management Plan seeks to manage the amenity of No. 63 Third Avenue, Bassendean and conform with the Town of Bassendean Local Planning Framework.

This Management Plan will establish an acceptable standard of behaviour for guest and visitors to seek to minimise any adverse impact on the owner, neighbours, residents, and the Town of Bassendean.

It is envisaged that guests will be able to book a stay at this address via established supporting organisations such as real estate professionals, relocation managers, and short stay accommodation providers such as Airbnb. In the case of real estate professionals, guests will be also subject to the Residential Tenancies Act (1987) and the Real Estate and Business Agents Act (1978).

Bookings are for a maximum of four (4) adults or a family maximum four (4) people.

1.0 CHECK IN

At the time of booking online, guests are to review and agree to accept the house rules which specifically state:

- No parties or events, you will be evicted immediately without refund, and if necessary we will press further charges with police.
- Adult guests who book must give ID, pay a refundable security deposit of \$250, and sign a rental agreement on our secure online management portal. Guests are not allowed to stay, and will not receive check in details until we have received these details.
- Quiet house after 10.00pm
- Check in time is 3.00pm – 8.30pm daily.
- Guests are provided with check in instructions, and a code for the lock box to gain entry into the property. Guests are to check in by 9.30pm.
- Check ins are not permitted between 9.30 pm and 7.00 am.

2.0 CHECK OUT

Check out time is between 8.00 am and 11.00 am on the day of departure, unless other arrangements have been made with the Manager.

3.0 MANAGERS DETAILS

Contact details for the Manager of the site are as follows:

Lauren Zornada
Supreme Bnb
Ph: 0477739204
email: Laurenz@supremebnb.com.au
Manages Apartment 3

Rachele Glover
Space BnB
0431294402
rachele@spacebnb.com.au
Manages Apartment 8, 4

Louise Thompson
Expanded Equity
Ph: 0417913893
Email: louise@louisethompson.biz
Manages Apartments 1,2,5,6,7

4.0 COMPLAINTS MANAGEMENT

Complaints will be managed by the dedicated Manager.

If neighbours believe that residents are not being respectful of the Code of Conduct, they are to contact the Manager. The Manager's contact details are as stated above.

If neighbours are having any issues with the operation of the property, such as the location and/or orientation of lighting, vegetation on site or any other general issues they are encouraged to contact the Manager to further discuss such issues.

A Register of Complaints will be maintained by the owner and available for inspection by an authorised Council Officer. The complaints register is to contain the following information:

1. The date and time of the complaint;
2. The name and address of the complainant;
3. The nature of the complaint;
4. Investigations carried out;
5. Action taken; and
6. Response provided to complainant.

A copy of this Management Plan will be made available to neighbours. Neighbours will also be provided with the contact details of the Manager.

Neighbours are to be provided with the following in regard to the short stay accommodation at No. 63 Third Avenue, Bassendean:

1. A copy of the Code of Conduct
2. A copy of the complaints management procedure;
3. Contact details which allows neighbours to engage with the Manager in the event of antisocial behaviour, particularly after hours, if not addressed direct with the guests.

Neighbours are encouraged to contact the police if they have concerns that any illegal

activity at No 63 Third Avenue Bassendean.

Complaints can be divided into categories, the process for each is detailed below:

4.1. Level 1 Complaint (minor noise disturbance and /or complaint)

In the event of a Level 1 complaint the following procedure is to be adopted:

1. The neighbour is encouraged to contact the Manager.
2. The Manager will contact the guests to advise the nature of the complaint and remind the guests of their obligations under the Code of Conduct and/or explain the nature of the concern raised;
3. If the issue is not resolved and a further complaint is received within 12 hours, the Manager or an appointed security firm is to attend the site;
4. In the event of a further complaint being received and the complaint is validated, the guests will be evicted in accordance with the Code of Conduct.

4.2. Level 2 Complaint (major noise disturbance or party)

Guests are encouraged to enjoy their time on the property but as outlined in the Code of Conduct, parties are not permitted and noise should be minimised after 10pm and before 7am.

If a Level 2 complaint is received, the following procedure is to be adopted:

1. The Manager or security firm will attend the premises within thirty minutes of the complaint to verify if this is a major noise disturbance or party;
2. If the complaint and the issue is deemed to be a level 1 complaint then the procedure for Level 1 shall be followed.
3. If the complaint is verified as a Level 2 complaint, the guests will be evicted in accordance with the Code of Conduct.

5.0 USE OF PREMISES

The property will be rented as a complex of 8 apartments and each residence to a maximum of four (4) adults or one (1) family maximum four (4) people occupants. Each apartment contains two (2) bedrooms and two (2) bathrooms, one (1) living area, one (1) dining area, and an outdoor area. Depending on the apartment this includes either a courtyard, or a balcony. These are available for each booking. All guests' vehicles can be parked within the property in designated parking pays, or in the two designated visitors spots directly outside the apartments. Guest's vehicles are not to be parked on the verge.

Guests should be mindful of the proximity to neighbours when using the outdoor spaces and keep noise to an acceptable level and ensure no impact upon the amenity of neighbours.

Premises are available for a minimum stay of five (3) nights and a maximum of 90 days.

Properties are serviced on each and every check out, or on a weekly basis in addition to cleaning prior to check in. A full maintenance team including dedicated gardener, cleaner, electrician, and plumber are part of the team.

Only one booking is accepted at any one time. Whilst the property contains a number of bedrooms, individual rooms shall not be leased, or sub leased separately. Names of all

guests staying at the property is to be provided to the Manager at the time of booking. The Manager is to be made aware of any changes to the booking in terms of the number of guests being accommodated. This accommodation is suited to small families.

Each property is monitored by Minut 24hrs a day. Minut monitors noise, temperature, number of persons at the property, motion, and humidity. Any non-compliance by the guest is sent as an alert to the manager within ten (10) minutes. The manager will investigate immediately and take appropriate action. If non-compliance continues, eviction will immediately follow.

6.0 ON-SITE REGISTER

A register of all occupants will be kept by the Manager, available for inspection by an authorised Council Officer, and shall contain:

- The full names and usual place of residence of all occupants
- The date of arrival and departure of the occupants

7.0 MAINTENANCE

Maintenance refers to both building maintenance and care of the gardens. Maintenance will be managed by the owner. Maintenance will preferably be performed at a time between occupancy unless it is urgent and requires attendance at time of occupancy.

Other than in the case of an emergency, any maintenance contractors or staff will be engaged to attend during normal business hours to minimise disruptions to neighbours.

8.0 GUEST GUIDE

A guide shall be prepared for guests and kept in a folder on premises indicating the following information:

- Manager and contact details.
- Code of Conduct.
- Wi-Fi Device name password.
- Key lockbox code.
- TV information.
- Air Conditioner operation.
- Location of the first aid kit.
- Hot water systems operation.
- Rubbish bin location and procedure for collection of rubbish bins.
- Check in time.
- Check out time.
- Local restaurant and shopping.
- Local parks and recreation services.
- Other major attractions.
- All local events and attractions to support local community and businesses.
- Important contract numbers.
- Any other information as required.

9.0 MANAGER'S GUIDE & RESPONSIBILITIES

A guide shall be prepared for the Manager and kept in a folder by the Manager, documenting tasks and processes for the following:

- General hosting (Including liaisons with clients, providers and Local Government);
- Cleaning information between occupants;
- Procedure for bin collection;
- Laundry requirements;
- Garden preventative maintenance; and
- Building preventative maintenance

The Manager shall maintain:

- A Register of Complaints as referred to in Part 5 of this Management Plan;
- A register of all occupants referred to in Part 7 of this Management Plan;

10.0 REVIEW

This management plan is to be reviewed and updated annually by the Manager.

A copy of the approved management plan is to be given to the abutting neighbours and a minimum of once per calendar year upon requests.

Record of Review of Management Plan

Description	Date
Version 1	June 2022
Version 2	
Version 3	
Date of review undertaken in 2022:	June 2022
Date of review undertaken in 2023:	
Date of review undertaken in 2024:	
Date of review undertaken in 2025:	

**CODE OF CONDUCT FOR GUESTS AND VISITORS
SHORT TERM ACCOMODATION**

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CODE OF CONDUCT FOR GUESTS AND VISITORS

The Code of Conduct is provided to guests upon confirmation of the booking and will be at the property to ensure that guests and visitors know and comply with specific behaviour governing their permission to enter and occupy the property.

The Code of Conduct will be displayed in full view at the property so that it can be easily viewed by guests and visitors.

1.0 General Principles

Short Term Accommodation is a unique experience and the guiding principles of this Code of Conduct are:

- Treat this as your own home.
- Respect your neighbours.
- Leave it in the appropriate condition as it was upon occupation.

2.0 General Requirements

- Guests and visitors must comply with this Code of Conduct and instructions from the Manager during their stay.
- Guests must notify the Manager of any disputes or complaints from neighbours as soon as practicable.

3.0 Noise and Residential Amenity

- Guests and visitors must not create noise which is offensive or has the potential to create a nuisance to occupiers of neighbouring properties especially between 10pm and 7am Monday to Saturday and 10pm -9am on Sunday and Public Holidays, during arrival, during departure, and at any time throughout the occupancy.
- Offensive noise is prohibited and may result in termination of permission to occupy the property, eviction, loss of rental paid and extra charges for security deposit or bond under the terms and conditions.
- Guests and visitors must not engage in any anti-social behaviour and must minimise their impact upon the residential amenity of the neighbours and the local community.

4.0 Visitors

- No visitors or guests other than those who are booked to stay at the property can stay in the property without first obtaining the Manager's approval.
- If the Manager's approval is obtained for visitors, guests are responsible for ensuring that visitors comply with this Code of Conduct.

5.0 Gathering or Functions

- This property is not a "party house" and any such activities are strictly prohibited.
- The property is not to be used for events, gatherings, parties, functions or similar activities.
- The property is monitored by an onsite sensor for noise, temperature, and number of guests. Any breach of protocol is sent to the manager as an alert. All breaches will result in instant eviction without refunds to the guests (also listed in 'house rules' and signed rental agreement).

6.0 Parking

- Guests and visitors are to comply with parking regulations and other requirements set out below and show consideration to neighbours and other vehicles.
- Parking is available on the property.
- Guests are not to park on the verge outside the property.

7.0 Garbage and Recycling

- Rubbish and recycled goods are to be disposed of in accordance with the usual practice at the property in the allocated bins, and excess rubbish must not be left in a public area.
- Rubbish and recycling arrangements at the property are in the form of a green top wheelie bin for general rubbish and yellow top wheelie bin for recycled goods as per the Town of Bassendean Guidelines.
- Rubbish is collected every Monday morning.
- Bins should not be placed on the verge before 12pm on the day before collection day.
- The Manager is to check by 6pm on Sunday evening that the bins have been placed on the verge for collection. If the bins are not placed on the verge by 6pm on Sunday evening, the Manager will put the bins out for collection.
- The Manager is to check by 6pm on Tuesday evening (or the day of collection) that the bins have been brought onto the property and are not on the verge. If bins are still on the verge at 6pm on Tuesday evening, the Manager will bring the bins back on the property.

8.0 Security

- Whenever you are absent from a property, close and lock all windows and doors to maintain security and prevent rain and water damage.
- At all other times, secure doors, and windows, as required.
- The mains electricity RCD's (Residual Current Devices) are in the property's meter box.

9.0 Outdoor Areas

- The pool area is only permitted to be used between 10.00 am to 7.00 pm.
- Guests are to respect the privacy of neighbours when utilising outdoor areas.
- Guests are to also minimise noise when in the outdoor areas.

10.0 Smoking

- Smoking is not permitted within the residence.

11.0 Pets

- Pets are only permitted by permission of the Manager.

12.0 Motorbikes and Bicycles

- Motorbikes and bikes are not permitted to be inside the residence.

13.0 BBQ

- Where BBQ's are provided, ensure that all controls are turned off when not in use.
- The BBQ is to be cleaned after each use.

14.0 Damages and Breakages

- Damages and breakages must be reported to the Manager.

15.0 Compliance

- Breach of this Code of Conduct is a breach of: The Terms and Conditions of Contract; and permission for occupancy of the property.
- The owner and Manager reserve the right, in accordance with the law, to terminate the permission to occupy and to evict from the property guests or visitors who refuse to follow the Code of Conduct or who cause a nuisance

COMPLAINTS REGISTER

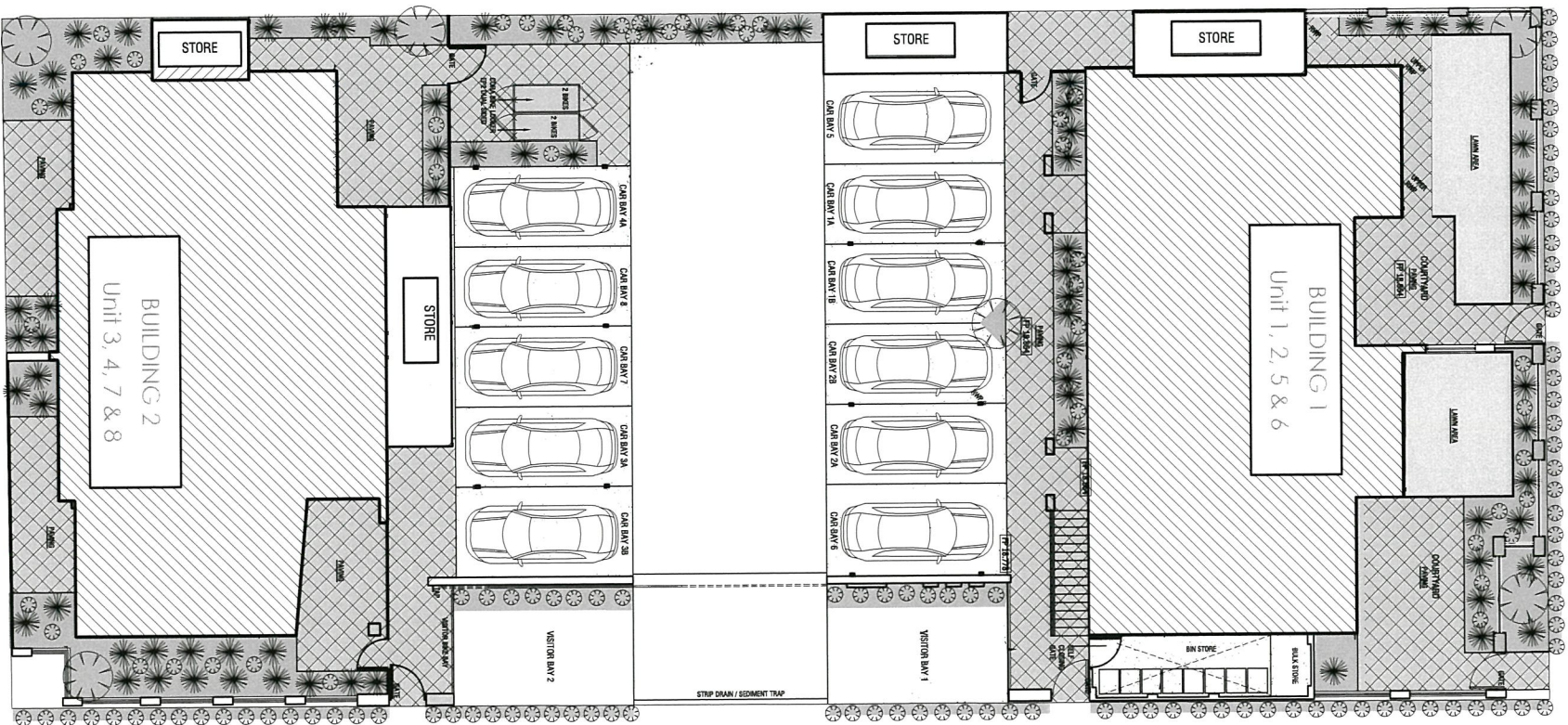
SHORT TERM ACCOMMODATION

Date and time of Complaint	Name and address of complainant	Nature of the complaint	Investigations carried out	Actions taken	Date and summary of Response to complainant

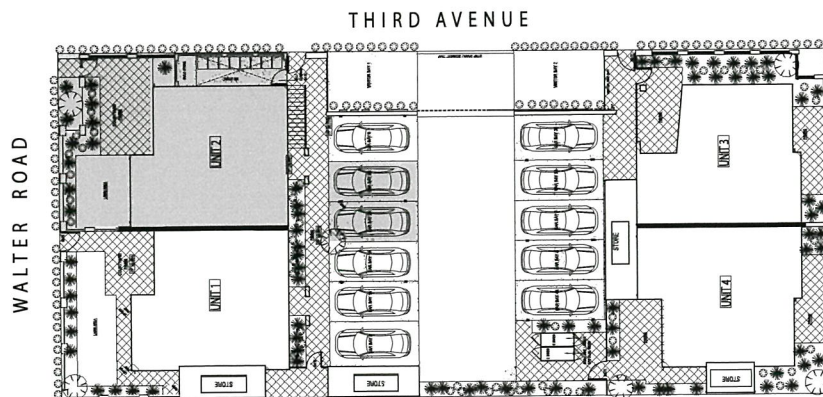
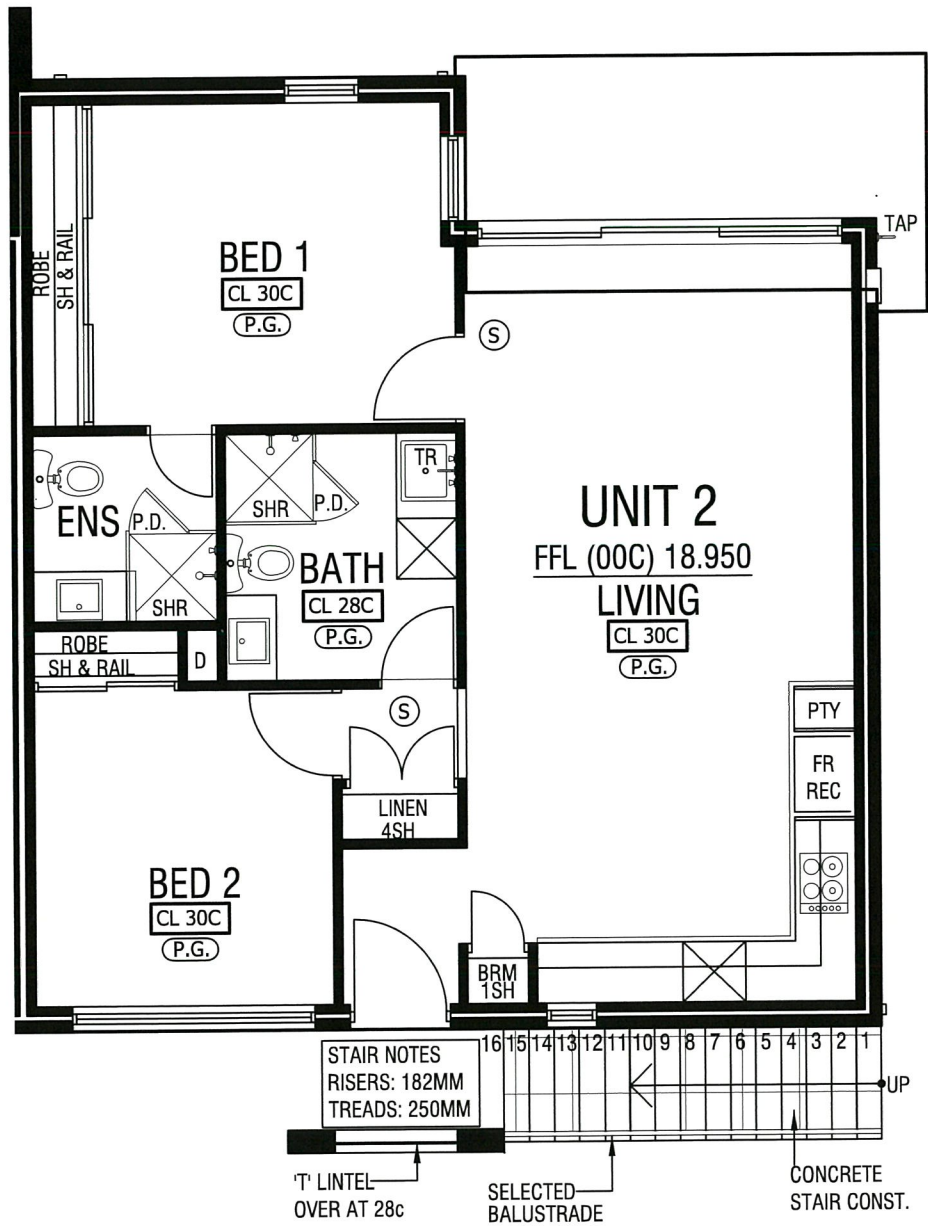
Floor Plans

All floor plans for each apartment, including allocated parking bays. Have been submitted as Appendix.

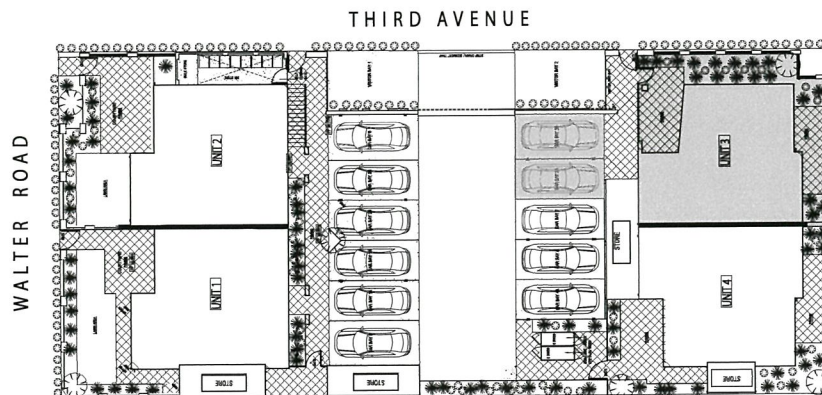
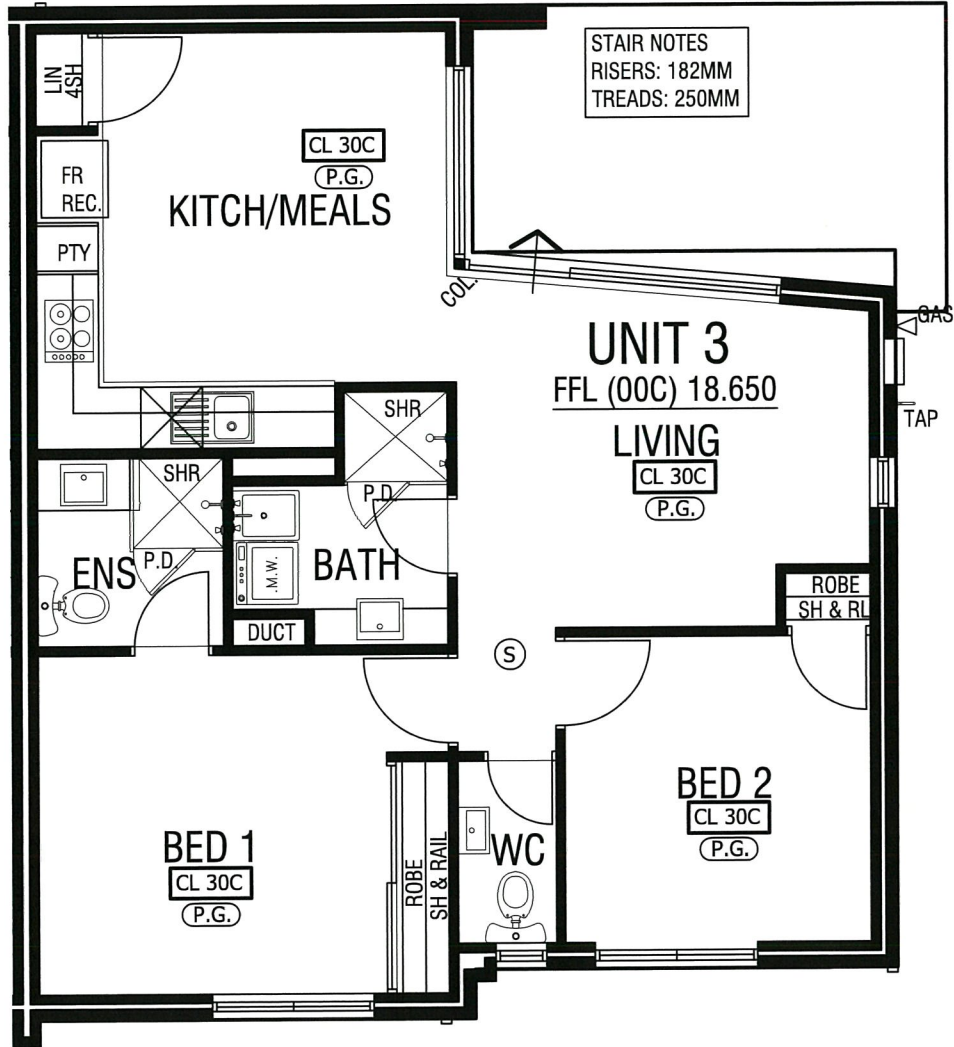
FLOOR PLANS



FLOOR PLANS

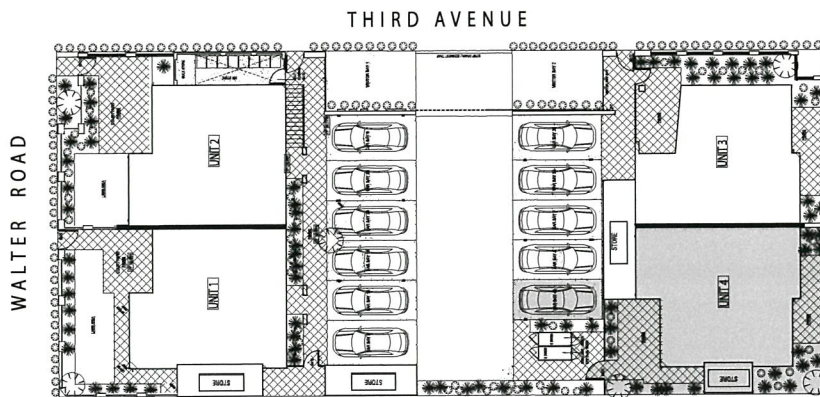
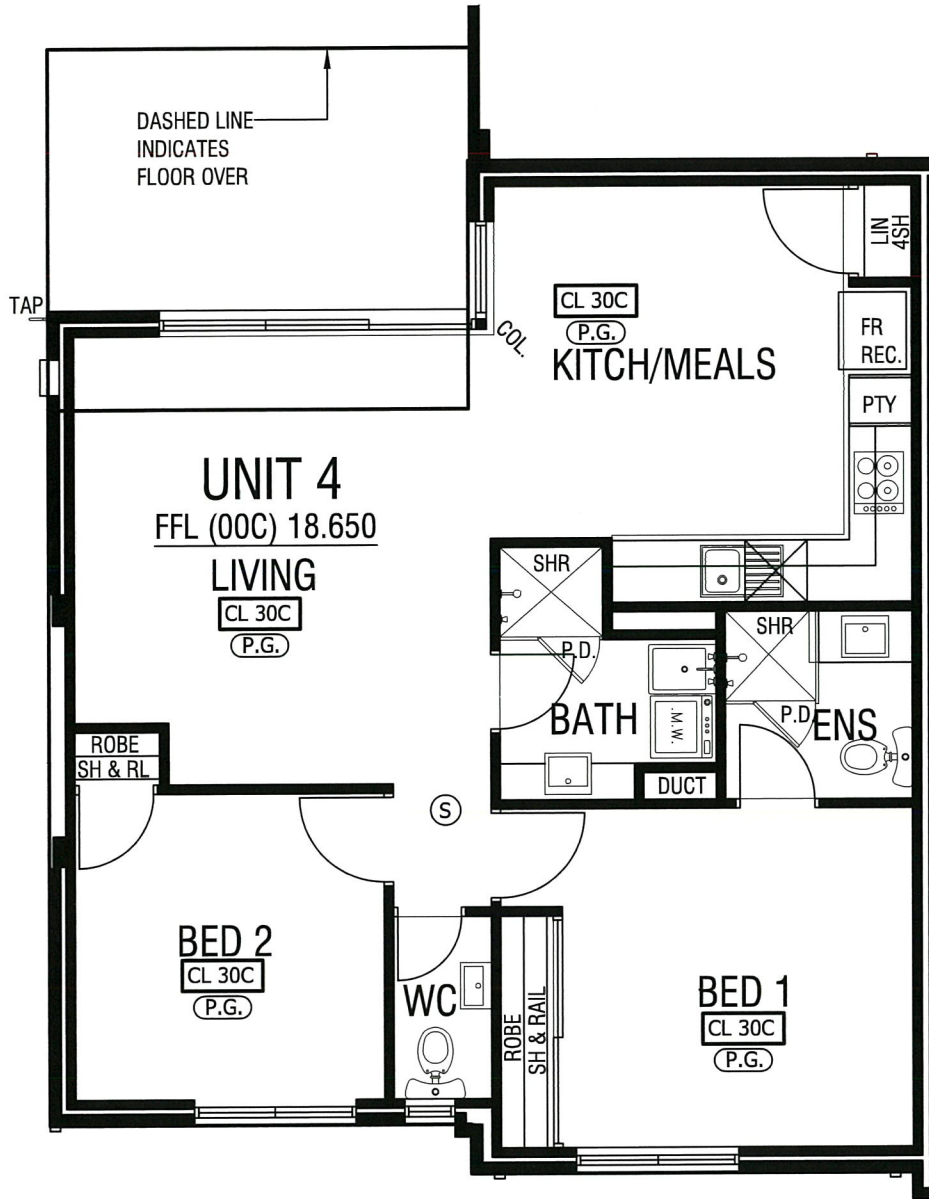


TOTAL GROUND FLOOR
PLOT RATIO = 278.1m²

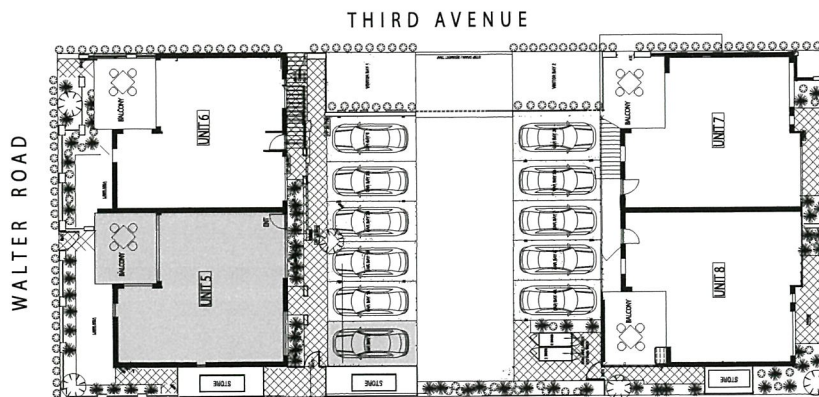
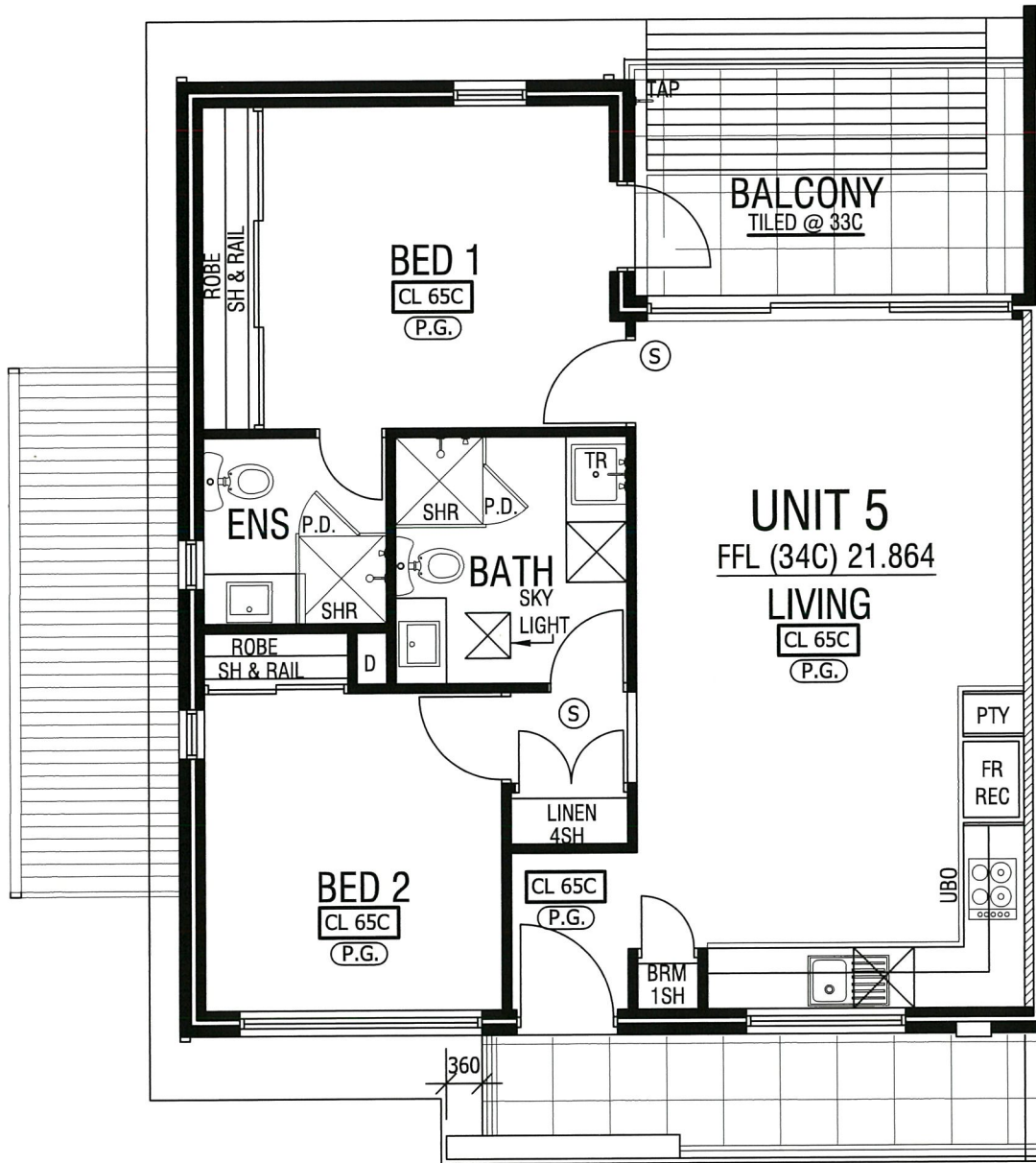


TOTAL GROUND FLOOR
PLOT RATIO = 278.1m²

FLOOR PLANS

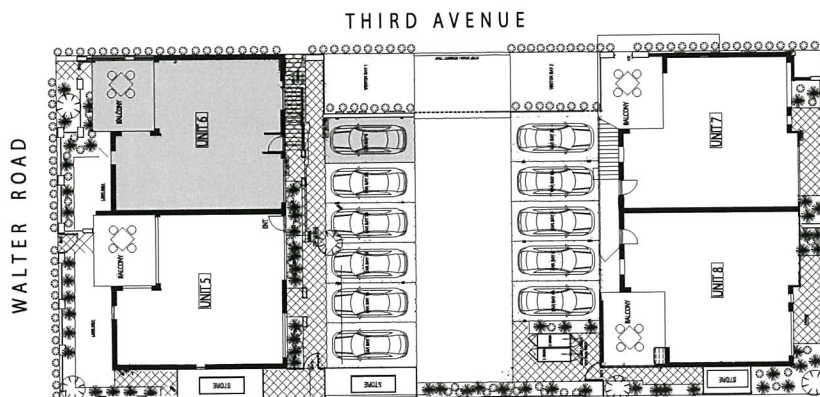
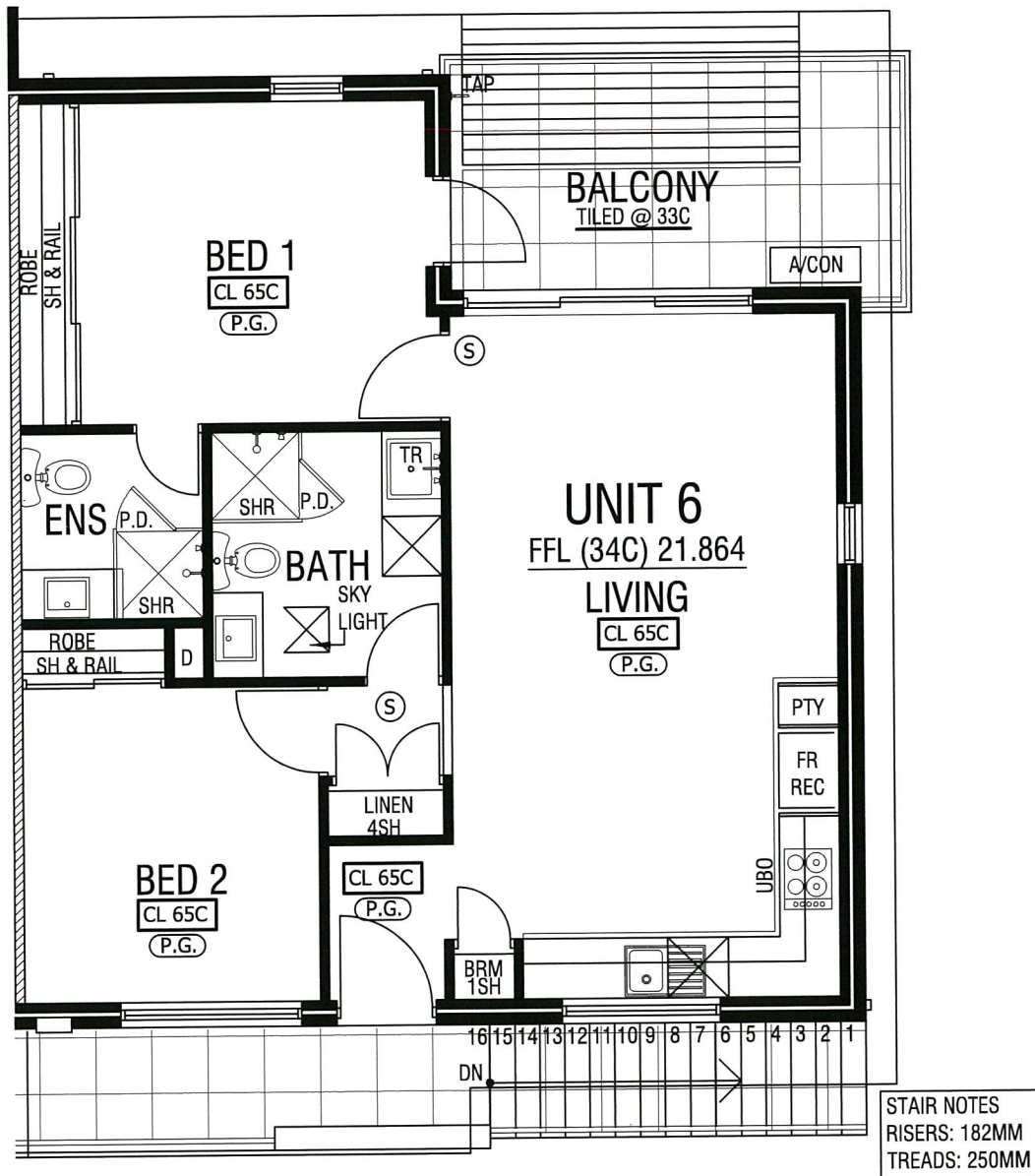


TOTAL GROUND FLOOR
PLOT RATIO = 278.1m²

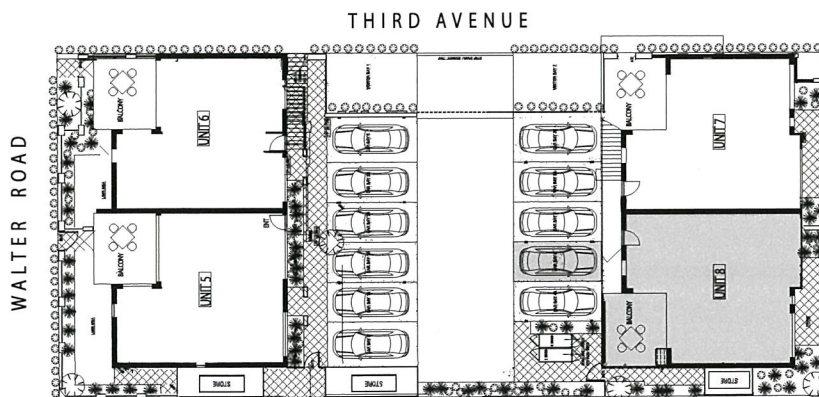
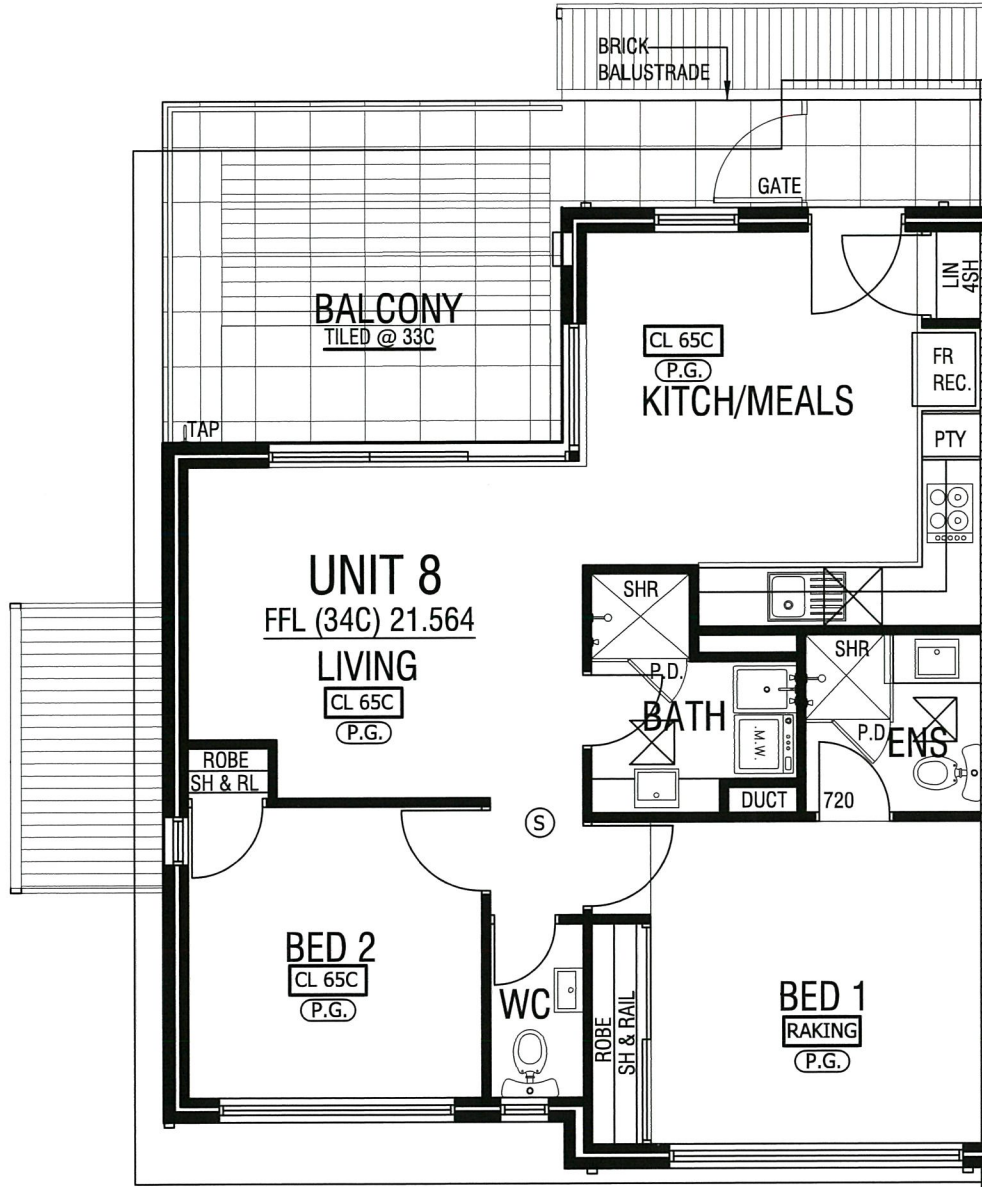


TOTAL UPPER FLOOR
PLOT RATIO = 280.8m²

FLOOR PLANS



TOTAL UPPER FLOOR
PLOT RATIO = 280.8m²



TOTAL UPPER FLOOR
PLOT RATIO = 280 8m²

