

SHORT STAY ACCOMMODATION – OPERATIONAL STATEMENT

1. Details of Operations

The property at 11 Greenock Road, Baldivis, WA 6171 will operate as professionally managed short-stay accommodation.

1.1 Operations Overview

Operations are managed by HomeStays Sorted, part of Creative Appnologies Pty Ltd. Our responsibilities include:

- Managing bookings and guest communication

  Ensuring compliance with house rules

  Coordinating cleaning and maintenance

  Responding promptly to any issues or complaints

1.2 Advertisement

The accommodation will be marketed through two established online platforms: Airbnb and Vrbo (part of Booking.com in Australia). A direct booking system may be offered in the future for returning, highly-rated guests.

The property is positioned to provide high-quality, reasonably priced accommodation for families and professionals, with a strong emphasis on a child-friendly environment and a home-away-from-home experience.

The property is not, and will not be, operated as party accommodation. This is actively enforced through onsite Minut noise monitoring systems, strict house rules, and guest screening processes.

1.3 Guest Concierge

A Location Guest Concierge, located within 30 minutes of the property, is responsible for all guest communication and support. In the event of excessive noise via Minut alerts or neighbourhood complaints, the Concierge will notify guests of breaches of house rules and escalate where required.

The contact details for our Guest Concierge is as follows:

- Name: Gosego Nkoketsang
- Phone: +61415748206
- Address: 93 Canary Drive, Hammond Park, WA 6164

In the event of further involvement, the property agent, Marcel Pratt, is also available. His details are:

- Name: Marcel Pratt
- Phone: +61421680531

1.4 Cleaning

Professional cleaning contractors service the property between stays and provide before-and-after photo documentation, contributing to quality assurance and guest satisfaction.

Cleaners are required to:

- Follow a preset checklist for before, during, and after clean inspections
- Report on any damages, excessive mess, or other detrimental property and neighbourhood instances

2. Strata Management Consent

The subject property is not located within a strata complex, and therefore strata consent is not required.

3. Scale of Operations

The property can accommodate a maximum of eight (8) guests at any one time. This limit is strictly enforced, and guests are not permitted to exceed the approved occupancy.

All bookings are managed through Guesty, which serves as the system of record and synchronises all calendars and booking platforms to ensure that only one booking can be active at any given time.

Although unlikely, in the event of a double booking, one party will be relocated to alternative accommodation at the operator's expense.

At no time will the number of guests exceed the approved maximum.

4. Site & Floor Plan

A detailed Site Plan and Floor Plan will be submitted as part of the application.

These plans will clearly identify guest bedrooms, bathrooms, kitchen and living areas, and outdoor areas accessible to guests.

5. Timetable of Operations

The property will operate on a full-time, year-round basis, subject to booking demand.

Occasionally, the property may be taken offline for short periods to complete general maintenance such as pest control. These events are infrequent and scheduled as required.

Standard guest times are as follows:

- Check-in: Between 3:00pm and 10:00pm

Check-out: By 11:00am

In cases of late arrivals (such as delayed flights), guests are reminded to minimise noise and respect neighbouring properties.

6. Customer Car Parking & Equipment Storage

The property provides two (2) on-site car parking spaces located in front of the garage.

Guests are clearly instructed to use only the designated on-site parking and not to park on the street or verge.

All equipment storage is contained within the property, including a large laundry area and built-in cupboard space.

7. House Rules & Behaviour Management

Strict house rules are in place to minimise impact on neighbouring properties.

Key measures include:

- No parties or events permitted
- Strict noise limits, particularly during evening and night hours
- Active noise monitoring via onsite systems
- Maximum occupancy limits strictly enforced

No smoking anywhere on the premises. This includes vaping and e-cigarettes

Guests must agree to all house rules prior to booking.

Any breaches will result in:

- Immediate intervention by the Location Guest Concierge
- Potential termination of the booking
- Reporting of the guest to the relevant booking platform
- Where necessary, this will also be escalated to the police

8. Bushfire Prone Areas

Not applicable.

9. Emergency Contact Details

The operator's contact details will be provided to:

- The City

Nearby neighbours via a letterbox drop

The property manager may also engage directly with neighbours where required.

The operator will be contactable at all times in the event of:

- Emergencies
- Anti-social behaviour

Guest-related issues

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