

House Management Plan

3 Craig Mews, Safety Bay

11 March 2026

- Details of Operations

Details of accommodation marketing, methods of advertisement, details of any employees and the applicant's role in the business.

The City is not in favour of Short Stay Accommodation being used as "Party Accommodation", particularly within residential areas.

The property is currently marketed on Airbnb and may also be listed on other reputable short-term accommodation platforms such as Vrbo and Booking.com in the future. These platforms will be used for advertising and booking purposes.

To support the professional management of bookings across multiple platforms, the property utilises Guesty, a professional short-term rental channel management software widely used in the accommodation industry. Guesty synchronises booking calendars in real time across all connected platforms and centralises reservation management, guest communication, and operational tasks. This ensures that availability is updated automatically across all platforms, thereby preventing double bookings or booking conflicts.

The short-term rental is managed by the applicant, Tomoki Hattori, with operational support from team members at Horizon Retreat, a short-term rental management company established by Tomoki, where he serves as Director. This support structure ensures that bookings, guest communication, and property standards are monitored consistently.

The property is intended to accommodate families and well-behaved guests and will not be used for parties or events. Several operational measures have been implemented to minimise the risk of party-type bookings and to ensure that the property operates in a manner consistent with the surrounding residential neighbourhood:

1. Minimum Stay Requirements

Bookings require a minimum stay of two nights, with longer minimum stays of three to five nights during peak seasons. These requirements discourage single-night party-type bookings.

2. Booking Screening Process

Every booking request is reviewed prior to acceptance. The applicant and management team review guest profiles and past review ratings where available. Where sufficient review history is not available, additional information may be requested from the guest, including the composition of the group (e.g. family or friends, adults or children) and the purpose of their visit.

3. Monitoring of Guest Numbers and Vehicles

A security camera is installed at the front entrance of the property. This camera is used to monitor guest arrival activity and to ensure that the number of guests and vehicles corresponds with the booking details, and that vehicles are parked in designated parking areas. The camera does not monitor any internal areas of the property and is used strictly for security and compliance purposes.

These procedures help ensure that the property is operated responsibly and respectfully within the surrounding residential community while maintaining compliance with the City's regulations regarding short-term rental accommodation.

- Strata Management Consent

Where the subject property is within a Strata complex the City requests consent from the Strata Management and/ or Council supporting the proposal prior to commencing assessment of the application.

Not applicable. The property is not under any strata management.

- Scale of Operations

The number of guests that will be accommodated at the premises, at any one time, and how double customer bookings for the same date will be managed, particularly when these bookings are made with online platforms and approved guest numbers could be exceeded.

The property consists of three bedrooms, with a maximum capacity of six guests at any one time.

Bookings may be made through online accommodation platforms including Airbnb, Vrbo, and Booking.com. To manage reservations across multiple platforms and prevent booking conflicts, the property utilises Guesty, a professional channel management software that synchronises availability calendars in real time across all connected platforms. This ensures that when a booking is confirmed on one platform, the dates are automatically blocked on all other platforms, preventing any double bookings.

Bookings are reviewed by the management team prior to acceptance. Guest profiles and review histories are considered to ensure the suitability of guests and to minimise the risk of problematic bookings.

The maximum guest limit of six persons will be strictly enforced. Monitoring measures, including an external front entrance security camera, assist in confirming that the number of guests and vehicles matches the booking details.

- Site & Floor Plan

A Site Plan and Floor Plan must be submitted with the application clearly displaying the extent of operations on-site. This plan is to include the location of guest bedroom/s, outdoor living areas frequented by guests.

Site and floor plans have already been submitted to the City

- Timetable of Operations

Indicative annual calendar of operation times (i.e. full time, seasonal, etc.).

The property will operate nearly full time, with the exception of periods when family and friends of the applicant visit. During these times, personal use of the property will be prioritised, and bookings will be temporarily unavailable.

- Customer Car Parking & Equipment Storage

Details of customer car parking (i.e. front driveway) and any areas for storage of customer equipment (forexample, beach equipment).

No guest parking is permitted on the street or grassed verge. All car parking must be within the site boundaries.

Guests will have access to the undercover garage and front driveway for parking. In the house rules, it is explicitly stated that no parking is permitted on the street or grass verge. It also states that Max of 2 cars allowed to be parked at the property.

There are no designated areas for storing customer equipment on the property, but the garage may be used for storage where appropriate.

- House Rules

Details of how anti-social behaviour, such as noise, will be controlled and managed, including possible complaints from nearby neighbours about customers. For "Pet Friendly" accommodation, details of where pets will be housed and any associated noise or nuisance will be managed from visiting animals.

The following is an extract the house rules we implement across all platforms, which covers anti-social behavior and pets.

NO SCHOOL LEAVERS ALLOWED - Please do not apply.

- Noise Restrictions Apply after 9pm Week days and 10pm Weekends.

No noise must be heard from the property after these hours.

- Noise level must be kept at an acceptable level at all times, the neighbours should not be able to hear music or "rowdy" behaviour coming from the house.

All pets must be pre-approved. They are only allowed outside the house.

Dogs are not allowed to bark during your stay. If you go out, it is required that you take your dogs with you to prevent them from feeling threatened when left alone in an unfamiliar environment.

Dogs must be a minimum of 2 years old, No puppies accepted.

No cats, rabbits or birds allowed

All pet traces MUST be removed prior to vacating.

No Extra guest/people are permitted at the property due to local licencing requirements. This includes Children. MAX of 6 people allowed

MAX of 2 Cars allowed to be parked at the property. We have 2 parking bays only. Please park your car inside the garage or on the front driveway. No parking is permitted on the street or grassed verge.

Kindly remove shoes before entering the house.

BBQ must be cleaned after use.

If the BBQ is left uncleaned, an additional cleaning fee of \$50 may be charged.

Host is available until 8pm most nights. Please do not call after hours unless an emergency. After 8pm host available via message only to private phone number until 9:30pm.

In order to reduce neighbour disturbance, the City will normally only support such proposals where the applicant/ operator lives within close proximity to the premises and "check-in" and "check-out" times are only permitted between 7am to 7pm.

[REDACTED], the owner and operator, reside within a 12-minute drive of the property and can address any issues directly. Check-in is available between 3 pm and 7 pm, and check-out is required before 10 am.

- Bushfire Prone Areas

Where the property is located within a Bushfire Prone Area, the City may require a Bushfire Management Plan where proposed guest numbers, at any one time, will substantially exceed that of the normal number of residents for the existing land-use (land-use intensification).

Notwithstanding proposed guest numbers, for proposals within Bushfire Prone Areas information for guests on bushfire prevention (such as bans on open fires), awareness information on local surroundings and safe vehicular evacuation routes will need to be addressed by the applicant.

NA – the property is not located within a Bushfire Prone Area.

- Emergency Contact Details

Prior to the commencement of the development, the operator's contact details (including telephone number and email address) will be required to be given to the City and nearby neighbours. The operator will need to be contactable in the event of an emergency or during occurrences of anti-social behaviour caused by their customers.

