

SHORT STAY ACCOMMODATION (UNHOSTED)

HOUSE MANAGEMENT PLAN

73B Frederick Street, Shoalwater WA 6169

Prepared for: City of Rockingham

Application Type: Unhosted Short-Term Rental Accommodation (STRA)

Date: 27/05/2026

1. BACKGROUND

This House Management Plan has been prepared in support of an application for Unhosted Short-Term Rental Accommodation at 73B Frederick Street, Shoalwater WA 6169.

The purpose of this management plan is to demonstrate how the property will operate responsibly as a short-term accommodation premises while minimising impacts on surrounding neighbours and ensuring compliance with the City of Rockingham's Short Stay Accommodation (Unhosted) Application Checklist.

The dwelling is intended to provide high-quality accommodation for holidaymakers, visiting families, professionals and tourists seeking short-term accommodation in the Shoalwater area.

The property is located within close proximity to:

- Shoalwater Foreshore;
- Penguin Island ferry departure area;
- Local cafés and restaurants;
- Public transport connections;
- Rockingham town centre;
- Shoalwater Shopping Centre;
- Recreational beaches and nature reserves.

sThe property will be professionally maintained and ensure:

- Appropriate guest behaviour;
 - Compliance with local laws and regulations;
 - Neighbour amenity protection;
 - Safe and secure accommodation for guests;
 - Ongoing maintenance and cleanliness standards.
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2. OBJECTIVES OF THE MANAGEMENT PLAN

The objectives of this management plan are to:

1. Ensure the property operates responsibly as a short-term rental accommodation.
 2. Protect the amenity of surrounding residential properties.
 3. Prevent the use of the property as party accommodation.
 4. Provide clear management procedures for guests and neighbours.
 5. Establish complaint management and emergency response procedures.
 6. Maintain a high standard of presentation, cleanliness and safety.
 7. Ensure compliance with all City of Rockingham planning and operational requirements.
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3. DETAILS OF OPERATIONS

3.1 Accommodation Type

The property will operate as an unhosted short-term rental accommodation.

Guests will have exclusive use of the dwelling during their stay.

The property is not intended or advertised as a party venue, event venue or function space.

The accommodation will primarily cater for:

- Families;
- Couples;
- Holidaymakers;

- Interstate or overseas visitors;
 - Corporate or work-related stays.
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3.2 Marketing and Advertising

The property may be advertised on short-term accommodation platforms including:

- Airbnb;
- Stayz;
- VRBO;
- Booking.com;
- Direct booking platforms;
- Property management websites.

All advertising will:

- Clearly state the maximum occupancy;
- Clearly outline house rules;
- Prohibit parties and events;
- Prohibit excessive noise;
- Require compliance with local laws.

Any listing descriptions will promote the property as quiet holiday accommodation suitable for respectful guests.

3.3 Owner Details

Owner: [REDACTED]
Postal Address: [REDACTED]
Phone: [REDACTED]
Email: [REDACTED]

3.4 Manager & Other Personnel

Property Manager: Sindi Felton
Company (if applicable): Twilight Property Group
Phone: 0421 033 693

Email: sindi@twilightpropertygroup.com.au

Address: Rockingham Beach Rd, Rockingham WA 6168

The manager will:

- Be contactable during guest stays;
- Respond promptly to complaints;
- Coordinate cleaning and maintenance;
- Monitor guest compliance with house rules;
- Arrange emergency attendance if required.

Any changes to management arrangements will be updated in this management plan and provided to the City if requested.

Hosting Company: MadeComfy

Website: <https://www.madecomfy.com.au/>

Phone: 1800 526 133

Email: mystay@madecomfy.com.au

Address: 3/55 Pyrmont Bridge Rd, Pyrmont NSW 2009

The property will be professionally maintained and managed by MadeComfy and Twilight Property Group. The arrangement operates as a split-management partnership. Made Comfy will manage the bookings, advertising, guest communication, cleaning, and linen services, while Twilight Property Group will handle the on-the-ground management, including key coordination, maintenance requirements, after-hours guest emergencies, and acting as your primary point of contact throughout the process.

4. SCALE OF OPERATIONS

4.1 Maximum Number of Guests

The maximum number of guests permitted at the property at any one time will be:

4 persons

Guest numbers will remain consistent with the number of available bedrooms and available on-site parking.

No additional guests, functions, parties or events will be permitted.

4.2 Double Bookings and Booking Controls

The property will utilise online booking management systems that automatically synchronise booking calendars across all accommodation platforms.

This system prevents double bookings and ensures:

- Only one booking can occur for any approved dates;
- Occupancy limits cannot be exceeded;
- Accurate guest records are maintained.

Guest identity verification and payment confirmation procedures may also be implemented prior to check-in.

5. SITE & FLOOR PLAN

A site plan and floor plan are submitted as part of the development application.

The plans identify:

- Property boundaries;
- Existing dwelling layout;
- Guest bedrooms;
- Bathrooms;
- Kitchen and living areas;
- Outdoor living areas;
- Car parking areas;
- Storage areas;
- Access points.

The approved guest accommodation areas will be limited to those shown on the submitted plans.

6. TIMETABLE OF OPERATIONS

The property is proposed to operate year-round as short-term accommodation.

Indicative Hours of Operation

- Check-in time: 3:00 PM onwards
- Check-out time: 10:00 AM

Where possible, check-in and check-out activities will occur between 7:00 AM and 7:00 PM in accordance with the City's preference to minimise disturbance to neighbouring residents.

Late check-ins may be facilitated through a secure lockbox or smart lock system to minimise disturbance and avoid unnecessary interaction with neighbours.

Cleaning and maintenance activities will generally occur during daytime hours.

Check in time is 3pm and check out time is 10am to allow sufficient time for housekeeping to perform cleaning of the property prior to the next guest. The check in procedure is as follows and utilises a key lockbox front of the entrance wall. At booking Made Comfy check the guest ID matches the credit card and Made Comfy takes the payment from the guest directly. Guests receive step by step instructions and have access to a 24/7 helpline and email address via the Made Comfy App. Booking requirements - Airbnb: Airbnb cross checks the ID from the guest and take the payment from the guest. VRBO and Booking.com: We check the ID of the guest. Booking takes the payment from the guest.

Made Comfy Direct: We check the ID matches the credit card and MC takes the payment from the guest direct. If the guest verification checks are successful 3 days before the start of the booking the guest will be contacted and given the check in instructions as per the online screenshots below. Early / late check in is as per the same procedure and there is a sensor light fitted next to the front door to assist with late check ins.

The check in instructions have photos, links to google maps and a link to message the property manager should any check in issues arise.

Check out procedure is that the guests leave the property and return the keys to the key lock box.

7. CUSTOMER CAR PARKING & EQUIPMENT STORAGE

7.1 Guest Parking

All guest parking will be accommodated within the property boundaries.

No guest parking will be permitted on:

- Public verges;
- Street shoulders;
- Footpaths;
- Neighbouring properties.

Guests and visitors are required to park in the driveway in front of the gates.

Guests will be provided with clear parking instructions prior to arrival.

7.2 Equipment Storage

Storage areas may be provided for:

- Beach equipment;
- Bicycles;
- Luggage;
- Recreational equipment.

Guests will be instructed to store all equipment within designated areas and not within common accessways or neighbouring properties.

8. HOUSE RULES

The following house rules apply to all guests staying at the property.

8.1 Noise and Anti-Social Behaviour

- Strictly no parties, events or functions.
- Quiet hours apply between 10:00 PM and 7:00 AM.
- Excessive noise, loud music, shouting or disruptive behaviour is prohibited.
- Guests must respect neighbouring residents at all times.
- Outdoor activities are to be kept to a reasonable noise level.

Any complaints regarding anti-social behaviour may result in:

- Immediate guest contact;
 - Formal warnings;
 - Termination of the booking;
 - Removal from the property.
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8.2 Visitor Limits

Only registered guests are permitted to stay overnight at the property.

Unauthorised gatherings or additional visitors are not permitted without prior approval.

8.3 Smoking

Smoking and vaping are prohibited inside the dwelling.

Any permitted outdoor smoking must be conducted responsibly with appropriate disposal of cigarette waste.

8.4 Pets

Option A – No Pets

Pets are not permitted at the property.

8.5 Waste Management

Guests will be instructed to:

- Use the bins provided;
- Dispose of rubbish appropriately;
- Recycle where applicable;
- Avoid placing rubbish outside collection areas.

Bins will be presented and returned in accordance with City collection schedules.

9. COMPLAINT MANAGEMENT PROCEDURE

The property manager or local contact will be available to respond to complaints or emergencies.

Complaint Response Procedure

1. Complaint received from neighbour, guest or authority.
2. Complaint acknowledged as soon as practicable.
3. Guest contacted immediately where required.
4. Appropriate action taken to resolve the issue.
5. Complaint recorded in management records.
6. Follow-up undertaken if necessary.

Where serious breaches occur, guests may be required to vacate the property immediately.

A complaint register will be maintained documenting:

- Date and time of complaint;
 - Nature of complaint;
 - Actions taken;
 - Resolution outcome.
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10. USE AND MAINTENANCE

The property will be professionally cleaned and inspected between guest stays.

Regular maintenance will be undertaken to ensure:

- The property remains safe and presentable;
- All appliances remain functional;
- Landscaping is maintained;
- Fixtures and fittings remain in good condition.

Maintenance issues identified by guests, cleaners or neighbours will be addressed as promptly as possible.

The operator will engage qualified tradespersons where required.

11. SAFETY, HYGIENE & SECURITY

11.1 Safety Measures

The property will include appropriate safety equipment including:

- Smoke alarms compliant with relevant regulations;
- Fire extinguisher;
- Fire blanket;
- First aid kit;
- Emergency contact information;
- Exterior lighting.

Guests will be provided with emergency procedures and contact details.

11.2 Hygiene Standards

The property will be cleaned between guest stays.

Linen and towels will be professionally laundered or cleaned to a high standard.

The dwelling will be maintained in a clean and hygienic condition at all times.

11.3 Security

Security measures may include:

- Secure locks to doors and windows;
- External lighting;
- Security screens;
- Key lockbox or smart lock access;
- External security cameras monitoring entry points only.

Any security cameras will:

- Not monitor internal living areas;
 - Not compromise guest privacy;
 - Only monitor external access areas for safety and security purposes.
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12. BUSHFIRE PRONE AREA REQUIREMENTS

If the property is located within a designated Bushfire Prone Area, guests will be provided with:

- Bushfire safety information;
- Emergency evacuation information;
- Local emergency contact details;
- Safe vehicular evacuation routes;
- Information regarding total fire bans and restrictions on open flames.

Guests will be instructed to comply with all emergency directions issued by authorities.

13. EMERGENCY CONTACT DETAILS

The following emergency contact details will be provided to guests, neighbouring residents and the City of Rockingham if required.

Property Manager

Name: Sindi Felton

Phone: 0421 033 693

Email: sindi@twilightpropertygroup.com.au

Emergency Services

- Police / Fire / Ambulance: 000
- SES Assistance: 132 500
- City of Rockingham: [(08) 9528 0333]

The Property Manager will be contactable during guest stays in the event of:

- Emergencies;
 - Excessive noise;
 - Anti-social behaviour;
 - Security issues;
 - Urgent maintenance concerns.
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14. VISITOR LOG BOOK

A visitor log book or booking register will be maintained recording:

- Guest names;
- Arrival dates;
- Departure dates;
- Number of guests;
- Length of stay.

This information will be retained and made available to the City upon request where required by approval conditions.

15. NEIGHBOUR COMMUNICATION

Adjoining neighbours may be provided with:

- A copy of this House Management Plan;
- Emergency contact details;
- Complaint reporting procedures.

The operator is committed to maintaining positive relationships with neighbouring residents and ensuring the property operates responsibly.

16. COMPLAINT FORM TEMPLATE

Short Stay Accommodation Complaint Form

73B Frederick Street, Shoalwater WA 6169

Name: _____

Address: _____

Phone Number: _____

Email: _____

Date & Time of Incident: _____

Nature of Complaint:

Preferred Contact Method: _____

Please send complaints to:

Email: [Insert Email Address]

Phone: [Insert Contact Number]

17. CONCLUSION

This House Management Plan demonstrates the commitment of the owner and/or operator of 73B Frederick Street, Shoalwater WA 6169 to ensuring the short-term accommodation operates responsibly and with minimal impact on neighbouring residents.

The management measures outlined within this document are intended to:

- Protect residential amenity;
- Prevent anti-social behaviour;
- Maintain a safe and secure environment;
- Ensure compliance with City of Rockingham requirements;
- Provide high-quality accommodation for visitors to the Shoalwater area.

The operator acknowledges that ongoing compliance with this management plan forms an important component of the operation of the short-term accommodation.