MANAGEMENT PLAN

Introduction:
This Management Plan and House Rules has been designed to comply with council application for Development Approval Form for a Change of Use from Single House to Short Term Rental Accommodation at Lot 769 (6) Turana Place, Rockingham.

Source: Realestate

The operation of short-term accommodation at the subject site shall be in accordance with the Management Plan provisions below.

These provisions do not apply to permanent occupation of the premises.

1. ACCOMMODATION MANAGER

The premises is listed with Aus Vision Realty Group.

Accommodation Manager – Aus Vision Realty Group
Ph: (08) 6595 3399
G01A/9 Leila Street, Cannington, WA 6107

Feifei Wu	m: 0420 745 779	e: feifei@ausvisionrealty.com.au
Jonathan Ji	m: 0412 133 535	e: jonathan@ausvisionrealty.com.au
Lucy Deng	m: 0435 961 829	e: lucy@ausvisionrealty.com.au

2. GUEST BOOKING PLATFORM AND PROTECTION

2.1. Guest booking is via Airbnb's online platform.

A **bond/security deposit** is required to be paid by guests to Airbnb. This deposit is to ensure guests recognise their responsibilities to maintain and respect the property and the facilities of the common area of the building and surrounding.

The bond is applied in the following scenarios:

- Excessive cleaning and rubbish.
- Damage of any content in the property and common area eg. scratch of wall paint, marks and stains on carpet, broken glasses and utensils, stained sheets.
- Lost of remote controls or keys
- deliberate damage or vandalism to the property.
- noise disturbance to neighbours
- additional guest numbers beyond the stated maximum.

The owner is responsible for cleaning the property and ensuring that all functional components of the premises are regularly maintained by specific contractors. Records of all guests staying at the property are retained by the Accommodation Manager.

2.2. AIRBNB BOOKPLATFORM PROVIDES HOST DAMAGE PROTECTION

Host damage protection, a part of AirCover for Hosts (owner of property/managing agent/accommodation manager), provides Hosts with $3 million USD in coverage in the rare event of place or belongings are damaged by a guest during an Airbnb stay.

Host damage protection covers for:

- Damage to the place or belongings caused by a guest (or others)
- Unexpected cleaning costs incurred due to the behaviour of a guest (or others) during an Airbnb stay
- Income lost if the hosts need to cancel confirmed Airbnb bookings due to damage caused by a guest (or others)

3. MINIMUM/MAXIMUM LENGTHS OF STAY

The minimum stay is two (2) nights, and the maximum stay is three (3) months.

4. GUEST SCREENING PROCESS BY THE HOSTS (ACCOMODATION MANAGER)

Aus Vision Realty's staff are professional short-term stay property managers and are trained to follow the company's guest screening process to avoid hosting party.

The screening process is as follows:

- Only guests with a verified government ID and profile photo can send booking enquires.
- Only guests with 5-stars review can book instantly without hosts pre-approval.
- No local guests live within 30km radius of the unit can book.
- Guest must disclose if they are booking on behalf of others and provide purpose of trip, name of guests and contact details

- Preferred guests will be overseas or interstate families who come to visit or sightseeing, students who are looking for temporary accommodation before getting a rental, relocation professionals, people come for medical treatments.
- Aus Vision don't host people who only stay for 1 night or 2 nights. Preferred length would be 3 nights or above.
- Aus Vision don't host guests with below 4-stars review
- For guests who want to book but don't have review yet, Aus Vision will do reference check and telephone call to verify the purpose of stay.

5. MAXIMUM OCCUPANCY LIMIT

The property may have a maximum number of **eleven (11) persons** at any one time.

6. GUEST ACCESS TO ACCOMMODATION

Persons occupying the accommodation will be able to access the property 24 hours per day, 7 days a week, in accordance with the *House Rules* which is displayed in the main room of the residence.

7. GUEST ARRIVAL AND DEPARTURE PROCEDURES

To minimise any disruption to residents, tenants may only check in after 7am Weekdays, 8am on the Weekends and no later than 8pm on any day of the week. (Self-Check in instructions will be emailed to guests within 2 days of their arrival, most of the guests will check in between 3pm to 8:00pm and check out between 8am to 10am).

House Rules will be emailed and also send via platform chat dialogue to remind the guests of polite behaviour and noise consciousness. Guests will be granted access to a lockbox on-site for collection of the keys to the accommodation.

All guests are required to leave the property at the end of their stay period by 10:00am. The guests are to deposit the keys back into the lockbox on departure on the last day of their stay. The cleaning service arrives at the property at 10:30am to service the accommodation.

8. CAR PARKING MANAGEMENT

The garage and triple carport (4 vehicles parking) can be accessed from main street. Visitors can also comfortably park one vehicle on the driveway in front of the carport without obstructing pedestrians, as the public footpath is conveniently situated across the road.

DO NOT OBSTRUCT OTHERS. The guest should also be informed that this is necessary to ensure the safety of all guests and to minimise disruptions to the local community. The online booking system should make it clear that any breach of this policy may result in the cancellation of the booking without refund.

9. NOISE CONTROL

Guests are required to comply with the noise regulations of the *Environmental Protection Act 1986* and the *Environmental Protection (Noise) Regulations 1997*; and the Local Laws of the council in this regard. Please do not have outdoor activities after 8:00pm on weekdays or after 9:00pm weekends or public holidays.

Turn down the music and lower your voice. Bring outdoor activities inside.

- **Outdoor and Portable Speakers:**

Use of outdoor or portable speakers in the outdoor area must be restricted to reasonable volumes at all times. Sound levels must be significantly lowered by 7:00pm. After 9:00pm, the use of speakers in outdoor areas is strictly prohibited to avoid disturbing neighbouring properties.

- **Human Voices in Outdoor Areas:**

Guests are advised to keep conversations and gatherings at respectful noise levels. Loud or boisterous behaviour should be avoided, particularly after 7:00pm. From 9:00pm onwards, any outdoor gatherings must be moved indoors, and noise must be minimised to prevent disruption to neighbours.

- **Other Noise-Generating Activities:**

All activities that could generate noise, such as outdoor games, music, or similar, must be conducted with consideration for neighbours. These activities should be limited after 7:00 PM, and no noisy activities should take place after 9:00pm.

- **Bond/Security Deposit:**

The Airbnb platform holds a security deposit as part of the booking fee. This deposit may be applied in cases where there is evidence of unacceptable noise levels, particularly if this results in complaints from neighbours or breaches of noise regulations.

10. COMPLAINTS MANAGEMENT

10.1 Addressing Concerns (prior to Complaints)

If The Operations Manager is notified of any concerns prior to a complaint being lodged, the following procedure will be managed in the following manner:

- A Polite Message to The Guest: This will notify the guest of our initial concerns with regard to noise and occupancy. A simple message (from our management experience) will stop any concern prior to escalation to an official complaint.
- A Second Message: If the concern is not resolved, The Operations Manager will send an additional message (via text & email) to notify the guest of our concern.
- A Phone Call or Visit to The Property: If the concern is not addressed and resolved via messaging, The Operations Manager will engage its local representative for attending the property to resolve the concern.

10.2 Receiving Complaint

All official complaints must be directed to the Operations Manager. Complaints can be submitted via mobile phone call, SMS, or email, depending on the most practical method.

10.3 Addressing Complaints

If a complaint is not automatically captured by our complaint mitigation systems, the Operations Manager is responsible for addressing the issue with the guest. The process includes:

- Attending the property to inform the guest of the complaint raised by the City or local residents.
- Providing neighbouring residents with the Operations Manager's contact details should the issue persist.
- If the issue continues, the Operations Manager or a designated representative will return to the property and request that the guest vacate the premises. Alternative accommodation may be suggested, to be paid for by the guest. If the guest is unable to cover the cost, the Operations Manager will arrange payment and seek reimbursement from the guest at a later date.

10.4 Complaints Register

A **Complaints Register** will be maintained by Operations Manager's and available for inspection by the Council Compliance Officer. It will record:

1. Date and time of the complaint;
2. Complainant's name and address;
3. Nature of the complaint;
4. Investigations conducted;
5. Actions taken; and
6. Response provided to the complainant.

10.5 Contact Information & Communication

To ensure timely resolution of concerns, the host's contact details will be provided to approximately five to six adjoining neighbours. Neighbours can report concerns via:

- **Phone Call or SMS:** For urgent matters.
- **Email:** For non-urgent inquiries.
- **Airbnb Messaging System:** As an alternative contact method.

The host will acknowledge and respond to complaints as soon as possible, typically within a few hours, and will inform the complainant of any measures taken.

10.6 Processes for contravention of the house rules such as eviction

In cases of house rule violations, such as hosting parties, excessive noise, or exceeding the maximum number of guests, the following actions will be taken:

- The guest will be immediately contacted via phone call, SMS, or Airbnb message, instructing them to cease the violation.
- If the situation is severe, it will be reported to Airbnb with a request to cancel the booking.
- The guest will be notified that they must check out immediately once the violation is verified.
- A property manager or inspection specialist will attend the site to gather evidence.

11. MAINTENANCE OF LANDSCAPING AND GARDENS

All landscaping and lawns will be maintained to a high standard and that plants will be replaced if required due to damage or weather impacts. Aus Vision engage professional lawn care and gardening services, including a handyman, to perform regular tasks such as lawn mowing, pruning, hedging, trimming, shaping, fertilising, and weed control.

Additionally, they will check the reticulation system and reset the automatic watering schedule according to Water Corporation regulations and seasonal requirements, especially during any watering restrictions.

Our property manager will integrate these tasks into our management system, ensuring timely reminders. Our cleaners will also take outdoor photos of the gardens to provide updates on their condition, allowing us to arrange any necessary ad hoc jobs as needed.

12. WASTE MANAGEMENT

This Waste Management Plan ensures proper waste disposal practices are followed to maintain hygiene, comply with local council regulations, and provide clear instructions to guests.

12.1 Waste Disposal Guidelines

- A detailed waste management notice is displayed in the property, including the council's waste management guide.
- Guests are informed about waste disposal procedures through:
    - The Welcome and House Rules display inside the property.
    - A waste management poster in a visible location.
    - A reminder message sent to guests the day before bin collection.
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12.2 Bin Collection and Maintenance

- Guests are responsible for placing bins on the verge for collection. 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.
- If the house is vacant, a designated cleaner will handle bin placement and return after collection.
- If excess waste is accumulated, guests should notify The Operations Manager who will arrange for disposal to a designated waste collection site as soon as practically possible.

12.3 Compliance with Collection Schedule

- Bins must not be placed on the verge too early or left out too long after collection.
- The cleaner and inspection specialist will ensure bins are managed in accordance with council regulations.

HOUSE RULES

The Code referred to by Aus Vision Realty Group Pty Ltd as "The House Rules" outlines the requirements for guests and visitors when at The Property. This Code of Conduct will be sent and agreed to by all guests prior to residing at The Property. Additionally, This Code of Conduct will be displayed in a conspicuous place within The Property, so that it can be easily viewed by all guests and visitors.

1) Security

It is important to ensure the building is secure by properly closing and locking all gates and doors. Remote controls should not be left in vehicles. It is important that you report any suspicious behaviour to the police and/or *Aus Vision* immediately.

2) Noise

Guests must comply with the *Environmental Protection Act 1986*, *Environmental Protection (Noise) Regulations 1997*, and local council noise control laws.

We can't stress enough how important it is to obey the quiet hours rule when you are on holiday, your neighbours may have to get up early or their kids need to go to school.

- **Quiet Hours:** Reduce noise significantly after **7:00 PM**. No outdoor activities after **8:00 PM on weekdays** or **9:00 PM on weekends/public holidays**.
- **Strict Noise Cutoff:** By **9:00 PM**, all outdoor gatherings must move indoors. Loud activities such as outdoor games, music, or raised voices must cease.

Outdoor & Portable Speakers

- Must be kept at reasonable volumes at all times.
- Volume must be significantly reduced after **7:00 PM**.
- **Strictly no use of outdoor speakers after 9:00 PM.**
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Guest Behaviour & Gatherings

- Respectful noise levels are required at all times.
- No **parties, excessive alcohol, or drug use**.
- Visitors must be pre-approved without incurring extra guest fees.
- Guests must **leave by 9:00 PM**.

Security Deposit & Penalties

- Noise complaints or rule violations may result in **loss of bond** and additional compensation for damages.
- Hosting unauthorised parties or making excessive noise may lead to **immediate booking termination** without a refund.

We appreciate your cooperation in maintaining a peaceful environment for our neighbours.

3) Visitors

No visitors or guests other than those who booked to stay at the property can stay in the property without first obtaining The Operation Manager's approval. Guests who have booked

The Property are fully responsible for actions and behaviours of visitors. Guests are responsible for ensuring that visitors comply with this Code of Conduct.

4) Gathering or Functions

It is vital to note that The Property is not a premise for conducting any form of party where residents of The City are subject to antisocial behaviour from any guests or visitors. Please also be sure to note:

- Any form of gathering, celebration or entertainment permitted at the property must not conflict with point 2 of the management plan (Noise) and must also comply with all other components of this Code of Conduct.

5) Parking Management Plan (Refer to Site Plan - Car 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 arrangements on the property are restricted to the garage & triple carport (4 vehicles) within the development site. Visitors can also comfortably park one vehicle on the driveway in front of the carport without obstructing pedestrians, as the public footpath is conveniently situated across the road.
- This satisfies the requirement for the maximum number of people staying at the property and shall present no negative impacts on neighbours.
- Car parking directions will be clearly communicated to guests prior to their stay to ensure we do not exceed the parameters of this parking management plan.

6) 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 a **RED** top wheelie bin for general waste, **GREEN** for garden organics and **YELLOW** top wheelie bin for recycled goods as per the Council Guidelines.

Disposal of large items are the responsibility of the resident.
Cartons are to be broken down to a sufficient size before placing in wheelie bin or bin area.

7) Check-In

The guest(s) will have an opportunity to check into the property from 3.00pm to 8.00pm on the date of “Check-In”.

8) Check-Out

The guest(s) will have an opportunity to check-out of the property from 7.00 am until 10.00am on the date of “Check-Out”.

9) Washing

Hanging laundry on drying racks as provided. Please avoid using clothes dryers and washing machines at night, as the noise transfers to other dwellings and can be upsetting.

10) Shopping Trolleys
Must not be brought on to the property.

11) Pets
Please complete the Pet Application Form and return it to Aus Vision for consideration. Pets are not approved unless an application has been made with the Aus Vision and reviewed in accordance with the by-laws.

12) Damages and Breakages
All damage and/or breakages must be reported to The Operations Manager as soon as practically possible.

13) Smoking
No smoking within The Property is permitted.

EMERGENCY PROCEDURES

Emergency Maintenance

If you have an emergency after our normal office hours (Monday to Thursday 9:00am to 5:00pm & Friday 9:00am to 4:00pm) please read the important information below:
Aus Vision Office - 08 6595 3399, or Mobile 0412 133 535

The details of the Accommodation Manager are listed below:

Feifei Wu	m: 0420 745 779	e: feifei@ausvisionrealty.com.au
Jonathan Ji	m: 0412 133 535	e: jonathan@ausvisionrealty.com.au
Lucy Deng	m: 0435 961 829	e: lucy@ausvisionrealty.com.au

Please bear in mind that in relation to the property, urgent maintenance or an emergency is any occurrence that is immediately potentially hazardous to the health and safety of any residents or visitors or puts your property at risk of significant damage or additional damage.

If the occurrence can wait until the following business day to be repaired, it should NOT be treated as an afterhours emergency.

No gas, hot water and / or electricity in your unit
Check with your neighbours to see if they are experiencing the same problem as it may be isolated to your unit, in which case you should arrange a contractor directly.

If the issue is affecting multiple units and / or the common areas, you should in the first instance contact the local authority to see if the outage is affecting the entire suburb.

Synergy 13 13 53
Water Corporation 13 13 75
Alinta Gas 13 13 58

You can also access faults via the internet using the following links:

Western Power
www.westernpower.com.au/customer-service-power-interruptioninformation.html

Water Corporation
www.watercorporation.com.au/faults/check-for-water-outages

Electrical power outage
If after checking with Synergy/Western Power and the fault is isolated to your unit and you have checked the RCD and safety switches within your unit. If there is still no power then contact Aus Vision afterhours number and listen to the prompts.

Glass damage
In the event of accidental or malicious glass breakage contact Aus Vision afterhours number and listen to the prompts.

Garage Door
If the garage door for the garage is unable to be opened firstly check to see if there is a manual override and/or that the batteries to your remote are working. If the gate is damaged and cannot be opened, then contact Aus Vision afterhours number and listen to the prompts.

Storm Damage
State Emergency Services 9323 9300 or 132 500
Or contact Aus Vision's afterhours number and listen to the prompts.

OTHER IMPORTANT CONTACTS
Police
General enquires (non-emergency situations)
13 14 44

Emergencies (life threatening situations)
000

Crime stoppers to report illegal or suspicious criminal activity in the event of noise and behaviour complaints, they should first be reported to the police.
1800 333 000

Fire and Emergency Services
General enquires (non-emergency assistance)
9395 9300

Please note that if the matter is NOT an emergency or does not relate to the property then you may be responsible for the costs.

CAR PARKING ARRANGEMENT MANAGEMENT PLAN