

Management Plan - 5 Otway Place, Shoalwater WA 6169



Introduction

This Short-Term Accommodation Management Plan sets out the rules and compliance required to manage this Short Term Rental (STR) accommodation property at 5 Otway Place, Shoalwater, WA 6169 and conform with the City of Rockingham local planning policy for "Unhosted" Short-Term Rental Accommodation.

This Management Plan establishes an acceptable standard of behaviour for guests and visitors and to minimise any adverse impact to the owner, the neighbours, other residents, the public and the City of Rockingham.

Guests will be able to book a stay at this address via established short stay accommodation online providers such as Airbnb, Stay and Booking.com and other options using local Short Term Rental Property managers.

It is my intention to show case and promote the local Tourism and visitor attractions in Shoalwater, Safety Bay and Rockingham via online Short Term Rental providers mentioned above, advertisements and also through an inhouse manual left on the property for guest's use and information.

STRA Registration number STRA6169MOVST7TR

4 Manager/Owner Details

[Redacted]

Ph [Redacted]

Email : [Redacted]

Local Co Host/Property Manager - To be confirmed

1. House Rules/ Guest Code of conduct

Bookings are for a maximum of four (4) adults or a family to a maximum of four (4) people, including children.

The bedding configuration is one king size bed, that can be split into two king single beds and one double bed.

Bookings will be for a minimum of 2 nights, dependant on availability, all year round.

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

- No parties or events are allowed or disturbances of the peace, guests will be evicted immediately without refund, and if necessary, we will press further charges with police. A local security firm will be used to evict unruly guests.
- An electronic lock box will be fitted, whereby the pin code access can be changed remotely by the owner or Property Manager/co-host.
- Adult guests who make an application to book must provide ID, pay a refundable security deposit, and agree to the advertised "House Rules". Guests will not receive check in details until we have received these details.
- All guests must be over 18 years old, and guests under 25 with fewer than 3 positive online reviews will be restricted and unable to book.
- All guests will be vetted by the owner/ and or co-host beforehand and preapproval will be required; there will not be any instant bookings.
- Quiet time is mandatory between 10.00pm and 7.00am
- Dogs and other pets will not be allowed to be brought to the property.
- The house and property is non-smoking for both tobacco and e cigarettes.

2 Check In and Check Out Times

- Check in time will be between 3.00pm – 7pm daily, unless an earlier check in time is agreed to by Owner and/or co-host.
- Guests will be provided with check in instructions, and a code for the electronic lock box to gain entry, and then via key, into the property.
 - 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 Owner and/or Co- Host.
 - Check ins are not permitted between 9.30 pm and 7.00 am.

3. Car Parking

- There are two car parking bays available onsite on the driveway and must not obstruct the crossover to the public footpath, the garage is not available for guest parking.
- Signage will be placed on the front brick retaining wall, advising no parking on the council verge.

4. Guest Management/Complaints

- Guests will be emailed a copy of the site's 'Code of conduct', as part of their booking confirmation and information pack.
- A hard copy of the site 'Code of conduct' will also be included in the onsite house manual

- An online visitor logbook will be maintained logging who has stayed, arrival and departure dates, and length of stay.
- There is one external security camera fitted, which monitors the front entry door to ensure the maximum number of guests is not exceeded. An online app provides images to the owner/Property Manager/co-host via Wi-Fi.
- Noise complaints, any complaints from neighbours or members of the public, the Owner/Property Manager/co-host will immediately message the guests through the applicable accommodation app, or by text message. If the message is ignored, the guests will be called directly or visited in person to de-escalate the situation. Air BNB will be contacted directly to report a house rule violation. If the noise continues the rest of the reservation will be cancelled and the guest asked to leave. If necessary, a private security company or Police will be asked to intervene.

A log will also be maintained of any complaints, from neighbours or the public, and what actions were taken by myself as owner, or the Property Manager/co-host in response to this, and to put in place measures to ensure this does not occur again.

5. Waste Management

- Guests will be informed during their booking confirmation when the council rubbish bins will be collected, a reminder will be placed in the house on the fridge and included in the house manual.
- Instructions will also be left on the fridge and in house manual, explaining the City of Rockingham 3 bin system
- At the completion of bookings all internal bins will be sanitised by the cleaners and outside bins after rubbish collection by the council.
- Onsite waste will be monitored by the cleaners and Property Manager/co-host and removed off site as required.

6. Emergency Contact Details

- Email and phone contact details for both myself as the owner and the Property Manager/co-host will be advised to all guests and provided to the neighbours in this street and the City of Rockingham.

Main Bedroom- King bed or 2 split single beds



Second bedroom - Double bed

