

## **OPERATIONAL MANAGEMENT PLAN Short-Term Rental Accommodation (Unhosted)**

**Submission Date:** 26 July 2026 **Submitted To:** City of Rockingham, Planning Services **Property Address:** 19 Forrester Road, Safety Bay, WA **Property Owners / Applicants:** Albertus and Narelle Keulder

### **1. Detail and Scale of Operations**

- **Marketing and Advertisement:** The property is marketed for short-term accommodation exclusively through the Airbnb platform. The premises are entirely managed by the property owners, acting as the primary property managers, with no external employees on site.
- **Maximum Guest Capacity & Booking Management:** The property is strictly limited to a maximum of 6 guests at any one time. Because the property is advertised exclusively on a single platform (Airbnb), calendar syncing is centralised, effectively eliminating the risk of double bookings or exceeding approved guest numbers.
- **Minimum Stay Period:** Bookings are subject to a standard minimum stay requirement of 2 nights.
- **Check-in and Check-out Times:** Guest check-in and check-out strictly occur between the hours of 7:00 am and 7:00 pm. Standard check-in is permitted from 2:00 pm, and check-out is required by 10:00 am. Access is managed autonomously via a secure on-site lockbox.
- **Timetable of Operations:** The premises will be available for short-term holiday bookings on a year-round basis.
- **Customer Car Parking & Storage:** The property features a double driveway capable of safely accommodating 2 to 4 vehicles off-street. Guests are required to utilise this space for all vehicles.
- **Noise Mitigation Measures:** The property is strictly unavailable for large parties, School Leavers, or unaccompanied minors. Guests are proactively informed of strict noise regulations both prior to booking confirmation and upon arrival at the premises.

### **2. Code of Conduct**

All guests are required to formally agree to the following Code of Conduct prior to confirming their reservation:

- **Expected Behaviour & Prohibited Bookings:** Guests must respect the residential amenity of the neighbourhood. The property strictly prohibits large parties, events, School Leavers, and unaccompanied minors.

- **Quiet Hours:** Strict quiet hours apply between 10:00 pm and 7:00 am daily. Guests must adhere to noise restrictions to respect the surrounding residential properties.
- **Waste Management:** Guests are required to maintain a high standard of cleanliness. Specific instructions and schedules regarding local City of Rockingham rubbish collection days are provided to all guests upon check-in.
- **Car Parking Restrictions:** All guest vehicles must be parked within the allocated double driveway. Street and verge parking are strictly prohibited.
- **Check-in & Check-out Procedures:** All access is conducted via the on-site lockbox and must occur within the approved 7:00 am to 7:00 pm window.
- **Emergency Contingency:** A dedicated emergency torch is securely attached to the refrigerator for immediate guest use in the event of a power outage or emergency.

### 3. Property Manager Contact Details

The property is directly managed by the owners, ensuring direct accountability. These contact details are available 24/7 for neighbours, guests, and City officials in the event of an emergency, disturbance, or complaint. Prior to the commencement of use, a formal notice containing these details will be distributed to adjoining neighbours.

- **Property Managers:** [REDACTED]
- **24/7 Contact Numbers:** [REDACTED]
- **Email Address:** [REDACTED]
- **Address of Property Manager:** [REDACTED]

### 4. Complaints Resolution Procedure

- **Submission of Complaints:** Complaints can be submitted by neighbours or the general public 24 hours a day, 7 days a week, via phone or email using the Property Manager contact details outlined in Section 3.
- **Expected Response Time:**
  - *Urgent queries* (e.g., severe noise or anti-social behaviour) submitted via phone will be addressed immediately.
  - *Non-urgent queries* submitted via email will receive a response within 24 hours.
- **Complaints Register:** A complaints register is actively maintained and will be made available to the City of Rockingham upon request. The register records:
  - Date and time the complaint was received.

- Complainant details (name and contact, if not provided anonymously).
- Nature and specific details of the complaint.
- Actions undertaken by the property manager and the final outcome/resolution.
- **Resolution Method with Guests:**
  - **Step 1 (Warning):** Upon receipt of a valid complaint regarding noise or a breach of the Code of Conduct, the property managers will immediately contact the guests via phone and the Airbnb messaging platform to issue a formal warning notice.
  - **Step 2 (Eviction):** If the disturbance persists following the initial warning, or in the case of a severe and immediate breach (e.g., unauthorised large parties), the property managers reserve the right to immediately terminate the booking and evict the guests from the premises without a refund, utilising local authorities if necessary.

# Welcome to Your Home Away from Home!

## Guest Information & House Guidelines

We are absolutely thrilled to host you! We want you to have the most relaxing and enjoyable stay possible. To help ensure a wonderful experience for you and to keep our beautiful neighbourhood peaceful, we kindly ask that you review and agree to our house guidelines below.

### Our House Guidelines

#### Respecting Our Neighbourhood

We love our peaceful community and ask that you treat it with care. To keep things tranquil, please note that we cannot accommodate large parties, events, School Leavers, or unaccompanied minors.

#### Quiet Hours

To help everyone get a great night's rest, we observe quiet hours from 10:00 pm to 7:00 am daily. Thank you so much for keeping noise to a minimum during these times!

#### Keeping Things Tidy

Please help us keep the home lovely and tidy. We've provided some easy-to-follow instructions regarding the City of Rockingham's rubbish collection days for you upon check-in.

#### Parking Your Vehicles

You'll find plenty of space in our double driveway for your convenience! Please ensure all your vehicles are parked here, as street and verge parking are not permitted in our area.

### **Arriving & Departing**

Access to the home is a breeze via our on-site lockbox. Please just ensure your check-in and check-out times take place within our approved 7:00 am to 7:00 pm window.

### **Just in Case (Emergencies)**

For your peace of mind, we've attached a handy emergency torch right to the fridge in the unlikely event of a power outage.

## **We're Here for You!**

We personally manage this property and want to make sure your stay is absolutely perfect. We are available 24/7 for our guests, neighbours, and the City. If you need any assistance, have a question, or experience any issues at all, please don't hesitate to reach out to us!

**Your Hosts:**

**Call or Text Us (24/7):**

**Email Us:**

**Our Office Address:**

*Thank you so much for your cooperation. Have a wonderful stay!*