

SHORT STAY ACCOMMODATION (UNHOSTED)

HOUSE MANAGEMENT PLAN

Property: Mandalay Bend, Secret Harbour WA 6173

Prepared for: City of Rockingham **Application Type:** Unhosted Short-Term Rental Accommodation (STRA) **Date:** 20/07/2026

1. BACKGROUND

This House Management Plan (HMP) has been prepared in support of an application for Unhosted Short-Term Rental Accommodation at Mandalay Bend, Secret Harbour WA 6173. 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 Secret Harbour. The property is located within close proximity to:

- Pristine local beaches and surf breaks of Secret Harbour.
- Secret Harbour Golf Club and regional recreational links.
- Local shopping precincts, cafés, and diverse family dining options.
- Public transport connections and regional freeway access links.

The property will be professionally maintained and ensure:

- Appropriate guest and pet behaviour.
- Compliance with local laws and regulations.
- Neighbour amenity protection.
- Safe and secure accommodation for guests.
- Ongoing maintenance and cleanliness standards.

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, pets, 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.

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, and corporate stays.

3.2 Marketing and Advertising

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

- Airbnb (Listing Link: <https://airbnb.com.au/h/stayau-63wa>)
- Stayz / VRBO / Booking.com
- StayAU Property Management websites.

All advertising will:

- Clearly state the maximum occupancy (8 guests).
- Clearly outline house rules and explicit pet guidelines.
- Prohibit parties, events, and excessive noise.
- Require compliance with local laws.

3.3 Owner Details

- **Owner:** [REDACTED]
- **Postal Address:** Secret Harbour WA 6173
- **Email:** [REDACTED]

3.4 Manager & Other Personnel

- **Property Manager:** [REDACTED]
- **Phone:** [REDACTED] (24/7 Hotline available to neighbours and guests)
- **Email:** [REDACTED]
- **Address:** [REDACTED]
- **Hosting Management Platform:** Hostaway Channel Manager.

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: **8 persons strictly enforced**. Guest numbers will remain consistent with the available 4 bedrooms. No additional unregistered guests or day visitors are permitted without prior written approval.

4.2 Double Bookings and Booking Controls The property utilizes the Hostaway online booking management system that automatically synchronises calendars across all platforms. This system prevents double bookings and ensures approved

guest numbers are never exceeded. Guest identity verification via government-issued ID is implemented prior to check-in.

5. SITE & FLOOR PLAN

A detailed site plan and floor plan drawn to scale are submitted as part of the application, identifying:

- Property boundaries and boundary setbacks.
- Existing dwelling layout with 4 bedrooms and 2 bathrooms.
- Sleeping configurations for exactly 8 guests.
- Internal/external living areas and vehicle parking zones.

6. TIMETABLE OF OPERATIONS

The property operates year-round for short-term accommodation.

- **Check-in time window:** 3:00 PM to 11:00 PM
- **Check-out time:** 10:00 AM

Late arrivals are handled seamlessly via a secure digital lockbox/smart lock system to eliminate unnecessary physical disruptions to the neighbourhood. Cleaning, sanitation, and waste collection tasks occur between 10:00 AM and 3:00 PM.

7. CUSTOMER CAR PARKING & EQUIPMENT STORAGE

7.1 Guest Parking All vehicle parking must be contained inside property boundaries. Guests are provided with 1 designated free parking bay and additional off-street driveway parking. Parking on public verges, footpaths, street shoulders, or blocking neighbours' access points is strictly prohibited.

7.2 Equipment Storage Designated storage zones are provided within the garage and secure outdoor boundary spaces. Guests are instructed to keep all holiday, beach, or sports gear contained inside these specific zones and never on public access pathways.

8. HOUSE RULES & PET GUIDELINES

The following rules apply to all occupants. Signage is prominently displayed inside the property.

8.1 Noise and Anti-Social Behaviour

- **Strictly NO parties, events, or social functions.** We enforce a zero-tolerance policy. Breaking this rule results in immediate eviction and bond forfeiture.
- **Quiet hours apply daily between 10:00 PM and 7:00 AM.**
- Excessive noise, loud music, or disruptive shouting is prohibited.

8.2 Visitor Limits

- Only registered guests are permitted on site overnight (Maximum 8).
- Unregistered day guests are strictly forbidden.

8.3 Smoking and Vaping

- Smoking and vaping inside the house is strictly prohibited.
- Outdoor smoking is permitted only with safe, responsible disposal of butts. A \$400 penalty fee applies if smoke is detected indoors.

8.4 Age Limit and Booking Requirements

- The primary booking guest must be at least 30 years old to ensure a mature and responsible environment. A security bond pre-authorisation is mandatory.

8.5 Strict Pet Guidelines (Pet-Friendly Sanctuary)

- A maximum of **TWO (2) well-trained and well-behaved pets** are permitted.
- Pets are strictly **NOT allowed on any furniture or bedding** (couches, pillows, beds). Guests must bring their own pet bedding/mats and feeding bowls.
- Pets must be kept out of carpeted areas and off internal rugs.
- Pets must **NOT be left unattended** in the unit at any time.
- Pets must not enter the unit wet or dirty.
- Guests are liable for excess cleaning or replacement costs if property damage or soiled linens occur.

8.6 Property Care & Energy Conservation

- All doors and windows must be closed and locked when occupants go out.
- All air-conditioners, heaters, and lights must be turned off when leaving the property.
- Furniture must not be rearranged; utensils and crockery must not be removed.

8.7 Waste Management Guests must utilize separate waste and recycling bins provided within the property boundary. Rubbish must be securely bagged before general bin disposal. Bins must be wheeled out to the kerb on designated collection evenings and promptly returned to the side-passage post-collection.

9. COMPLAINT MANAGEMENT PROCEDURE

The property manager (StayAU) is contactable 24 hours a day, 7 days a week for immediate resolution of any neighborhood issues:

1. **Receipt:** Complaint received via 24/7 hotline (██████████) or email (info@stayau.com.au).
2. **Immediate Action:** The manager acts within 20-30 minutes for urgent noise or behavioral complaints. Guests receive an immediate warning call and text notice.

3. **Escalation:** If a rule violation continues 15 minutes past the warning, local security patrollers are dispatched to issue a final compliance order or execute an immediate eviction.
4. **Logging:** Full incident logs, times, complainant details, and final resolutions are updated in the formal log register.

10. USE AND MAINTENANCE

The property undergoes comprehensive professional cleaning, sanitization, and safety audits between every stay. Routine preventative maintenance ensures all electronic appliances, locks, climate systems, and structural elements remain in premium working condition. Gardens and exterior areas are regularly landscaped.

11. SAFETY, HYGIENE & SECURITY

11.1 Safety Measures

- Hardwired, interconnected smoke alarms complying with Australian Standards.
- Multi-class fire extinguisher and fire blanket mounted near the kitchen area.
- Fully stocked First Aid kit and laminated emergency evacuation charts.

11.2 Hygiene Standards

Professional housekeeping turnover services handle all internal sanitation. All bed sheets, bathroom towels, and linens are commercially laundered at high temperatures.

11.3 Security

The home features deadbolts, window locks, and motion-activated exterior security lighting. No internal spaces are monitored, ensuring guest privacy remains fully protected.

12. BUSHFIRE PRONE AREA REQUIREMENTS

If required by the City's regional hazard maps, a formal Bushfire Emergency Plan prepared by an accredited practitioner will be supplied. Guests are provided with fire safety pamphlets, local emergency helpline contacts, and explicit vehicular evacuation route maps.

13. EMERGENCY CONTACT DETAILS

The following emergency numbers are provided to guests, adjacent neighbours, and filed with Council:

- **Property Manager:** [REDACTED] (24/7 Urgent Hotline)
- **Police / Fire / Ambulance:** 000

- **SES Assistance:** 132 500
- **City of Rockingham Council:** (08) 9528 0333

14. VISITOR LOG BOOK

A secure digital booking ledger is maintained via Hostaway, recording primary guest names, verified contact channels, length of stay, and exact occupant tallies. This regulatory data is archived safely and remains available for City of Rockingham compliance reviews upon request.

15. NEIGHBOUR COMMUNICATION

Immediate adjoining neighbours will be systematically provided with a copy of this operational plan, direct contact numbers for management personnel, and straightforward steps to log any concerns. The operators are dedicated to maintaining positive, open relations with the local residential community.

16. COMPLAINT FORM TEMPLATE

Plaintext

Short Stay Accommodation Complaint Form

Property: Mandalay Bend, Secret Harbour WA 6173

Complainant Name: _____

Address: _____

Phone Number: _____ Email: _____

Date & Time of Incident: _____

Nature of Complaint: _____

Action Demanded / Preferred Contact: _____

Please return completed forms to: [REDACTED] | Hotline: [REDACTED]

17. CONCLUSION

This House Management Plan establishes the owner and management team's strict commitment to running a highly responsible, quiet, and legally compliant short-term holiday home at Mandalay Bend, Secret Harbour. The detailed boundaries, pet policies, and rapid complaint paths ensure local neighbourhood residential amenity is fully preserved at all times.