Short-Term Accommodation Operational Management Plan

Prepared: July 2026

Short-Term Accommodation Property:	14 Kingfisher Way, Singleton, WA
Owners & Managers:	[redacted]
Type:	Unhosted Short-Term Accommodation (Airbnb)
Maximum Guests:	8
Bedrooms:	5
Bathrooms:	2

1. Purpose of the Management Plan

This Operational Management Plan outlines how short-term accommodation at 14 Kingfisher Way, Singleton will be operated safely, responsibly, and in a neighbour-friendly manner, consistent with the City of Rockingham Short-Term Accommodation Guidelines and WA STRA Register requirements.

2. Property Description

The dwelling is a 5-bedroom, 2-bathroom single-storey home with open-plan living, fenced backyard, driveway parking, and close proximity to parks, beaches, and local amenities.

Guest-accessible areas include the living room, kitchen, bedrooms, bathrooms, and backyard. Non-guest areas include locked storage cupboards and the garage workshop (if applicable).

3. Ownership & Management Structure

Owners & Managers: Gift Lowane & Edith Angeline Lowane
Both owners jointly manage all aspects of the short-term accommodation, including:

- Guest communication
- Booking oversight
- Property maintenance
- Complaint resolution
- Compliance with City of Rockingham

4. Scale of Operations

- Maximum 8 guests at any time
- Minimum stay: 2 nights
- No parties, events, or functions permitted
- Airbnb calendar sync prevents double bookings
- Property operates year-round

5. Marketing & Advertising

The property is advertised through Airbnb and direct return-guest enquiries. Listings clearly state maximum guest numbers, quiet hours, no-party policy, and on-site parking requirements.

6. Check-In / Check-Out Procedures

- **Check-in:** 7:00am–7:00pm
- **Check-out:** 7:00am–7:00pm

Guests receive a digital house manual, emergency information, parking map, neighbourhood expectations, and waste collection instructions.

7. Parking Management

- All guest vehicles must park on the driveway or within the property boundary
- No verge or street parking permitted
- Maximum 3 vehicles allowed

8. Noise & Behaviour Management

- **Quiet hours:** 10pm–7am
- No amplified outdoor music
- No additional visitors beyond registered guests
- Outdoor areas may be used quietly until 10pm
- Owners respond promptly to any neighbour concerns.

9. Waste, Cleaning & Maintenance

- Bins placed out according to City of Rockingham schedule
- Guests instructed on correct bin use (general waste, recycling, FOGO)
- Professional cleaning between stays
- Regular maintenance checks for smoke alarms, electrical safety, plumbing, and outdoor areas

10. House Rules

- Maximum 8 guests
- No parties or events
- No smoking indoors
- No street parking
- Quiet hours 10pm–7am
- Respect neighbours
- Report any damage immediately
- Pets only by prior approval

- Follow emergency instructions displayed in the home

11. Safety & Emergency Management

Emergency information provided to guests includes fire extinguisher locations, evacuation plan, emergency contact numbers, and nearest hospital/police station.

Bushfire Considerations

Guests receive bushfire safety instructions, evacuation route to Mandurah Road, and guidance to monitor Emergency WA during high-risk periods.

12. Complaints Management

- Complaint received
- Owners contact guests immediately
- Issue resolved within 1 hour where possible
- Serious breaches may result in termination of stay and reporting to Airbnb
- A complaint log is maintained.

13. Neighbourhood Considerations

- Guests are reminded the home is in a quiet residential street.
- No loud outdoor activity after 10pm.
- Owners maintain positive communication with neighbours.

14. Strata Consent

Not applicable — standalone dwelling.

15. Contact Details

Owners & Managers:

[redacted]

[redacted]

16. Declaration

This Operational Management Plan has been prepared to meet the requirements of the City of Rockingham and ensure responsible, safe, and neighbour-friendly operation of short-term accommodation at **14 Kingfisher Way, Singleton WA 6175**.