

# STRA OPERATIONAL MANAGEMENT PLAN

---

**Property Address:** 72 Harrison Street, Rockingham WA 6168

**Applicant/Owner Name:** [REDACTED]

**Date:** 24/06/2026

## 1. DETAIL AND SCALE OF OPERATIONS

### Accommodation Marketing & Applicant Role

- **Marketing Methods:** The property will be advertised on the following platforms: VisitRockingham.com.au and AirBnB.
- **Employee Details:** There are no employees associated with the premises however Rockingham Tourism Inc. will be the primary property manager, overseeing all bookings, guest communication, and cleaning of the premises between guests as outlined in Tourism Rockingham Inc Short Term Accommodation Management Agreement (copy attached).
- **Applicant's Role:** The Applicant acts as the property owner and responsible for any aspect which falls outside of the above mentioned Short Term Accommodation Management Agreement.

### Maximum Guest Numbers & Double Booking Management

- **Maximum Guests:** The property will accommodate a maximum of 6 guests at any one time.
- **Double Booking Management:** Rockingham Tourism Inc. will be responsible for preventing double bookings and exceeding approved guest limits. All booking platforms are strictly configured to restrict reservations to the maximum approved guest capacity.

### Minimum Stay Period

- The minimum stay period for this accommodation is 2 nights.

### Check-in and Check-out Times

- Check-in time: 2:00 PM
- Check-out time: 10:00 AM

### Timetable of Operations

- The premises will be available for short-term bookings, all-year round.

### Access To The Property

- Apart from the Shed, Guests will have access to all other areas of the house and yard within the property boundary.
- Keys to the property will be stored in a combination lockbox located on the rear wall of the shed. Location shown on aerial map.
- The combination to access the lockbox will be provided at least 24 hours prior to guests booked arrival. The combination will be changed at the end of each booking, during cleaning.

## **Customer Car Parking & Equipment Storage**

- Guest Parking: Guests are provided with at least 2 allocated parking bays located on the private driveway as shown in aerial photo map. *Parking on verge is strictly prohibited.*
- Storage for Guest Equipment: Space is provided inside of the premises for the storage of guest equipment such as beach gear. There is also ample room on the driveway to park a caravan, boat or similar.

## **Measures to Minimise Noise Impacts**

- Strict quiet hours are enforced via the Code of Conduct.
- The property is explicitly advertised as 'No Parties/Events'.
- A fence to side and rear boundaries separates the outdoor entertaining area from neighboring properties.

## **2. CODE OF CONDUCT**

A copy of this Code of Conduct will be prominently displayed within the property and provided to guests prior to their arrival.

### **Expected Behaviour & Guest Obligations**

Guests must treat the property, neighbors, and the local community with respect. Guests are responsible for the behavior of anyone they invite onto the premises. Aggressive behavior, illegal activity, or severe disruption to the neighborhood will result in immediate eviction.

### **House Rules:**

- Pets: Pets are strictly prohibited.
- Smoking: Smoking is strictly prohibited indoors. Smoking is only permitted in the designated outdoor area, and butts must be disposed of safely.
- Visitors, Parties, and Events: No parties, events, or large gatherings are permitted. Only registered guests are allowed on the property overnight.
- Quiet Hours: Strict quiet hours apply between 10:00 PM and 7:00 AM. During this time, guests must move indoors and keep noise (including music and televisions) to a minimal level that cannot be heard from neighboring properties.
- Waste Management: Rubbish must be placed in the provided bins. Red lid is for general waste; Yellow lid is for recycling, and Green lid is for organic, compostable material. Bins must be placed on the kerb by Guests on Thursday evening and returned to the property the on Friday, once emptied. If the property is vacant on a rubbish collection day, the Owner will be responsible for placing bins out and bringing them back in once emptied.
- Check-in and Check-out: Check-in is only permitted between 7:00 AM and 7:00 PM. Check-out must be completed by 2:00 PM.
- Car Parking Restrictions: Guests must only park on the driveway, within the property boundary. Street parking or parking on verges/neighboring properties is strictly prohibited.

### 3. PROPERTY MANAGER CONTACT DETAILS

Note: Prior to the commencement of the use, these contact details will be provided to nearby neighbors.

- Name of Property Manager: Sofia at Visit Rockingham Inc.
- Telephone Number: 08 9592 3464
- Email Address: accom@visitrockingham.com.au
- Address of Property Manager: 19 Kent Street, Rockingham WA 6168
- 24/7 Emergency & Complaint Contact Number: [REDACTED]

### 4. COMPLAINTS RESOLUTION PROCEDURE

#### Complaint Submission

Complaints from neighbors or community members can be submitted directly to the Property Manager via:

- Phone 07:00 AM – 07:00 PM: [REDACTED]
- Phone 07:00 PM – 07:00 AM: [REDACTED]

#### Expected Response Time

The Property Manager will acknowledge all complaints within 1 hour of receipt and will take immediate steps to assess and resolve the issue.

#### Resolution Method with Guests

1. Initial Contact & Warning: Upon receiving a valid complaint (e.g., noise breach), the Property Manager will immediately contact the guest via phone or platform messaging to issue a formal warning and request immediate rectification of the issue.
2. Site Visit: If the issue is not resolved immediately following the warning, or if the complaint is of a severe nature, the Property Manager (or a designated security service) will attend the property in person.
3. Eviction: If guests fail to comply with the warning, continue to breach the Code of Conduct, or if police are called to the premises, guests will be immediately evicted from the property without a refund.

#### Complaints Register

The Property Manager will maintain a comprehensive internal Complaints Register. For every complaint received, the following details will be officially recorded:

- Date and time the complaint was received.
- Complainant details (Name and contact details, unless submitted anonymously).
- Nature and specific details of the complaint (e.g., noise, parking, rubbish).
- Actions undertaken by the Property Manager to resolve the issue.
- Final outcome and time of resolution.

**72 Harrison Street,  
Rockingham  
Guest parking and  
access map**

Guest accommodation -  
whole of house

Lockbox

No guest  
access to  
shed

Guest parking permitted

PARKING ON VERGE  
STRICTLY PROHIBITED

**HARRISON STREET**