

SHORT STAY ACCOMMODATION (UNHOSTED)

HOUSE MANAGEMENT PLAN

Property Address: 59 Mandalay Bend, Secret Harbour WA 6173 **Prepared for:** City of Rockingham **Application Type:** Unhosted Short-Term Rental Accommodation (STRA) **Date:** 22/07/2026

1. BACKGROUND

This House Management Plan (HMP) has been prepared in support of an application for Unhosted Short-Term Rental Accommodation at 59 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 a single-level residential home featuring 4 bedrooms and 2 bathrooms, providing high-quality accommodation for holidaymakers, visiting families, professionals, and tourists seeking short-term stays in Secret Harbour.

The property is conveniently situated near:

- Secret Harbour Beach and local coastline.
- Secret Harbour Golf Club and regional recreation reserves.
- Local shopping precincts, cafés, and family dining options.
- Public transport links and regional road connections.

2. OBJECTIVES OF THE MANAGEMENT PLAN

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 or event 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, safety, and hygiene.
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 entire dwelling during their stay. The property is strictly not intended or advertised as a party venue, function space, or event space.

3.2 Marketing and Advertising

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

- Airbnb (Listing: <https://airbnb.com.au/h/stayau-59wa>)
- Stayz / VRBO / Booking.com
- StayAU Property Management website

All advertising will clearly state the maximum occupancy (8 guests), minimum age requirements (30 years old), house rules, pet guidelines, and zero tolerance for parties or excessive noise.

3.3 Owner Details

- **Owner:** [REDACTED]
- **Postal Address:** [REDACTED]
- **Email:** info@stayau.com.au

3.4 Manager & Other Personnel

- **Property Manager:** [REDACTED] (StayAU)
- **Phone:** [REDACTED] (24/7 Urgent Hotline for neighbours and guests)
- **Email:** info@stayau.com.au
- **Address:** 12/41-49 Norcal Rd, Nunawading VIC 3131
- **Hosting Management Platform:** Hostaway Channel Manager

4. SCALE OF OPERATIONS

4.1 Maximum Number of Guests The maximum number of guests permitted at 59 Mandalay Bend at any one time is strictly **8 persons** (including children). Unregistered guests or day visitors are not permitted without prior written consent.

4.2 Double Bookings and Booking Controls The property utilizes the Hostaway online management system to automatically synchronize calendars across platforms, preventing double bookings and ensuring guest limits are not exceeded. Instant bookings for guests without prior reviews require manual approval, and government-issued ID verification is required prior to check-in.

5. SITE & FLOOR PLAN

A detailed Site Plan and Floor Plan drawn to scale (1:100 / 1:200) are submitted alongside this application, identifying:

- Property boundary setbacks and building envelope.
- Floor layout showing 4 bedrooms, 2 bathrooms, kitchen, and common areas.
- Bedroom configurations accommodating exactly 8 guests.
- Car parking spaces and secure equipment storage areas.

6. TIMETABLE OF OPERATIONS

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

- **Check-in Window:** 3:00 PM – 11:00 PM
- **Check-out Time:** 10:00 AM

Late arrivals are supported via a digital key lockbox/smart lock system to ensure quiet and seamless entry without disturbing the neighbourhood. Housekeeping and turnover take place between 10:00 AM and 3:00 PM.

7. CUSTOMER CAR PARKING & EQUIPMENT STORAGE

7.1 Guest Parking Guests are provided with free private off-street parking within the driveway and garage, supplemented by permitted street parking. Guests are strictly instructed not to park on public verges, footpaths, or block neighbouring driveways.

7.2 Equipment Storage Guests are instructed to store beach gear, luggage, and recreational equipment within designated garage or private backyard storage areas, keeping external access paths clear at all times.

8. HOUSE RULES & PET GUIDELINES

House rules are communicated prior to booking and clearly posted inside the home:

8.1 Noise & Social Behaviour

- **STRICT NO EVENTS OR PARTIES POLICY.** Violations lead to immediate eviction, loss of security bond, and cancellation of stay.
- **Quiet Hours:** Mandatory quiet hours apply daily from **10:00 PM to 7:00 AM**.

8.2 Age Limit & Booking Requirements

- Primary booking guest must be at least 30 years of age.
- A security bond pre-authorisation is required for all reservations.

8.3 Smoking & Vaping Policy

- Strictly NO smoking or vaping inside the house. Outdoor smoking only with safe disposal of butts. A \$400 penalty applies if smoke odor is detected indoors.

8.4 Property Care & Security

- All doors and windows must be closed and locked when leaving the premises.
- Air-conditioners, heating, and lights must be turned off when absent.
- Furniture must not be rearranged, and crockery/utensils must stay on site.

8.5 Pet Guidelines (Pet-Friendly Sanctuary)

- Maximum of **TWO (2) well-trained and well-behaved pets** allowed.

- Pets are strictly **NOT permitted on any furniture or bedding** (couches, beds, pillows). Guests must supply their own pet mats, bedding, and bowls.
- Pets must be kept off carpeted areas and rugs.
- Pets must **NOT be left unattended** on the premises.
- Pets must not enter the house wet or dirty.
- Excess cleaning or damage fees will be charged if linen is soiled or damage occurs.

8.6 Waste Management Guests must use the designated council general waste and recycling bins on site. All rubbish must be bagged before disposal. Bins must be placed on the kerb on scheduled collection nights and returned to the side boundary area after emptying.

9. COMPLAINT MANAGEMENT PROCEDURE

1. **24/7 Emergency Line:** Neighbours and guests have direct access to management via [REDACTED].
2. **Response Timeframe:** Urgent noise or behavioural complaints trigger immediate contact with guests within 20–30 minutes.
3. **Escalation:** Unresolved noise or breach of rules results in on-site security dispatch and/or immediate eviction without refund.
4. **Register Maintenance:** All complaints are recorded in an official log register detailing date, time, complainant details, nature of complaint, and outcome.

10. USE AND MAINTENANCE

The premises undergo professional cleaning, sanitisation, and safety checks between guest bookings. Scheduled maintenance ensures all plumbing, electrical systems, door locks, and air conditioning operate safely and efficiently. Gardens and outdoor spaces are regularly maintained.

11. SAFETY, HYGIENE & SECURITY

11.1 Safety Measures

- Interconnected smoke alarms installed to Australian Standards.
- Multi-class fire extinguisher and fire blanket mounted in the kitchen area.
- First aid kit and emergency contact procedures visible indoors.

11.2 Hygiene Standards

Professional cleaning teams sanitize all high-touch surfaces between stays. Linen, sheets, and towels are commercially laundered.

11.3 Security

Deadlocks, window locks, and external security lighting are fitted to ensure guest safety and property security.

12. BUSHFIRE PRONE AREA REQUIREMENTS

If required by the City's mapping overlays, a formal Bushfire Emergency Plan prepared by an accredited practitioner will be supplied. Guests are provided with local emergency contact info and evacuation guidance.

13. EMERGENCY CONTACT DETAILS

- **Property Manager (StayAU):** [REDACTED] (24/7 Urgent Line)
- **Police / Fire / Ambulance:** 000
- **SES Emergency Assistance:** 132 500
- **City of Rockingham Council:** (08) 9528 0333

14. VISITOR LOG BOOK

A secure digital register is maintained via Hostaway, recording guest names, verified contact numbers, stay dates, and occupant numbers. This data is retained and made available to Council for compliance checks upon request.

15. NEIGHBOUR COMMUNICATION

Directly adjacent neighbours will be provided with a summary of this management plan, including the 24/7 hotline contact number for the property manager. Management is committed to maintaining transparent, positive relationships with the surrounding community.

16. COMPLAINT FORM TEMPLATE

Plaintext

Short Stay Accommodation Complaint Log Form

Property: 59 Mandalay Bend, Secret Harbour WA 6173

Complainant Name: _____

Address: _____

Phone Number: _____ Email: _____

Date & Time of Incident: _____

Nature of Complaint:

Action Taken / Outcome: _____

Return to: info@stayau.com.au | 24/7 Phone: [REDACTED]

17. CONCLUSION

This House Management Plan demonstrates the commitment of the owners and management team to operate a peaceful, compliant, and well-managed short-term rental accommodation at 59 Mandalay Bend, Secret Harbour. The combination of strict guest limits, pet controls, clear house rules, and rapid complaint resolution safeguards the residential amenity of the local neighbourhood at all times.