

MANAGEMENT PLAN

39 LAMORAK WAY BALDIVIS



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Introduction

This Management Plan has been prepared in support of a Development Application for Un-hosted Short-Term Rental Accommodation at 39 Lamorak Way, Baldivis including the recently added and council approved tiny home dwelling.

The purpose of this Management Plan is to demonstrate how the short-term accommodation will operate in a manner that protects the amenity of neighbouring residents while providing high quality visitor accommodation.

The property contains two separate dwellings situated on a single residential lot:

- Main residence comprising three bedrooms and two bathrooms.
- Separate tiny home comprising two bedrooms and one bathroom with an approximate internal floor area of 39m².

The tiny home was originally constructed as ancillary accommodation and is now proposed to operate as professionally managed short-term accommodation in conjunction with the main dwelling.

Both dwellings are fully self-contained and operate independently without reliance on shared external facilities. Guests have access to their own kitchen, bathroom, living spaces and outdoor areas.

This Management Plan establishes procedures for guest screening, complaints management, parking, waste, noise, security, maintenance and neighbourhood amenity protection consistent with City of Rockingham Local Planning Policy No. 3.3.29.

The accommodation is intended to primarily cater for corporate travellers, government contractors, insurance accommodation guests, families visiting local residents and travellers seeking short-term accommodation within Baldivis. The proposal will increase the diversity of visitor accommodation available within the locality while supporting local businesses and services.

The subject property is well located within the established Baldivis South locality and is conveniently situated close to a range of community facilities, public open spaces, retail services and transport connections. The immediate locality already contains a mix of residential and community-based land uses, including the Baldivis South Community Centre and Busy Bees Baldivis South childcare centre, both located on the same street as the subject property.

The presence of these community facilities demonstrates that the locality already accommodates regular visitor movements and activity, and that the proposed use is compatible with the broader character of the area.

The accommodation will provide a convenient lodging option for corporate travellers, government contractors, families visiting local residents, insurance accommodation guests and other visitors requiring short-term accommodation within Baldivis. The proposal will contribute to the diversity of visitor accommodation available within the locality while supporting local businesses and services.

1. Property Description

The property at 39 Lamorak Way, Baldivis consists of:

Main Dwelling

- Three bedrooms
- Two bathrooms
- Open plan kitchen, dining and living area – With fold out sofa bed
- Outdoor entertaining area
- Double garage and driveway parking

Maximum occupancy: **6 guests**

Tiny Home

- Two bedrooms
- One bathroom
- Kitchen and living area – Living area with fold out sofa bed
- Outdoor seating area

Maximum occupancy: **4 guests**

Maximum combined occupancy across both dwellings will not exceed approved guest numbers at any one given time.

The subject site is conveniently located within close proximity to Baldivis Shopping Centre, medical services, public transport routes, sporting facilities, parks, and major road connections including Kwinana Freeway. The accommodation will provide a valuable lodging option for corporate travellers, families visiting relatives, insurance accommodation guests, contractors and visitors requiring accommodation within the Baldivis locality.

The proposal provides one queen bed per bedroom only, with a maximum occupancy of 6 guests in the main dwelling and 4 guests in the tiny home.

Strata does not apply to this property.

2. Objectives of the Management Plan

The objectives of this Management Plan are:

- To provide professionally managed visitor accommodation.
- To protect neighbouring residential amenity.
- To minimise noise and anti-social behaviour.
- To ensure all guest vehicles are accommodated on-site.
- To ensure rapid response to any complaints.
- To maintain the property to a high standard.
- To ensure compliance with all relevant legislation and Development Approval conditions.

3. Scale and Nature of Operations

The accommodation will operate year-round.

Accommodation will be marketed via recognised online booking platforms including:

- Airbnb

The owner will personally manage all bookings, guest communications, maintenance coordination and compliance obligations.

Professional cleaners will service both dwellings between bookings.

No employees will permanently work from the premises.

No events, weddings, functions, parties or commercial activities will occur at the property.

Minimum booking period will be two nights.

All bookings are personally reviewed and approved by the owner to minimise the risk of anti-social behaviour, unauthorised gatherings and other activities that may adversely impact neighbouring amenity.

4. Guest Screening Requirements

Prior to accepting a booking, the following information may be obtained and reviewed:

- Full guest name.
- Contact telephone number.
- Email address.
- Government-issued identification.
- Number of guests.
- Purpose of stay.
- Vehicle numbers where appropriate.
- Previous host reviews.
- Guest profile history.
- Agreement to all house rules and Code of Conduct.
- Owner will carefully assess past reviews of all guests prior to accepting booking.

Bookings considered unsuitable or likely to negatively impact neighbouring amenity may be declined at the discretion of the property manager.

5. Booking Management Procedures

The owner maintains real-time access to all booking calendars.

Online calendars are synchronised across all booking platforms to eliminate the risk of double bookings.

Guest numbers are capped within booking platform settings and cannot exceed approved occupancy limits.

All bookings are subject to acceptance of the Guest Code of Conduct.

6. Check-In and Check-Out Procedures

Check-in: From 2:00pm.

Check-out: By 10:00am.

Detailed arrival instructions are issued electronically prior to arrival.

The property is accessed via secure electronic lock systems.

Unique access codes are issued for each reservation and are changed after every stay.

Guest information provided before arrival includes:

- Access instructions.
- Parking arrangements.
- Bin collection information.
- Emergency contacts.
- Property rules.
- Local services.

7. Guest Occupancy Limits

The approved maximum occupancy shall be:

Main dwelling: 6 guests.

Tiny home: 4 guests.

Occupancy limits shall not be exceeded.

Additional visitors require prior written approval.

8. Property Manager Details

Property Manager:

[REDACTED]

Address: [REDACTED]

Mobile: [REDACTED]

Email: [REDACTED]

The Property Manager is available 24 hours per day for emergencies, disturbances or complaints.

Neighbouring residents will be provided with contact details.

9. Complaints Resolution Procedure

Complaints may be submitted by:

- Telephone.
- Email.
- SMS.
- AirBNB Messaging

Complaints Register maintained:

- Date received.
- Time received.
- Complainant details.
- Nature of complaint.
- Actions undertaken.
- Outcome.

All complaints will receive an initial response within 30 minutes (This is the current lead time as shown on AirBNB platform based on real results of reply time).

Where required, the Property Manager will attend the property personally.

Guests found breaching house rules may receive:

1. Verbal warning.
2. Written warning.
3. Immediate termination of booking.
4. Eviction.

Repeated breaches will result in permanent banning from future bookings.

The property operates under a strict zero-tolerance policy regarding illegal activity, anti-social behaviour, parties and disturbances.

10. Neighbourhood Amenity Protection

The accommodation has been designed and will be operated to minimise impacts on neighbouring residents.

Measures include:

- Strict occupancy limits.
- Quiet hours.
- No parties.
- No functions.
- No amplified outdoor music.
- Active complaint response.
- On-site parking only.
- Continuous property monitoring using noise monitoring devices and monitoring Ring doorbell camera which has alerts to the owner's mobile device.

11. Noise Management

Quiet hours apply between:

10:00pm and 7:00am

During quiet hours guests must:

- Keep voices low outdoors.
- Keep doors and windows closed where practical.
- Cease outdoor entertainment activities.
- Avoid vehicle movements where possible.

Noise monitoring devices are installed within common living areas.

Noise monitoring technology is utilised proactively and does not record conversations. The system measures decibel levels only and automatically alerts the Property Manager when noise exceeds predetermined thresholds, enabling early intervention before impacts on neighbouring residents occur.

Parties are prohibited.

Repeated or serious noise breaches may result in immediate termination of the booking and eviction.

12. Parking Management

All guest vehicles must park entirely within property boundaries.

Street and verge parking is prohibited.

Parking available:

Main dwelling:

- Double garage.
- Driveway spaces.

Tiny home:

- Dedicated on-site parking bays.

Guests are informed of parking requirements prior to arrival. Ring doorbell footage is monitored upon each check-in to ensure guests comply with parking requirements. Should a guest park incorrectly, they are contacted immediately and directed to move their vehicle to the designated on-site parking areas.

13. Security Measures

Security measures include:

- Electronic entry systems.
- Unique access codes.
- Exterior security cameras facing entrances only.
- Motion activated lighting.
- Remote owner monitoring.
- 24-hour emergency contact availability.

No internal surveillance devices are installed.

14. Waste Management

Wheelie bins are provided on-site.

Guests receive written instructions regarding:

- General waste.
- Recycling.
- Green waste.
- Collection days.

Cleaners inspect waste facilities after every departure.

Any excess waste left by guests will be promptly removed by management or an external waste contractor if required.

15. Property Maintenance and Presentation

The owner regularly inspects the property.

Professional cleaners service the accommodation after every booking.

Gardens, landscaping and external areas are maintained to a high standard by a professional landscaper.

Maintenance issues are addressed promptly.

Both properties are fully insured as short-term accommodation specifically for home and contents.

16. Use of Premises

Guests must:

- Use the property responsibly.
- Respect neighbours.
- Report damage.
- Dispose of waste correctly.
- Use appliances safely.

Illegal activities are strictly prohibited and guests found to be breaking these rules will be evicted immediately.

17. Guest Information Handbook

Each guest receives a handbook containing:

- Property rules.
- Emergency contacts.
- Local amenities.
- Parking instructions.
- Bin collection information.
- Emergency procedures.
- Local medical facilities.

18. Emergency Management Procedures

Emergency numbers:

Police, Fire or Ambulance: 000

Guests are instructed to contact emergency services first where immediate danger exists and then notify the Property Manager.

Smoke alarms and fire extinguishers are maintained in accordance with legislation.

19. Bushfire and Emergency Response

Guests will receive information regarding emergency evacuation procedures.

In the event of bushfire or severe weather warnings, guests must follow DFES instructions and directions from emergency services.

20. Continuous Monitoring and Compliance

The Property Manager will continually review operations to ensure ongoing compliance with:

- Development Approval conditions.
- Local Planning Policy requirements.
- Environmental Protection (Noise) Regulations.
- Relevant legislation.

GUEST CODE OF CONDUCT

39 Lamorak Way, Baldivis WA

Introduction

This Code of Conduct forms part of every booking. Failure to comply may result in immediate termination of the reservation without refund.

1. Compliance with Laws

Guests must comply with all Commonwealth, State and Local Government laws.

2. Maximum Occupancy

Maximum approved occupancy must never be exceeded.

3. Quiet Hours

Quiet hours are strictly enforced between **10:00pm and 7:00am**.

4. Parties and Events

Parties, functions, celebrations, gatherings and events are strictly prohibited.

Any party will result in immediate eviction.

5. Visitors

Visitors are only permitted with prior written approval. No parties allowed at either property.

6. Parking

All vehicles must park on-site only.

Parking on verges, footpaths or neighbouring properties is prohibited. This is closely monitored.

7. Noise

Excessive noise is prohibited at all times.

Amplified outdoor music is prohibited.

8. Smoking

Smoking and vaping are prohibited inside all buildings.

Outdoor smoking is permitted only in designated areas.

9. Pets

Small pets may only be permitted with prior written approval.

Approved pets must not be left unattended.

Guests are responsible for ensuring approved pets do not cause unreasonable noise or disturbance to neighbouring residents. Continued disturbances following a warning may result in termination of the booking.

10. Waste Management

Guests must dispose of rubbish in the appropriate bins. Large amounts of waste has never been left by short term accommodation guests at these properties however should this happen, the guest would be financially penalised and an external waste management company would be utilised within 24 hours of discovery.

11. Respect for Neighbours

Guests must behave respectfully at all times and avoid behaviour likely to disturb neighbouring residents.

12. Illegal Activities

Illegal activities, including illicit drug use, are prohibited.

13. Damage

Guests are responsible for any damage caused during their stay. Both properties are fully insured.

14. Cleanliness

The property must be left in a reasonably clean and tidy condition. Both properties must present immaculately inside and out, including street appeal at all times.

15. Hazardous Materials

Hazardous, flammable or explosive materials are prohibited.

16. Safety

Guests must familiarise themselves with emergency exits and emergency information.

17. Check-Out Requirements

Prior to departure guests are required to:

- Wash dishes.
- Place rubbish in bins.
- Turn off appliances.
- Lock doors and windows.

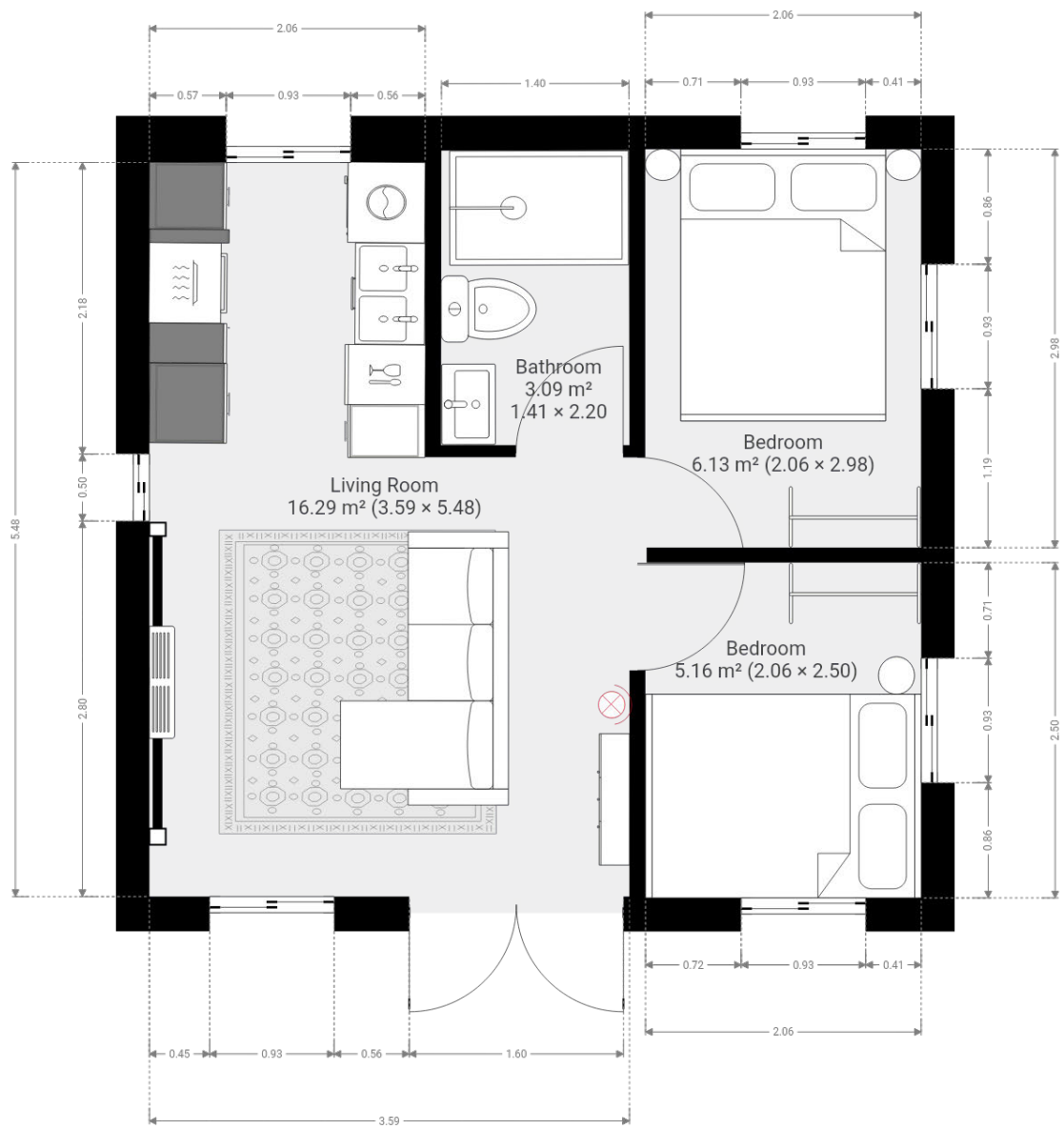
18. Breaches

Breaches may result in:

- Warnings.
- Additional charges.
- Immediate eviction.
- Loss of security deposit.
- Reporting to booking platforms.

Conclusion

The owner is committed to ensuring that 39 Lamorak Way operates as professionally managed, high-quality short-term accommodation that complements the surrounding residential area. Through proactive guest screening, strict house rules, rapid complaint response procedures and ongoing property oversight, the accommodation will operate in a manner that protects neighbourhood amenity while contributing positively to the City's visitor accommodation offering.



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