



HomeStays
Sorted

SHORT STAY ACCOMMODATION – OPERATIONAL STATEMENT

1. Details of Operations

The property at 14/153 Esplanade, Rockingham, WA 6168 will operate as professionally managed short-stay accommodation.

1.1 Operations Overview

Operations are managed by HomeStays Sorted, part of Creative Appnologies Pty Ltd. Our responsibilities include:

- Managing bookings and guest communication
- Ensuring compliance with house rules
- Coordinating cleaning and maintenance
- Responding promptly to any issues or complaints

1.2 Advertisement

The accommodation will be marketed through two established online platforms: Airbnb and Vrbo (part of Booking.com in Australia). A direct booking system may be offered in the future for returning, highly-rated guests.

The property is positioned to provide high-quality, reasonably priced accommodation for families and professionals, with a strong emphasis on a child-friendly environment and a home-away-from-home experience.

The property is not, and will not be, operated as party accommodation. This is actively enforced through onsite Minut noise monitoring systems, strict house rules, and guest screening processes.

1.3 Guest Concierge

A Location Guest Concierge, located within 30 minutes of the property, is responsible for all guest communication and support. In the event of excessive noise via Minut alerts or neighbourhood complaints, the Concierge will notify guests of breaches of house rules and escalate where required.



HomeStays
Sorted

The contact details for our Guest Concierge is as follows:

- Name: Marcel Pratt
- Phone: +61421680531
- Company: @realty

1.4 Cleaning

Professional cleaning contractors service the property between stays and provide before-and-after photo documentation, contributing to quality assurance and guest satisfaction.

Cleaners are required to:

- Follow a preset checklist for before, during, and after clean inspections
- Report on any damages, excessive mess, or other detrimental property and neighbourhood instances

2. Strata Management Consent

The subject property is located within a strata complex and the strata rules do not prohibit short-term accommodation. The owner of the property has provided permission for this to be operated as short-term stay.

3. Scale of Operations

The property can accommodate a maximum of four (4) guests at any one time. This limit is strictly enforced, and guests are not permitted to exceed the approved occupancy. In general, this is envisioned to be no more than 2 adults, with the other 2 spaces provided as accommodation for smaller children (under 10) for families travelling together. A cot and a single sleeper bed are provided for this, while the adults have a queen size bed in the main room.

Sleeping Arrangements

To comply with local council regulations, the following is noted on the floor plan:

1. At no point can the total number of adults exceed 2.
2. Guests can also bring up to children under the age of 10 to reach the target of 4.

Enforcement

To enforce these regulations, the following rules will be applied:



1. Booking on each platform will be for 4 by default, however any bookings for more than 2 people will require approval. When this happens, guests will be advised of local regulations.
2. When a guest requests extra space, they will be provided with a summary of local council arrangements and asked to confirm

Minimum Night Stays

1. Minimum nights stay. Guests must book for a minimum of two nights stay, and not more than 89 nights stay. They must provide at least 24 hours notice by default. On rare occasions, for highly rated guests, we allow same day bookings

Enforcement

1. This is enforced through the platforms (i.e. Airbnb puts limits on how long guests can stay), and Guesty, our property management system.
2. To avoid situations where a guest extends their stay past 89 nights using a custom request, our messaging team has strict instructions to deny this request immediately.

Cleanliness and Operations

1. For stays longer than 21 nights, complimentary full cleans are offered every 2 weeks.
2. The place is fully cleaned after every stay, regardless of length
3. Bins are managed by the cleaner, who ensures that all rubbish is emptied from the apartment.
4. Excess rubbish, if it occurs, will be managed by the cleaner. Where needed, this will involve moving it to a dumpsite at our cost.

All bookings are managed through Guesty, which serves as the system of record and synchronises all calendars and booking platforms to ensure that only one booking can be active at any given time.

Although unlikely, in the event of a double booking, one party will be relocated to alternative accommodation at the operator's expense.

At no time will the number of guests exceed the approved maximum.

4. Site & Floor Plan

A detailed Site Plan and Floor Plan will be submitted as part of the application.

These plans will clearly identify guest bedrooms, bathrooms, kitchen and living areas, and outdoor areas accessible to guests.



HomeStays
Sorted

5. Timetable of Operations

The property will operate on a full-time, year-round basis, subject to booking demand.

Occasionally, the property may be taken offline for short periods to complete general maintenance such as pest control. These events are infrequent and scheduled as required.

Standard guest times are as follows:

- Check-in: Between 3:00pm and 10:00pm
- Check-out: By 11:00am

In cases of late arrivals (such as delayed flights), guests are reminded to minimise noise and respect neighbouring properties.

6. Customer Car Parking & Equipment Storage

The property provides one on-site car parking space for the unit inside the complex. This carpark is clearly marked and guests are reminded to ensure that they only use this carpark. If they do not, the car will be towed at their expense.

All equipment storage is contained within the property. It is a 2-bedroom apartment.

7. House Rules & Behaviour Management

Strict house rules are in place to minimise impact on neighbouring properties.

Key measures include:

- No parties or events permitted
- Strict noise limits, particularly during evening and night hours
- Active noise monitoring via onsite systems
- Maximum occupancy limits strictly enforced
- No smoking anywhere on the premises. This includes vaping and e-cigarettes

Guests must agree to all house rules prior to booking.

Any breaches will result in:

- Immediate intervention by the Location Guest Concierge
- Potential termination of the booking
- Reporting of the guest to the relevant booking platform



HomeStays
Sorted

- Where necessary, this will also be escalated to the police

8. Bushfire Prone Areas

Not applicable.

9. Emergency Contact Details

The operator's contact details will be provided to:

- The City
- Nearby neighbours via a letterbox drop

The property manager may also engage directly with neighbours where required.

The operator will be contactable at all times in the event of:

- Emergencies
- Anti-social behaviour
- Guest-related issues

Name: James Hinton

Business: HomeStays Sorted

Phone: +61 452 440 854

Email: james@homestaysorted.com