Management Plan
For
Short Term Accommodation

69B Parkin St Rockingham 6168



In association with Rockingham Visitor Centre as Managing Agents
https://visitrockingham.com.au/

RENEWAL OF APPROVAL - REFERENCE NO. 20.2025.150.1 AD25/91854 DATED 13 JUNE 2025

As per attached the approval is temporary only and is valid until **13 June 2026**. The current application is for a continuation of operations with no changes to the scale of operations as detailed below.

SCALE OF OPERATIONS

Rockingham Visitor Centre are be the Exclusive Managing Agent for 69B Parkin St, Rockingham, WA 6168 and will be continuing for the 2026/27 approval period. The Property does not have Strata Management. The property has a strict No Party Policy.

Rockingham Visitor Information Centre – 19 Kent street, Rockingham
Phone – 08 9592 3464 Email – info@visitrockingham.com.au
Manager - Jodie Payne

The Property is a 4 Bedroom, 2.5 Bathroom House, with access to off street parking for 3 cars with a secure double garage and a single carport. The maximum guest capacity is 8 Guests with parking for 3 cars contained within the property boundary. Bed configuration will be 3 x queen beds and 2 x single beds in the fourth bedroom to promote a family oriented accommodation.



The Visitor Centre is open 9am – 4pm Monday – Friday and 10am – 2pm Weekends and PH. There is someone on call outside these hours that will respond to any after hours emergencies. Additionally the property owners will be residing in the Rockingham area and be available to provide support for Rockingham Visitor Centre Staff as requested. Managing Staff contact details are made available to all guests on check in and there is a sign on the kitchen whiteboard. Details are also available in the Guest Book, detailing staff contact details as well as standard emergency contacts such as 000.

We are also happy to provide all contact details to any adjacent neighbours of the property. The Rockingham Visitor centre uses a system called RMS. It works as a channel management system disbursing inventory and rates across multiple platforms. The system manages, booking details, guest and owner finances, communications and much more. https://www.rmscloud.com/
The property will be advertised for bookings on the Rockingham Visitor Centre Website, AirBNB, Booking.com and other holiday accommodation platforms.

The property will be available for booking all year round with a minimum stay requirement of 3 nights for each booking to decrease guest turnover, particularly in busy periods. Easter and Christmas periods will have a minimum stay requirement of 4 nights for each booking.

Guest numbers are checked upon booking confirmation and also monitored upon check in and during the guest stay with Housekeeping. Rockingham Visitor Centre also is able to engage a preferred maintenance person, gardener, electrician and cleaning staff.

The house has secure entry to the building by way of lock box with house keys and garage remote control.



BOOKING REQUIREMENTS

Guest bookings can vary in length. Rockingham Visitor Centre also collaborates with several partners so we also anticipate some of our bookings to have a length of up to 6 months.

As listed earlier we will have minimum night stays in place. When a guest requests to make a booking to stay at this property, the managing agent Rockingham Visitor Centre can view and determine whether the guests profile includes the required verification steps below-

- Contact details including guests full name, address, phone number and email address. If the booking is made by a company for an employee we will accept the address of the company.
- Acceptance of our stipulated house rules, detailed on our website and booking platforms
- Confirmed payment
- Government issued Photo ID
- Total number of guests for the booking.

We always reserve the right to refuse, accept or cancel a reservation at anytime, even once a guest has arrived or is already in house. Our set of House Rules is displayed both on the Rockingham Visitor Centre website and in our comprehensive Guest Booklet which is located inside the property.

CHECK IN AND CHECK OUT PROCEDURE

Our Check in Time is from 2pm-7pm each day and our Check out time is 10am each day.

Our check in procedure is provided to each guest upon booking, key collection can be from the Visitor Centre or via a lock box installed at the property. Once the booking is confirmed our staff will notify the guest of the check in/ out process along with any property rules. ID is collected at the Visitor Centre if you choose this service along with signed documents of the guest stay. Credit Card details are kept on file at the visitors centre.

There is a guest register. The comprehensive Guest Booklet contains list of contact and emergency numbers number and includes the parking area, rubbish bin area and instructions on expected guest behaviour.

On Check out our management team Housekeeping will attend the Property at 10am to check the house, collect any Keys and then Housekeeping will commence the cleaning procedures.

HOUSE RULES

House rules are available on the Rockingham Visitor Centre Website and booking platforms.

There is also a hard copy of the House Rules at the property in the form of a Guest Handbook Folder. This folder includes information for emergency contacts, management team (Rockingham Visitor Centre) contacts, information on the local area and attractions, and also the important details listed below.

PET POLICY

We do not permit pets at any time with the exception of guide dogs. If guests have an animal, it is considered a breach of accommodation conditions and they will be asked to leave or remove the animal. Guide dogs are permitted and must have a medallion on their collar with the registration number and the owner must also carry a laminated pass (with the owner and dog's name). Guide Dogs are required to be harnessed in public areas. Guests must advise ahead of time if they will be travelling with a Guide Dog.

PHOTO IDENTIFICATION

Once the booking is confirmed our staff will notify the guest of the check in/out process along with any property rules. ID is collected at the Visitor Centre along with signed documents of the guest stay. A valid Australian driver's license, Australian issued proof of age card or an international passport are all acceptable forms of photo identification. As per our privacy policy, any personal information contained on the collected identification will not be on-sold; will be securely stored and carefully disposed of at the end of its usefulness.

RIGHT OF ENTRY

In the event that our management team at Rockingham Visitor Centre have a legitimate cause for concern or if the guest has not been seen nor been able to be contacted over a period of time, the property may be entered by a management representative to ensure the safety and comfort of all guests is in order.

RIGHT TO REFUSE ENTRY
Our management team, Rockingham Visitor Centre reserves the right to refuse a guest entry to the property for any reason.



SMOKING POLICY
The property is non smoking, with the exception of the back yard. Fines will apply to guests who do not adhere to this policy. Guest are advised where smoking is permitted.

UNACCOMPANIED MINOR/S
A child who is staying without the accompaniment of a parent, guardian or adult over the age of eighteen (18-years) is considered as an unaccompanied minor. An unaccompanied minor/s are not permitted to stay.

HOUSEKEEPING SERVICING
Housekeeping will attend at the finalisation of all short stays. Housekeeping servicing applied during the stay dates is communicated during the reservation process. Our standard housekeeping service is provided for stays longer than 14 days on negotiation with the client. Additional Housekeeping can also be made available at any time upon request.

MAINTENANCE ISSUES
Any maintenance issues should be reported to our Management Team Rockingham Visitor Centre, as soon as they arise using the contact numbers provided. They will then be attended to swiftly. This includes any accidental damages or breakages. The property is regularly maintained with Housekeeping services and Maintenance contractors and as the owners reside in the Rockingham area they are able to respond to maintenance issues as required.

PARKING AND EQUIPMENT STORAGE
Guests are required to park off street in the double garage or carport of the premises. Visitors to the house can use the carport or space in front of the garage for parking. For storage guests have access to the garage or back yard areas for items such as beach equipment, bicycles or sporting equipment.



WASTE MANAGEMENT
Rubbish and recycling items are to be disposed in accordance with the City of Rockingham policies. All guests are expected to remove rubbish from the property and place into the Council provided bins. Guests are shown where the bins are located on check in. Housekeeping is responsible for putting out and taking in Bins on the allocated bin day and will maintain the cleanliness of the bins and their allocated store area.

GUEST COURTESY AND NOISE POLICY
For the comfort of all our guests and neighbours we ask that noise is kept to a minimum so everyone can enjoy a peaceful and comfortable stay. Guests and visitors are required to adhere to quiet time between 10pm and 7am Monday to Saturday and 10pm – 9am on Sundays and public holidays. We request that any non-registered visitors leave the property by 10pm each evening.
We also request to please extend this courtesy to our neighbours when entering and exiting the property.

GUEST MANAGEMENT AND COMPLAINTS PROCEDURE

Our Management Team are available 24hrs a day, 7 days a week. Contact numbers for the Management Team, Rockingham Visitor Centre will be provided to neighbouring properties and any complaints will be handled swiftly, including eviction of the guests if required. All guests are shown the hardcopy of the House Rules folder on check in and can also view this information online on the Management Teams Website and Booking Platforms.

All guests agree to these House Rules upon making a booking. If a guest fails to adhere to the House Rules of the property, they risk having the booking cancelled immediately and eviction from the property.

Our Management Team, Rockingham Visitor Centre, is available to the guests via a 24hr emergency number and are able to relocate guests to other properties if required.

EVICTION OF A GUEST

Our management team contact, Rockingham Visitor Centre will be provided to neighbouring properties and any complaints will be handled and may cancel a guest booking and evict an inhouse guest or visitor if they fail to adhere to the house rules.

Guests who are evicted from the property will be blacklisted from all Rockingham Visitor Centre locations and we may choose to notify the police. A guest is subject to such eviction should the following (but not limited to) occur;

- Offensive or excessive noise, intoxication or anti social behaviour
- Overcrowding - when the number of persons in the house exceeds the capacity
- Physical or verbal assault towards management staff, neighbours or other guests
- Wilful damage to the property or any behaviour posing a safety threat to others
- Any incident for which the police need to be called onto the premises
- Ignoring advice to reduce excessive noise (music or other noise)
- Smoking within the property (a cleaning and deodorizing fine will also apply)

PROPERTY MANAGEMENT TEAM ADDITIONAL INFORMATION

Rockingham Visitor Centre will be the Exclusive Managing Agent for 69B Parkin St, Rockingham, WA 6168.



Rockingham visitor centre

19 Kent Street Rockingham

(08) 9592 3464

Rockingham Visitor Centre is a not-for-profit organisation, the Tourism Rockingham committee is comprised of a handful of dedicated volunteers who give their time, expertise and skills to lead the strategic direction of the Rockingham Visitor Centre.

The company has a very strict No Party Policy and controls all confirmed bookings. The majority of Clients Rockingham Visitor Centre caters to are visitors of friends and family in the Rockingham area, Industrial Strip and HMAS Stirling and include Rockingham Kwinana Hospital, Department of Defence, Department of Education and we also cater to companies such as Fenner, Veolia, BP, Serco, ARC Infrastructure and Mineral Resources, to name a few.

Rockingham Visitor Centre has a dedicated Website for Advertising, Information and Bookings, promoting Rockingham's tourism and hospitality attractions and events for the last 50 years. Rockingham Visitor Centre has worked closely with the Tourism Council of Western Australia, Destination Perth and the City of Rockingham to rebrand Rockingham as Perth's preferred coastal destination. In recent years, Tourism Rockingham aided the City of Rockingham in formulating the Tourism Destination Strategy 2019-2024 – and has been involved in marketing campaigns in conjunction with Destination Perth and the Tourism Council of Western Australia.