

SHORT STAY ACCOMMODATION (UNHOSTED)

HOUSE MANAGEMENT PLAN

28 Spinifex Road, Baldivis WA 6171

Prepared for: City of Rockingham

Application Type: Unhosted Short-Term Rental Accommodation (STRA)

Date: 17/07/2026

1. BACKGROUND

This House Management Plan has been prepared in support of an application for Unhosted Short-Term Rental Accommodation at 28 Spinifex Road, Baldivis WA 6171.

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 intended to provide high-quality accommodation for holidaymakers, visiting families, professionals and tourists seeking short-term accommodation in the Baldivis area.

The property is located within close proximity to:

- Local parks, playgrounds and recreational family areas in Baldivis;
- Baldivis Shopping Centre and regional retail precincts;
- Local cafés, restaurants and diverse dining options;
- Public transport connections and easy Kwinana Freeway access;
- Rockingham town centre and pristine recreational beaches (short drive).

The property will be professionally maintained and ensure:

- Appropriate guest behaviour;
- Compliance with local laws and regulations;
- Neighbour amenity protection;
- Safe and secure accommodation for guests;
- Ongoing maintenance and cleanliness standards.

2. OBJECTIVES OF THE MANAGEMENT PLAN

The objectives of this management plan are to:

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 accommodation.
4. Provide clear management procedures for guests and neighbours.
5. Establish complaint management and emergency response procedures.
6. Maintain a high standard of presentation, cleanliness and safety.
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 dwelling during their stay. The property is not intended or advertised as a party venue, event venue or function space.

The accommodation will primarily cater for:

- Families;
- Couples;
- Holidaymakers;
- Interstate or overseas visitors;
- Corporate or work-related stays.

3.2 Marketing and Advertising

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

- Airbnb (Listing Link: <https://airbnb.com.au/h/stayau-28perth>);
- Stayz;
- VRBO;
- Booking.com;
- Direct booking platforms;
- StayAU Property Management websites.

All advertising will:

- Clearly state the maximum occupancy (10 guests);
- Clearly outline house rules;
- Prohibit parties and events;
- Prohibit excessive noise;
- Require compliance with local laws.

Any listing descriptions will promote the property as quiet holiday accommodation suitable for respectful guests.

3.3 Owner Details

Owner: [REDACTED]

Postal Address: [REDACTED]

Phone: [REDACTED]

Email: [REDACTED]

3.4 Manager & Other Personnel

Property Manager: Min Zhang

Company: StayAU

Phone: 0412 377 486

Email: info@stayau.com.au

Address: 12/41-49 Norcal Rd, Nunawading, VIC 3131

The manager will:

- Be contactable during guest stays;
- Respond promptly to complaints;
- Coordinate cleaning and maintenance;
- Monitor guest compliance with house rules;
- Arrange emergency attendance if required.

Any changes to management arrangements will be updated in this management plan and provided to the City if requested.

Hosting Management Platform: Hostaway & StayAU Group

The property will be professionally maintained and managed by StayAU utilizing the Hostaway channel manager platform. StayAU handles bookings, marketing, guest communications, professional cleaning, linen turnover services, on-the-ground coordinate inspections, routine maintenance, key logistics, and after-hours emergency interventions, serving as the core contact point.

4. SCALE OF OPERATIONS

4.1 Maximum Number of Guests

The maximum number of guests permitted at the property at any one time will be: **10 persons**. Guest numbers will remain consistent with the number of available bedrooms and available on-site parking. No additional guests, visitor gatherings, functions, parties or events will be permitted.

4.2 Double Bookings and Booking Controls

The property will utilise online booking management systems (Hostaway Channel Manager) that automatically synchronise booking calendars across all accommodation platforms.

This system prevents double bookings and ensures:

- Only one booking can occur for any approved dates;
- Occupancy limits cannot be exceeded;
- Accurate guest records are maintained.

Guest identity verification and payment confirmation/security bond procedures are fully

implemented prior to check-in.

5. SITE & FLOOR PLAN

A detailed site plan and floor plan are submitted as part of the development application.

The plans identify:

- Property boundaries;
- Existing dwelling layout;
- Guest bedrooms (5 bedrooms);
- Bathrooms (2 bathrooms);
- Kitchen and living areas;
- Outdoor living areas;
- Car parking areas (garage and driveway);
- Storage areas;
- Access points.

The approved guest accommodation areas will be limited strictly to those shown on the submitted plans.

6. TIMETABLE OF OPERATIONS

The property is proposed to operate year-round as short-term accommodation.

Indicative Hours of Operation

- Check-in time: 3:00 PM onwards
- Check-out time: 10:00 AM

Where possible, check-in and check-out activities will occur between 7:00 AM and 7:00 PM in accordance with the City's preference to minimise disturbance to neighbouring residents. Late check-ins are facilitated seamlessly through a secure digital lockbox or smart lock system to minimise disturbance and avoid unnecessary physical interactions with neighbours. Cleaning and maintenance activities will generally occur during daytime hours (normally 10:00 AM to 3:00 PM).

Check-In Procedure:

At booking, StayAU checks that the guest ID matches the credit card and holds a security deposit directly. Guests receive step-by-step instructions and have access to a 24/7 helpline and email address via the StayAU system.

- **Airbnb:** Airbnb cross-checks the guest ID and secures the reservation payments.
- **VRBO and Booking.com:** We manually verify guest ID. Booking.com/VRBO secures transaction and pre-authorisation.

- **StayAU Direct:** We directly verify that the guest ID matches the credit card, and the payment and security bond are processed through our direct terminal.

If the guest verification checks are successful (3 days before check-in), the guest is provided detailed instructions, photos, GPS links, and smart-lock pin-codes. Outside entrance sensor lights assist guests arriving during evening hours.

Check-Out Procedure:

Guests secure the property, shut off all air-conditioners, heaters, and lights, and return any physical keys to the secure key lockbox.

7. CUSTOMER CAR PARKING & EQUIPMENT STORAGE

7.1 Guest Parking

All guest parking will be accommodated within the property boundaries. No guest parking will be permitted on:

- Public verges;
- Street shoulders;
- Footpaths;
- Neighbouring properties.

Guests and visitors are required to park exclusively on the double driveway or within the lock-up garage. Guests are provided with explicit parking requirements prior to arrival.

7.2 Equipment Storage

Storage space is designated inside the home's common areas, laundry and garage. Guests are instructed to store all holiday gear (bicycles, beach boards, strollers, luggage) inside these boundaries and never within common street accessways or adjacent properties.

8. HOUSE RULES

The following house rules apply to all guests staying at the property. Signage is clearly posted in the kitchen area.

8.1 Noise and Anti-Social Behaviour

- Strictly no parties, events or functions. We enforce a zero-tolerance party policy.
- Quiet hours apply between 10:00 PM and 7:00 AM.
- Excessive noise, loud music, shouting or disruptive behavior is prohibited.
- Guests must respect neighbouring residents' right to quiet enjoyment at all times.

Any complaints regarding anti-social behaviour may result in:

- Immediate warning call and message;
- Formal notice of breach;

- Immediate termination of booking and eviction without refund;
- Forfeiture of the security bond.

8.2 Visitor Limits

- Only registered guests are permitted to stay overnight at the property (Maximum 10).
- Unauthorised gatherings or additional day visitors are not permitted without prior written approval.

8.3 Smoking and Vaping

- Smoking and vaping are strictly prohibited inside the dwelling.
- Any permitted outdoor smoking must be conducted in designated outdoor spaces with safe, responsible disposal of cigarette butts. A \$400 penalty fee applies if smoke is detected inside the house.

8.4 Age Limit and Booking Requirements

- To maintain a responsible environment, the primary booking guest must be at least 30 years old. Government ID and pre-authorisation of a security bond are mandatory.

8.5 Pets

- Pets are strictly not permitted on the premises at any time.

8.6 Care of Property and Furniture

- Furniture must not be rearranged. Utensils, linens, and appliances must not be removed. Guests will be charged for any property damage or deep-cleaning fees.

8.7 Waste Management

Guests will be instructed to:

- Use the separate red and yellow bins provided;
- Dispose of rubbish bag-wrapped in the general bin and loose recyclables in the yellow bin;
- Avoid placing rubbish outside the bin containers.

Bins will be put out to the kerb on Monday evening and returned on Tuesday afternoon in accordance with the City of Rockingham collection schedule.

9. COMPLAINT MANAGEMENT PROCEDURE

The property manager (StayAU) will be available to respond to complaints or emergencies 24 hours a day, 7 days a week.

Complaint Response Procedure:

1. Complaint received from neighbour, guest, or council authority.
2. Complaint is acknowledged and assessed as soon as practicable.
3. Guests are contacted immediately (within 20 to 30 minutes for urgent noise/disturbance issues).
4. Appropriate action is taken to resolve the issue (warning, security inspection, or

immediate eviction).

5. Complaint details, correspondence, and photos are recorded in management logs.
6. Follow-up contact is made with the complainant to ensure resolution satisfaction.

A comprehensive complaint register is maintained by the manager, documenting all times, contact details, nature of issues, and final solutions.

10. USE AND MAINTENANCE

The property will be professionally cleaned, disinfected, and safety-inspected between every single guest stay.

Regular preventative maintenance is scheduled to ensure:

- The property remains safe, presentable, and structured;
- All appliances, air conditioners, and smoke alarms remain functional;
- Gardens and lawns are maintained;
- Fixtures and fittings are kept in premium condition.

Any maintenance concerns raised by neighbours, guests, or staff are addressed immediately by professional licensed tradespeople.

11. SAFETY, HYGIENE & SECURITY

11.1 Safety Measures

The property includes fully-compliant safety apparatus:

- Hardwired, interconnected smoke alarms compliant with Australian Standards;
- Multi-class fire extinguisher and fire blanket located near the kitchen area;
- Fully-equipped First Aid kit;
- Laminated emergency information and evacuation charts prominently displayed;
- Exterior motion sensor security lighting.

11.2 Hygiene Standards

The property undergoes comprehensive professional cleaning. All sheets, towels, and linens are professionally laundered at high temperatures. The property is maintained in a pristine, sanitary state at all times.

11.3 Security

Security protocols include: secure locks on all doors/windows, deadbolts, exterior sensor floodlights, lockbox or digital keypad access, and external security cameras monitoring front access and driveway points only. Security cameras strictly do not monitor internal living areas or compromise guest privacy, and are used solely for property protection and checking guest count

compliance.

12. BUSHFIRE PRONE AREA REQUIREMENTS

If the property falls within a bushfire prone area map, guests will be provided with:

- Comprehensive bushfire safety pamphlets;
- Clear emergency evacuation procedures and maps;
- Local emergency service contacts;
- Safe vehicular evacuation routes to regional hubs;
- Information regarding Fire Bans and open flame restrictions.

13. EMERGENCY CONTACT DETAILS

The following emergency contacts are provided to guests, neighbours, and are filed with the City of Rockingham:

Property Manager: Min Zhang (StayAU)

Phone: 0412 377 486 (24/7 Hotline)

Email: info@stayau.com.au

Emergency Services:

- Police / Fire / Ambulance: 000
- SES Assistance: 132 500
- City of Rockingham: (08) 9528 0333

14. VISITOR LOG BOOK

A comprehensive digital visitor log book and booking register is securely maintained. The register logs:

- Full guest names and contact details;
- Verified arrival and departure dates;
- Exact number of staying guests;
- Length of stay.

This history is safely retained and will be made available to the City of Rockingham upon request as part of regulatory compliance.

15. NEIGHBOUR COMMUNICATION

Adjoining neighbours will be provided with:

- A direct copy of this House Management Plan;
- Direct 24/7 manager emergency phone numbers;
- Clear guidelines on how to easily report any issues.

The operator is committed to proactive, transparent communication to build harmonious relationships with the community.

16. COMPLAINT FORM TEMPLATE

Short Stay Accommodation Complaint Form

Property: 28 Spinifex Road, Baldivis WA 6171

Name: _____

Address: _____

Phone Number: _____

Email: _____

Date & Time of Incident: _____

Nature of Complaint:

Preferred Contact Method: _____

Please send completed complaints to:

Email: info@stayau.com.au | Phone Hotline: 0412 377 486

17. CONCLUSION

This House Management Plan demonstrates the firm commitment of the owner and operator of 28 Spinifex Road, Baldivis WA 6171 to ensuring the short-term accommodation operates responsibly, cleanly, and with minimal impact on neighbouring residents.

The management measures outlined within this document are intended to protect residential amenity, prevent anti-social behaviour, maintain a safe and secure environment, ensure

compliance with City of Rockingham requirements, and provide high-quality accommodation for visitors to the Baldivis area.

The operator acknowledges that ongoing strict compliance with this management plan forms an important and binding component of the ongoing operation of the short-term accommodation.