

MANAGEMENT PLAN FOR SHORT – TERM RENTAL ACCOMADATION (STRA)

PROPERTY ADDRESS

Apartment 47/436, Safety Bay, SAFETY BAY, WA 6169



STRA REGISTRATION NO.

PROPERTY MANAGEMENT SUMMARY

PROPERTY: 47/436 Safety Bay Road, Safety Bay WA

RVCS: Rockingham Visitors Centre

Platform: Short – Stay

Key Details

- Maximum occupancy: 5 guests
(1 Queen, 1 double, 1 single)
- Bathroom: 1
- Parking: 1 secured car space

Booking Rules

- **Minimum Stay:** 3 nights
- **Buffer Between Stays:** 2 days
- **Notice Period:** 1 day minimum
- **Check-In/Check-Out:** From 2pm / Before 11am

Safety & Emergency

- **Bushfire Emergency Plan:** N/A
- **Emergency Kit:** Kitchen
- **Smoke Alarms & RCDS:** Installed and compliant
- **No Smoking/No Gas/No Open Flames**

House Rules Highlights

- **No parties or gatherings**
- **Quiet hours:** 10:00pm – 7:00am
- **Respect neighbours and property**
- **Waste disposal per City of Rockingham policies**

Security

- **External CCTV** (no internal cameras)

- **Lockbox for key access**
(Rockingham Visitors Centre)

Complaints & Contact

- **RVCs available** 9:00am – 4:00pm (RVC)
- **Breach of rules** = Immediate cancellation

TABLE OF CONTENTS

- 1. OBJECTIVES OF THE MANAGEMENT PLAN**
- 2. BACKGROUND AND OVERVIEW**
- 3. FACILITIES**
- 4. OPERATIONS**
- 5. MARKETING AND BOOKING REQUIREMENTS**
- 6. GUEST SCREENING PROCEDURE**
- 7. CHECK-IN AND CHECK – OUT PROCEDURE**
- 8. HOUSE RULES AND EVACUATION PROCEDURE**
- 9. USE AND MAINTENANCE**
- 10. SAFETY**
- 11. HYGIENE COMFORT AND WASTE MANAGEMENT**
- 12. SECURITY**
- 13. APPENDIX – A: SITE PLANS AND FLOOR PLANS**
- 14. APPENDIX B - : HOUSE RULES**
- 15. APPENDIX C- EMERGENCY PLAN**

1. OBJECTIVES OF THE MANAGEMENT PLAN

This management plan is produced to clearly outline and demonstrate the procedures and information that has been put in place by the RVCs to ensure the smooth operational management of the subject property and to limit disruption and risks to the surrounding areas, people and infrastructure.

This Management Plan, and associated referenced the documentation, will be reviewed and updated time – to -time and as required to ensure it accurately reflects the current particulars of the property as well as addressing any improvement opportunities identified through guest or community feedback.

2. Background and Overview

The property at 47/436 Safety Bay Road, Safety Bay, is a 2-bedroom, 1-bathroom self-contained apartment. It is located across from Waikiki Beach.

More info - Swimming Pool, Local shops, BBQ facilities across at Safety Bay Beach

Listed since -

RVCs information

3. Facilities

The residence is a two (2) bedroom, one (1) bathroom apartment and can accommodate a maximum of five (5) guest. The bedding breakdown is as below;

- Master bedroom: Queen Bed (max. 2 Person)
- Second bedroom: 1 double bottom bunk and 1 Single top bunk (max. 3 person)

Refer to Appendix-A for the Site and Floor Plans, for further details.

This bedding configuration is aimed at the target guest audience, being smaller families or groups of professional workers (for example, workers servicing the Rockingham and Mandurah industrial areas such as the Naval Base).

The property includes a fully equipped and functional kitchen with fridge/freezer, oven, microwave, dishwasher, other cooking appliances and pantry for food storage, washing machine, one (1) television are all available for guests' comfort and entertainment.

All linen, towels, soaps and similar bathroom consumables are provided to guest(s) as part of the stay. No food is provided to guest(s).

There is a singular garage for vehicle parking as well as ample off-street parking for a minimum of four (4) further vehicles. The garage remote is provided to the guest(s) upon check-in for parking of their vehicles.

4. Operations

Rockingham Visitor Centre act as sole operators for advertising, booking queries, correspondence with guest(s) and community, cleaning/maintenance, and complaint management and resolution. No other employees are engaged in the management of the property, accommodation or listing.

5. Marketing and Booking Requirements

The subject property is advertised solely via the Rockingham Visitor Centre as a quiet place to escape, a place to enjoy both nature and great views and highlights its convenient locale nearby to both Rockingham and Mandurah cities for work, shopping and entertainment. It is an un-RVCed listing and no food is provided.

Advertising via Rockingham Visitor Centre means that there is no chance of 'double customer bookings' for the same date and guest numbers will never be exceeded.

The property is available for booking full year and we anticipate an occupancy rate of less than 40%, i.e. RVCing guests less than approximately 140-nights per year. This is based on the indicative performance of the listing since registration with the City of Rockingham on 27th April 2025. This expected annual booking nights (ie. 140) is above the 90-night cap meaning that a Development Approval will be sought from the City of Rockingham for this property, in accordance with Planning Regulation requirements.

Refer Development applications - City of Rockingham.

A detailed Guest Logbook is maintained by the Rockingham Visitor Centre and available for viewing at any time, upon request.

The listing specifies a mandatory minimum stay length of three (3) nights. This length of stay is set to significantly deter any unwanted guest(s)

targeting the property for parties or gatherings. Similarly, a 2 (two) day minimum booking notice is in place to prevent last minute and late-night bookings from opportunistic and likely undesirable guests.

The listing calendar also automatically blocks out three hour (3) hours before and after each stay. This ensures that there is no overlap between guests and allows time for thorough cleaning.

6. Guest Screening Procedure

When a guest requests or books a stay at this property, the guest(s) Rockingham Visitor Centre profile is reviewed 100% of the time, ie. bookings are not accepted automatically. The guest(s) profile includes both positive history of stays as well as their required verification steps, namely:

- Contact details including full name(s), phone number and e-mail address.
- Acceptance of the stipulated house rules.
- Confirmed payment.
- Profile photo (if set).
- Government issued ID (such as driver's licence or passport).
- Written reviews/recommendations from other RVCs.
- Their overall star rating which can be categorised for items such as observance of house rules, cleanliness and communication.
- Total number of guests and where they are from.
- Their reason for visiting Perth and booking this property.

Rockingham Visitor Centre then conduct a further review of guest(s) via social media accounts to ensure guest(s) suitability with the accommodation.

Following the thorough check of the prospective guest(s), Rockingham Visitor Centre then have a right to refuse, accept or cancel the reservation. If any of the above verification steps or checks raise concerns, then the reservation request is refused by the RVC.

Rockingham Visitor Centre is the only platform that the listing will be advertised on and hence all the communication between RVC and guest(s) is done through the application itself. This allows for full traceability and record keeping of correspondence.

7. Check-In and Check-Out Procedure

Check-in time is from 2:00pm until late. Flexible check-in is allowed for so that guest(s) can:

1. Arrive via interstate or long-haul flights late at night, or
 2. Arrive after work if they have travelled by car from elsewhere in the state.
- Rockingham Visitor Centre obtain from the guest(s) their expected arrival time and arrival is matched with the property's external security camera footage to ensure the correct number of guests and vehicles only enter the property.

A secure, tamper resistant, key lockbox is installed at the Rockingham Visitor Centre to allow guest(s) to check-in and check-out with ease.

Detailed check-in instructions are issued to guest(s) automatically, approximately 48 hours prior to their arrival, via the Airbnb platform. This method of sharing check-in details ensures both safety and security as only the guest(s) who have booked the accommodation will receive these instructions.

Check-out time is at 11am, or earlier, on guest(s) departure date, unless agreed in advance otherwise with the Rockingham Visitor Centr.

8. House Rules and Evacuation Plan

When guest(s) check in, they are will find and are encouraged to read the 'House Rules' which provides them with a summary of all the important information they need to know to have an enjoyable, safe and respectful stay. This document lists, amongst others, the Rockingham Visitor Centre contact details, House Rules, bin collection days and key features of the house - refer Appendix-B for the House Rules.

Together with the House Rules is a hard-copy of the property's Emergency Plan – refer Appendix-C.

Guests are encouraged to read this Emergency Plan as well as subscribe to the Emergency WA application (APP) so that they know what to do in the case of an emergency. The Plan clearly states the key information required to keep guest(s) safe during an emergency, including evacuation routes and proposed assembly points. The emergency kit is stored in the kitchen containing first aid and fire blanket that guest(s) are encouraged to utilise in the event of an emergency.

9. Mitigation and Complaints Procedure

Rockingham Visitor Centre are contactable 24/7 via the Airbnb platform messaging service. Further, RVCs phone numbers are provided to guest(s) upon confirmation of booking as well as advertised within in the property.

Adjoining neighbours along Emerald Court have already been provided with the contact phone numbers for the RVCs and know to reach out with any concerns or issues.

The online Airbnb listing includes a full suite of House Rules that are in place to ensure respect of both the property as well as the surrounding community. Adherence to noise level, fire mitigation and waste management policies are highlighted. Guest(s) is required to read and agree to these requirements before requesting the booking.

If guest(s) fail to adhere to the House Rules, they will be at risk of having their booking cancelled immediately. RVC, the police and/or other engaged professionals may attend in person to have guest(s) removed. Lockbox code and door lock(s) may also be required to be changed, depending on the circumstances of the breach.

If RVC receive any complaints about guest(s), they will be dealt with immediately upon receipt of said complaint. RVCs will contact the guest(s) immediately, informing them of the situation and any breach of House Rules and based on severity of the breach, the reservation may then be terminated.

Any complainant will be kept informed throughout the process and will be encouraged to provide evidence to support the cause of RVCs taking swift action. From receipt of a complaint, an issue is not expected to extend beyond just a few minutes, and RVCs aim to resolve all issues within 45 minutes.

As per the stated House Rules, guest(s) and visitors must not RVC parties or create noise which is offensive or excessive to occupiers of neighbouring properties and 'quiet hours' of 10pm to 7am are stipulated. RVCs make every effort to ensure that this property will never be used for party accommodation, under any circumstances.

10. Use and Maintenance

The property is in good condition and has been well looked after by the RVC. RVC regularly schedule maintenance works in-between guest(s) stays to ensure the property is kept up to RVCs, guests' and community expectations.

Any maintenance requests raised by the guest(s) during their stay are dealt with promptly, either directly by the RVCs or via professional specialists, depending on the maintenance type. The guest(s) are kept informed and updated on the status of all maintenance requests through the Airbnb platform messaging service.

Any damages or maintenance caused by accidental or malicious intent by guest(s) will be escalated through Rockingham Visitor Centre Resolution Process. Refer RVC damage protection.

11. Safety

The property includes both compliant RCDs and Smoke Alarms. Emergency and First Aid Kits are provided in a readily accessible location within the kitchen cupboard and advertised as such within the House Rules.

A fire blanket is provided nearby the kitchen cooking appliances for use in case of a kitchen fire emergency.

The House Rules prohibit all smoking, open flames and gas on the property, at all times.

12. Hygiene, Comfort and Waste Management

Beds are made with fresh linen and towels prior to guest(s) check-in and are removed from the property following check-out for thorough cleaning.

The house is thoroughly cleaned by the RVCs between guests, including vacuum cleaning, wiping all sinks and bench surfaces, mopping floors, cleaning toilets and showers, cleaning fridge/freezer, removing any leftover guest items, and any other cleaning as required to ensure that guest(s) are

provided with a safe, hygienic environment. External of the house is also cleaned and any loose rubbish removed.

Housekeeping during any stay is conducted by the guest(s), unless otherwise agreed at time of booking. A range of cleaning products, equipment and appliances are stocked and available within the property for guest(s) to use for this purpose.

13. General rubbish, green waste and recycling are to be disposed of in accordance with the City of Rockingham's policy and procedures - refer Waste and recycling - City of Rockingham. Details of the waste segregation requirements and bin collection days are provided on hard-copy laminated documents within the kitchen as well as on the coloured bins themselves. These details are also provided in the Airbnb APP for guest(s) to refer to.

Bin location and contents are monitored by the RVCs at each check-out and RVCs will take necessary action to ensure waste is correctly segregated, in accordance with City of Rockingham policies.

14. Security

The property has external closed-circuit television (CCTV) cameras installed which allow 360deg monitoring around the apartment complex.

In accordance with privacy laws, there are no CCTV or other cameras installed within the apartment, nor do the external CCTV cameras have the ability to view within the apartment.

Appendix-A Site and Floor Plans

Appendix-B House Rules

Appendix-C Emergency Plan