

SHORT-TERM RENTAL ACCOMMODATION MANAGEMENT PLAN

City of Rockingham

1. Property Details

- **Property Address:** 19 Zaragoza Drive, Port Kennedy, 6172
- **Property Type:** 4 bedroom house (Unhosted STRA)
- **Property Owner:** [REDACTED]
- **Property Manager:** CloudBnB / Cloudstays
- **Property Manager Address:** Unit 1/228 James St, Northbridge WA 6003
- **24/7 Contact Number:** [REDACTED]
- **Email:** contact@cloudbnb.com.au

2. Purpose

This Management Plan ensures the short-term rental operates in accordance with City of Rockingham Local Planning Policy and does not adversely impact neighbouring residents, the building, or surrounding locality.

3. Detail and Scale of Operations

- **Marketing and Advertisement:** The property is marketed through recognized online platforms including Airbnb, Booking.com, VRBO, and the CloudBnB direct website.
- **Management of Bookings:** To prevent double bookings and ensure guest numbers do not exceed the approved limit, a centralized Channel Manager is used to sync calendars in real-time across all platforms.
- **Applicant Role and Employees:** The owners maintain oversight of the property standards, while CloudBnB manages day-to-day operations, including the coordination of professional cleaning and maintenance contractors.
- **Timetable of Operations:** The premises are available for short-term bookings all-year round.

4. Booking, Check-In & Check-Out

- **Minimum Stay:** 1–2 nights.
- **Maximum Occupancy:** Maximum of 6 guests.
- **Check-in:** From 3:00 PM (and no later than 7:00 PM).
- **Check-out:** By 10:00 AM (and no earlier than 7:00 AM).
- **Procedure:** Guests must complete ID verification via Safeguest and pay a security deposit. Access is via a lockbox located by the front door; codes and a full digital Guest Guide are sent to the guest's telephone prior to arrival.

5. Parking, Transport & Equipment Storage

- **Parking Facilities:** A double garage and 3 designated parking spaces are provided on-site.
- **Car Parking Restrictions:** Guests must only park in the designated garage or driveway areas and must not obstruct neighboring access or park on verges.

- **Equipment Storage:** No large guest equipment (such as boats, caravans, or trailers) is permitted to be stored at the premises. Small personal items like beach equipment must be stored within the garage and not in communal or visible front-yard areas.

6. Noise & Behaviour Management

- **Noise Mitigation:** The property utilizes professional screening and a clear Code of Conduct to minimize impact.
- **Quiet Hours:** Strictly enforced from 9:00 PM to 8:00 AM (complying with WA noise laws).
- **Visitor Policy:** No unauthorized visitors or overnight guests are permitted. No parties or events are allowed at any time.

7. Waste Management

- **Guest Obligations:** Guests must bag all rubbish and use the provided bins correctly according to the local collection schedule provided in the Guest Guide.
- **Maintenance:** Professional cleaners dispose of any remaining waste in the correct facilities upon checkout.

8. Complaints Resolution Procedure

- **Submission of Complaints:** A 24/7 contact number [REDACTED] is available for neighbors and guests to report disturbances or emergencies.
- **Response Time:** Property managers are available 24/7 and respond to complaints immediately.
- **Resolution Method:** For guest behavioral issues, managers will issue a warning notice. If the disturbance continues, guests will face immediate eviction without refund.
- **Complaints Register:** A formal register is maintained by CloudBnB, documenting the date/time of the complaint, complainant details, the nature of the issue, and the specific actions taken to reach a resolution.

9. Code of Conduct and House Rules

Guests must abide by the following rules:

- **No Smoking:** Strictly prohibited inside or on the property grounds.
- **No Pets:** No animals are permitted on the premises.
- **Quiet Hours:** 9:00 PM – 8:00 AM.
- **Parking:** Use only the double garage and designated driveway bays.
- **Behaviour:** Respect neighbors and adhere to all local strata and council laws.

10. Signage

An A4 non-illuminated acrylic sign is displayed in the window (visible to the public) containing the 24/7 Property Manager contact details for the convenience of neighbors.

11. Declaration

Name: [REDACTED]

Signature: _____ **Date:** 19/05/2026