

MANAGEMENT PLAN

Introduction:

This Management Plan and House Rules has been designed to comply with council application for Development Approval Form for a Change of Use from 'Single House' to 'Use Not Listed – Holiday House' at Lot 180 (26) Marri Crescent, Lesmurdie.

The operation of short-term accommodation at the subject site shall be in accordance with the Management Plan provisions below.

These provisions do not apply to permanent occupation of the premises.

1. ACCOMMODATION MANAGER

The premises is listed with Aus Vision Realty Group.

Accommodation Manager

2. GUEST BOOKING PLATFORM AND PROTECTION

2.1. Guest booking is via Airbnb's online platform.

A **bond/security deposit** is required to be paid by guests to Airbnb. This deposit is to ensure guests recognise their responsibilities to maintain and respect the property and the facilities of the common area of the building and surrounding.

The bond is applied in the following scenarios:

- Excessive cleaning and rubbish.
- Damage of any content in the property and common area eg. scratch of wall paint, marks and stains on carpet, broken glasses and utensils, stained sheets.
- Lost of remote controls or keys
- deliberate damage or vandalism to the property.
- noise disturbance to neighbours
- additional guest numbers beyond the stated maximum.

The owner is responsible for cleaning the property and ensuring that all functional components of the premises are regularly maintained by specific contractors. Records of all guests staying at the property are retained by the Accommodation Manager.

2.2. AIRBNB BOOKPLATFORM PROVIDES HOST DAMAGE PROTECTION

Host damage protection, a part of AirCover for Hosts (owner of property/managing agent/accommodation manager), provides Hosts with \$3 million USD in coverage in the rare event of place or belongings are damaged by a guest during an Airbnb stay.

Host damage protection covers for:

- Damage to the place or belongings caused by a guest (or others)
- Unexpected cleaning costs incurred due to the behaviour of a guest (or others) during an Airbnb stay
- Income lost if the hosts need to cancel confirmed Airbnb bookings due to damage caused by a guest (or others)

3. MINIMUM/MAXIMUM LENGTHS OF STAY

The minimum stay is three (3) nights, and the maximum stay is three (3) months. Within the guest book it is detailed that a minimum of 2 nights stay is required, and occupants are unable to book last minute on the evening of their stay, which reduces the likelihood of antisocial behaviour occurring at the property.

4. GUEST SCREENING PROCESS BY THE HOSTS (ACCOMODATION MANAGER)

Aus Vision Realty's staff are professional short-term stay property managers and are trained to follow the company's guest screening process to avoid hosting parties and events.

The screening process is as follows:

- Only guests with a verified government ID and profile photo can send booking enquires.
- Only guests with 5-stars review can book instantly without hosts pre-approval.

- No local guests live within 30km radius of the unit can book.
- Guest must disclose if they are booking on behalf of others and provide purpose of trip, name of guests and contact details.
- Preferred guests will be overseas or interstate families who come to visit or sightseeing, students who are looking for temporary accommodation before getting a rental, relocation professionals, people come for medical treatments.
- Aus Vision don't host people who only stay for 1 night or 2 nights. Preferred length would be 3 nights or above.
- Aus Vision don't host guests with below 4-stars review
- For guests who want to book but don't have review yet, Aus Vision will do reference check and telephone call to verify the purpose of stay.

5. MAXIMUM OCCUPANCY LIMIT

The property may have a maximum number of eight (8) adults at any one time.

6. GUEST ACCESS TO ACCOMMODATION

Persons occupying the accommodation will be able to access the property 24 hours per day, 7 days a week, in accordance with the *House Rules* which is displayed in the main room of the residence.

7. GUEST ARRIVAL AND DEPARTURE PROCEDURES

To minimise any disruption to residents, tenants may only check in **after 3pm and no later than 9.30pm on any day of the week**. (Self-Check in instructions will be emailed to guests within 2 days of their arrival, most of the guests will check in between 3pm to 8:00pm and check out between 8am to 10am).

House Rules will be emailed and also send via platform chat dialogue to remind the guests of polite behaviour and noise consciousness. Guests will be granted access to a lockbox on-site for collection of the keys to the accommodation.

All guests are required to leave the property at the end of their stay period by 10:00am. The guests are to deposit the keys back into the lockbox on departure on the last day of their stay. The cleaning service arrives at the property at 10:30am to service the accommodation.

8. CAR PARKING MANAGEMENT

The existing carport & shed can fit 6 cars, accessed off Marri Crescent. **All vehicles must be parked within the property on the car parking area in front of the house or on the driveway.**

9. NOISE CONTROL

Guests are required to comply with the noise regulations of the *Environmental Protection Act 1986* and the *Environmental Protection (Noise) Regulations 1997*; and the Local Laws of the council in this regard.

Specifically, guests are required to emit minimal noise (including but not limited to party noise; stereo, radio and home theatre; musical instruments; and domestic noise) from the premises before 8:00am and after 9:00pm in the evening.

The Airbnb platform holds a bond/security deposit as part of the booking fee which is applied in circumstances related to unacceptable noise nuisance.

The contact details of the Accommodation Manager are to be provided to the neighbouring property owners.

10. HOUSE RULES

The following example of the *House Rules* is to be displayed in the main living room of the apartment.

- *This is a home and treat it as your own.*
- *Respect your neighbours.*
- *Please keep your noise down **before 8:00am and after 9:00pm in the evening.***
- *Park your vehicle on the parking spot allocated.*
- *When you leave the property, please leave it as you find it.*

Any issues, please contact the Accommodation Manager whom is available 24/7 to respond to issues. The details of the Accommodation Manager are listed below:

10. COMPLAINTS MANAGEMENT

Complaints process for alleged contraventions of this *House Rules*.

- a) A person may lodge a complaint with the Aus Vision about an alleged failure by a person to comply with any obligation under this *House Rules*.
- b) Aus Vision may determine the form in which a complaint must be made and the supporting information that must be submitted.
- c) Aus Vision may obtain information relevant to a complaint from a landlord, tenant or guest who Aus Vision considers is likely to have access to that information.

Notification of complaints

- a) On receiving a complaint about a landlord, Guest or premises, Aus Vision must give the landlord and if possible, the guest/s notice about the complaint. The notice must include:
 - i. details about the alleged *House Rules* contravention as provided within the complainant;
 - ii. the potential consequences if a *House Rules* contravention is found;
 - iii. instructions on how to provide evidence and submissions to Aus Vision; and
 - iv. the next steps in the process, including opportunities to appeal the outcome.
- b) A complainant can raise a complaint with a landlord and tenant before lodging a complaint with Aus Vision.
- c) Aus Vision is not liable for the costs that parties to the complaint may incur when dealing with the complaint.
- d) Aus Vision must deal with a complaint fairly and as quickly and reasonably possible.

Dismissing complaints

- a) Aus Vision may dismiss a complaint if satisfied:
 - i. the complaint is frivolous, vexatious, trivial, misconceived or without substance,
 - ii. the complaint has been previously determined under the *House Rules*.
- b) If Aus Vision is satisfied that a complaint should be dismissed, Aus Vision must issue a written notice to the complainant. The notice must include the reasons for the decision.

Evidence

- a) Aus Vision is to consider any submissions and/or evidence provided by the complainant about the landlord, tenant or premises who is the subject of the complaint before deciding on the complaint.
- b) Aus Vision must allow all parties to a complaint a period of at least 14 days to submit any relevant information for consideration before deciding on the complaint.
- c) In deciding, Aus Vision may consider other representations made by any person or government agencies about the complaint.

Decisions

- a) Aus Vision must decide, on the balance of probabilities, whether the landlord, Guest or premises that is the subject of the complaint contravened this *House Rules* in the manner detailed in the complaint.
- b) Aus Vision must give all parties to the complaint notice of Aus Vision decision about the complaint. The notice must include a basic statement of the reasons for Aus Vision decision.

Complaints Register

A Register of Complaints (see Appendix - Complaints Register) will be maintained by the Aus Vision and available for inspection by Council Compliance Officer.

The complaints register is to contain the following information:

1. The date and time of the complaint;
2. The name and address of the complainant;
3. The nature of the complaint;
4. Investigations carried out;
5. Action taken; and
6. Response provided to complainant.

Complaints Register

COMPLAINTS EGISTER SHORT TERM ACCOMMODATION

Date and time of complaint	Name and Address of complainant	Nature of the complaint	Investigations Carried out	Actions taken	Date and summary of Response to complainant

HOUSE RULES

The house rules have been prepared in conjunction with *Aus Vision* and the Owner/s. The aim is to create a harmonious place to live and work that is safe and enjoyable for all residents. In order to achieve this, the following guidelines have been prepared and we hope through open and honest communication a close community atmosphere is maintained.

It is important that all Proprietors, Letting Agents, Landlords and Tenants read and understand the management statement and by-laws. Any breach of these by-laws may result in a fee being charged against the Proprietor in accordance with the management agreement executed by the *Aus Vision*.

1) Security

It is important to ensure the complex is secure by properly closing and locking all gates and doors after passing through. Remote controls should not be left in vehicles. It is important that you report any suspicious behaviour to the police and/or *Aus Vision* immediately.

If additional keys or fobs are required, please complete a Key & Remote Order Form and return it to Accommodation Manager, associated costs will be incurred.

2) Noise

Please be considerate of your neighbours when entertaining the complex. Music must be kept at a reasonable volume at all times (**no noise before 8:00am and after 9:00pm in the evening**, thank you) and, when leaving the building at night please think of others and always close gates/doors gently. Noise complaints will **NOT** be tolerated and will result in a Breach Notice.

There are strict no party, no excessive alcohol, no drugs rules. If you intend to invite visitors who are not included in the number of guests booked, you must inform us and seek approval. Each occasion, you can only invite 2 guests without paying extra guests' fee. Guests must leave the house before 9:00pm. All the bonds will not be refunded if we find that you are hosting a party or event or making excessive noise without getting our permission. We reserve the right to seek compensation from you for damages to us.

3) Washing

Hanging laundry on front verandah is not permitted. Please hang your laundry from public view such as rear patio outside the laundry. Please avoid using washing machines at night.

4) Shopping Trolleys

Must not be brought on to the property.

5) Pets

Please complete the Pet Application Form and return it to Aus Vision for consideration. Pets are not approved unless an application has been made with the Aus Vision and reviewed in accordance with the by-laws.

6) Rubbish

Appropriate bins are provided within the property. Collection is undertaken by Council's waste contractor.

Please consider other occupants and do not litter - leaving rubbish around the dwelling will result in the issuing of a Breach Notice. It is important to **double bag** your **general rubbish** and place it in the **green lid**. The **yellow lid** are for **recycling**.

Disposal of large items are the responsibility of the resident. The dumping of large items that do not fit within the bins will be on billed to the Owner. Household food waste and general items to be placed inside sturdy rubbish bags and double bagged before being deposited into the rubbish bins. Dumping of rubbish not bagged causes disruption to cleaners, often resulting in a mess that needs to be thoroughly cleaned and unnecessary costs incurred by the Owners.

Cartons are to be broken down to a sufficient size before placing in wheelie bin. Wheelie bins are not to be removed for personal use.

7) Light Globes

Please immediately report any outages to *Aus Vision* and they will have the contractor attend site to remedy the fault. Persons caught removing these will be prosecuted.

8) Smoking

No Guest or Invitee shall smoke any tobacco or similar substance in or on any part of the building. **All areas are monitored by hardwired smoke detectors, including within each apartment. Smoking will trigger the smoke alarm.**

Smoking inside the house is also an offence under the by-laws.

9) Parking

All resident and visitor cars to be parked within the property. Car bays are to be used for the parking of a private motor vehicle only. No caravan, trailer, float or boat is permitted to be parked in the carport, without the written consent of *Aus Vision*.

The Landlord and tenant shall at all times keep the carport in a neat and tidy condition. The cleaning of vehicles using water is not permitted on any part of the property.

It is an offence to park or leave any vehicle in such a position where it is likely to be a nuisance or obstruct public footpath, or any part of the Street.

EMERGENCY PROCEDURES

Emergency Maintenance

If you have an emergency after our normal office hours (Monday to Thursday 9:00am to 5:00pm & Friday 9:00am to 4:00pm) please read the important information below:
Aus Vision Office - 08 6595 3399, or Mobile 0412 133 535.

Please bear in mind that in relation to the property, urgent maintenance or an emergency is any occurrence that is immediately potentially hazardous to the health and safety of any residents or visitors or puts your property at risk of significant damage or additional damage.

If the occurrence can wait until the following business day to be repaired, it should NOT be treated as an afterhours emergency. Remember that after hours call outs are costly and ultimately you will be paying for this via your levies.

No gas, hot water and / or electricity in your unit

Check with your neighbours to see if they are experiencing the same problem as it may be isolated to your house, in which case you should arrange a contractor directly.

If the issue is affecting the whole street, you should in the first instance contact the local authority to see if the outage is affecting the entire suburb.

Synergy 13 13 53

Water Corporation 13 13 75

Alinta Gas 13 13 58

Electrical power outage

If after checking with Synergy/Western Power and the fault is isolated to your building and you have checked the RCD and safety switches within your unit. If there is still no power then contact Aus Vision afterhours number and listen to the prompts.

Glass damage

In the event of accidental or malicious glass breakage contact Aus Vision afterhours number and listen to the prompts.

Storm Damage

State Emergency Services 9323 9300 or 132 500

Or contact Aus Vision's afterhours number and listen to the prompts.

BUSHFIRE EMERGENCY PROCEDURE

THIS PREMISES IS SUBJECT TO BUSHFIRE ALERT WARNINGS

**Pre-emptive evacuation is advised during Fire Danger
Ratings of CATASTROPHIC.**

**Refer to Bushfire Emergency Information poster displayed
in the house**

OTHER IMPORTANT CONTACTS

Police

General enquires (non-emergency situations)
13 14 44

Emergencies (life threatening situations)
000

Crime stoppers to report illegal or suspicious criminal activity In the event of noise and
behaviour complaints, they should first be reported to the police and/or the Manager.
1800 333 000

Fire and Emergency Services

General enquires (non-emergency assistance)
9395 9300

Emergencies (smoke, fire or life threatening situations)
000

Ambulance

Emergencies (injury or life threatening situations)
000

**Please note that if the matter is NOT an
emergency or does not relate to the
common property then you may be
responsible for the costs.**