



MANAGEMENT PLAN, SHORT TERM ACCOMMODATION

TOWN OF VICTORIA PARK
Received: 16/07/2024

869 ALBANY HIGHWAY EAST VICTORIA PARK

Prepared for: The Shire of Victoria Park. February/2024



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This Short-Term Accommodation Management Plan has been prepared to demonstrate to the Council of Victoria Park that if a change of use to Short-Term Holiday Home is approved for 869 Albany Highway East Victoria Park, the property will be professionally managed to minimise any adverse impact on neighbours, nearby residents and the City of Victoria Park.

Easy Home Rentals specialise in managing short-stay accommodation and have all procedures and protocols in place ensure guests comply with a Strict Code of Conduct.

We use specialised software during the booking process to screen guests and only accept guests with a 5 star rating from AirBNB.

This software also requires guests to provide detailed identification information which is verified prior to bookings being accepted.

These additional checks flag potentially undesirable guests and discourages any anti-social behaviour.

If approved, guests will be able to book a stay via real estate agents, relocation managers and short-stay accommodation websites such as Airbnb and Stayz.

In cases involving real estate professionals, guests will be also subject to the Residential Tenancies Act (1987) and the Real Estate and Business Agents Act (1978).



869 Albany Highway East Victoria Park is a two storey building at the end of a lane between shops in a commercial area.

It is suited to Short-Term Accommodation because of it's proximity to restaurants, cafes and businesses in the commercial district. The location would not be as appealing to a long-term tenant.

The garage provides secure, off street parking for one vehicle.

The property has a living area, bedroom and bathroom on the ground floor and three bedrooms and a bathroom on the first floor.

A maximum of six people will be allowed to stay at the property during each booking.

Being in a commercial area, any activity after hours will have minimal impact on surrounding businesses.

The nearest residential properties are separated by a laneway.

Sensor lights and cameras have been installed in the laneway and parking area for the security of guests.

Footage from the cameras can be viewed by guests from within the building and is also streamed to the owner's phone.

Security doors and windows have also been installed for guest security.





COMPLAINTS MANAGEMENT

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Complaints can be resolved at a neighbour level, or via the Manager.

If neighbours believe guests are not being respectful of the Code of Conduct, they can contact the Manager.

The Manager's contact details are as follows:

Mr Prak Sangthong

Easy Home Rentals

0402 149 626

prak@easyhomerentals.com.au

If neighbours are having any issues with the operation of the property, such as the location and/or orientation of lighting, vegetation on site or any other general issues, they are encouraged to contact the Manager to further discuss such issues.

A Register of Complaints will be maintained by the Manager and available for inspection by an authorised Council Officer.

The complaints register will 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.

A copy of this Management Plan can be made available to neighbours. Neighbours will also be provided with the contact details of the Manager and owner.

Neighbours can to be provided with the following:

1. A copy of the Code of Conduct;
2. A copy of the complaints management procedure;
3. Contact details which allows neighbours to engage with the Manager in the event of anti-social behaviour, particularly after hours.

Neighbours will also be encouraged to contact the police if they have concerns of any illegal activity at the property.

Complaints are divided into two categories, the process for each is detailed below:

Level 1: Complaint (minor noise disturbance and/or complaint)

In the event of a Level 1 complaint the following procedure is to be adopted:

1. The neighbour is encouraged to contact the Guest to advise of the concern;
2. Alternatively, or in the event that the concern is not resolved, the neighbour is to contact the Manager;
3. The Manager will contact the guests to advise them of the complaint and remind them of their obligations under the Code of Conduct.
4. If the issue is not resolved and a further complaint is received within 12 hours, the Manager or an appointed security firm will attend the site;
5. In the event of a further complaint being received and the complaint validated, the guests will be evicted in accordance with the Code of Conduct.

Level 2 Complaint (major noise disturbance or party)

Guests are encouraged to enjoy their time on the property, but as specified in the Code of Conduct, parties are not permitted and noise should be minimised after 9pm and before 7am.

If a Level 2 complaint is received, the following procedure is to be adopted:

1. The Manager or security firm will attend the premises within one hour of the complaint to verify if this is a major noise disturbance or party;
2. If the complaint and the issue is deemed to be a level 1 complaint then the procedure for Level 1 shall be followed.
3. If the complaint is verified as a Level 2 complaint, the guests will be evicted in accordance with the Code of Conduct.

Check-In

At the time of booking online, guests must review and agree to accept the house rules which specifically state:

1. No parties or events;
2. Quiet house after 9.00 pm

Check-in time is 2.00pm - 9.00pm daily.

Guests are provided with a code for keypad entry into the property.

Check-ins are not permitted between 9.00 pm and 7.00 am.

If guests arrive at the property after 9.00 pm they should find alternative arrangements for their stay overnight and check in the following day.

Check-out

Check-out time is between 7am and 11am on the day of departure, unless other arrangements have been made with the Manager.

In the event that the Manager grants approval for check-out before 7.00am, guests are to ensure that noise is kept to a minimum to avoid disturbing neighbours.



On-site register.

A register of all occupants will be kept by the Manager and be available for inspection by an authorised Council Officer, and shall contain:

- 1 The full names and usual place of residence of all occupants
- 2 The dates of arrival and departure of the occupants.

Maintenance.

Maintenance refers to both building maintenance and care of the gardens.

Maintenance will be managed by the Manager. The property will be inspected every time guests check-out. If any maintenance is required, contractors will attend to repairs as soon as possible.

Maintenance will preferably be performed at a time between occupancy unless it is urgent and requires attendance at time of occupancy.

Other than in the case of an emergency, any maintenance contractors or staff will be engaged to attend during normal business hours to minimise disruptions to neighbours.



A guide containing the following information shall be prepared for guests and kept in a folder on premises:

- 1 Manager name and contact details.
- 2 Code of Conduct.
- 3 Procedure in the event of the house alarm activating.
- 4 Wi-Fi Device name and password.
- 5 Key lockbox code.
- 6 TV Information.
- 7 Air Conditioner operation.
- 8 Location of the first aid kit.
- 9 Extra towels and sheets.
- 10 Hot water systems operation.
- 11 Rubbish bin location and procedure for collection of rubbish bins.
- 12 Check-in time.
- 13 Check-out time.
- 14 Local restaurants and shopping.
- 15 Local parks and recreation services.
- 16 Other major attractions.
- 17 Important contact numbers.
- 18 Any other information as required.

Manager's Guide and Responsibilities.

A guide documenting tasks and processes will be retained by the Manager for the following:

- 1 General hosting (Including liaisons with clients, providers and Local Government);
- 2 Cleaning information between occupants;
- 3 Procedure for bin collection;
- 4 Laundry requirements;
- 5 Garden preventative maintenance; and
- 6 Building preventative maintenance.

The Manager shall maintain:

The Register of Complaints as referred to in this Management Plan;

A register of all occupants referred to in this Management Plan;



CODE OF CONDUCT FOR GUESTS AND VISITORS

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The Code of Conduct is provided at the property to ensure that guests and visitors know and comply with specific behaviour governing their permission to enter and occupy the property.

The Code of Conduct will be displayed in a conspicuous place in the property so that it can be easily viewed by guests and visitors.

General Principles

Short-Term Accommodation is a unique experience and the guiding principles of this Code of Conduct are:

- 1 Treat the property as if it is your own home.
- 2 Respect your neighbours.
- 3 Leave it in the appropriate condition as it was upon occupation.

General Requirements

- 1 Guests and visitors must comply with this Code of Conduct and instructions from the Manager during their stay.
- 2 Guests must notify the Manager of any disputes or complaints from neighbours as soon as practicable.

Noise and Residential Amenity

- 1 Guests and visitors must not create noise which is offensive or has the potential to create a nuisance to occupiers of neighbouring properties especially between 9pm and 7am Monday to Saturday and 9pm – 9am on Sunday and public holidays, during arrival and departure, and at any time throughout the occupancy.
- 2 Offensive noise is prohibited and may result in termination of permission to occupy the property, eviction, loss of rental paid and extra charges for security and other expenses, which may be deducted from the security deposit or bond under the terms and conditions.
- 3 Guests and visitors must not engage in any anti-social behaviour and must minimise their impact upon the residential amenity of the neighbours and the local community.

Visitors

- 1 No visitors or guests other than those who are booked to stay at the property can stay in the property without first obtaining the Manager's approval.
- 2 If the Manager's approval is obtained for visitors, guests are responsible for ensuring that visitors comply with this Code of Conduct.

Gatherings and Functions.

This property is not a “party house” and any such activities are strictly prohibited.

Parking.

- 1 Guests and visitors are to comply with parking regulations and other requirements as set out below and show consideration to neighbours and other vehicles.
- 2 Parking arrangements on the property are restricted to the single garage.
- 3 Guests are to ensure that there is not more than one (1) vehicle per booking.

Garbage and Recycling

- 1 Rubbish and recycled goods are to be disposed of in accordance with the usual practice at the property in the allocated bins, and excess rubbish must not be left in a public area.
- 2 Rubbish and recycling arrangements at the property are in the form of a bin for general rubbish and a bin for recycled goods as per the Shire of Victoria Park Guidelines.
- 3 Bins should not be placed on the verge before 12pm on the day before collection day.

The Manager is to check by 6pm on the evening prior to collection day that the bins have been placed on the verge. In the event that bins are not placed on the verge by 6pm on the evening prior to collection day, the Manager will place the bins on the verge.

The Manager is to check by 6pm on the day of collection that the bins have been brought onto the property and are not on the verge. In the event that bins are still on the verge at 6pm on the day of collection, the Manager will bring the bins back on the property.

Security.

- 1 Whenever guests are absent from the property they must close and lock all windows and doors to maintain security and prevent rain and water damage.
- 2 At all other times, doors and windows should be secured as a general security measure.
- 3 The mains electricity RCD's (Residual Current Devices) are located in the property's meter box.

In the event of the house security alarm being accidentally activated, guests are to endeavour to stop the alarm sounding as soon as possible and advise the Manager of the incident.



CODE OF CONDUCT FOR GUESTS AND VISITORS

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Outdoor Areas.

- 1 Guests are to respect the privacy of neighbours when utilising outdoor areas.
- 2 Guests are to also minimise noise when in the outdoor areas.

Smoking.

Smoking is not permitted within the residence.

Pets.

Pets are only permitted with approval of the Manager.

Motorcycles and Bicycles.

Motorbikes and bicycles are not permitted within the residence.

Barbecue.

- 1 All controls must be turned off after use.
- 2 The BBQ must be cleaned after each use.

Damages and Breakages.

Any damage or breakages must be reported to the Manager.

Compliance.

- 1 Breach of the Code of Conduct is a breach of The Terms and Conditions of Contract and permission to occupy of the property.
- 2 The owner and Manager reserve the right, in accordance with the law, to terminate permission to occupy and to evict from the property guests or visitors who refuse to follow the Code of Conduct, or who cause a nuisance.



MANAGEMENT CONTACT INFORMATION

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The Manager's contact details are as follows:

Mr Prak Sangthong

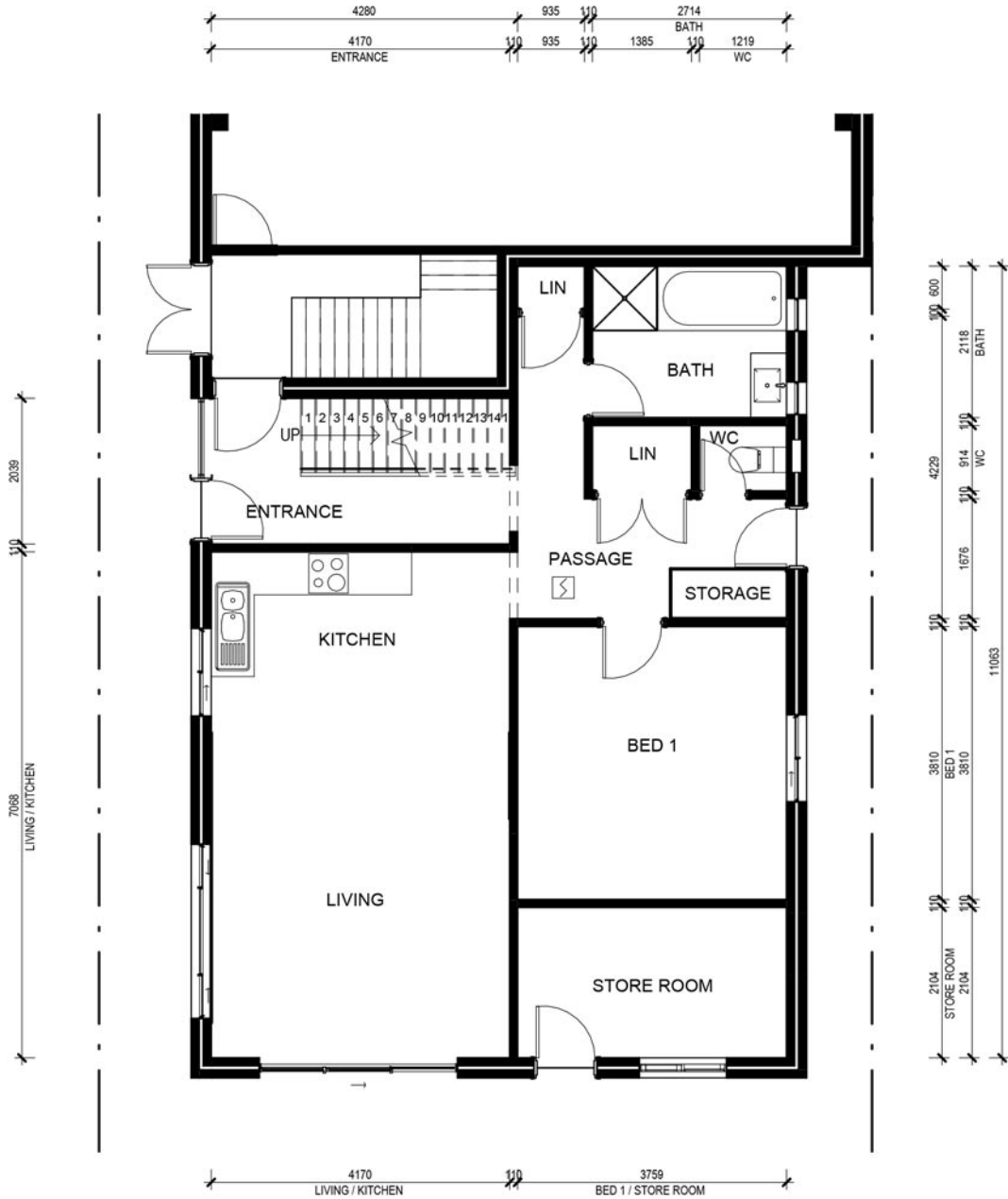
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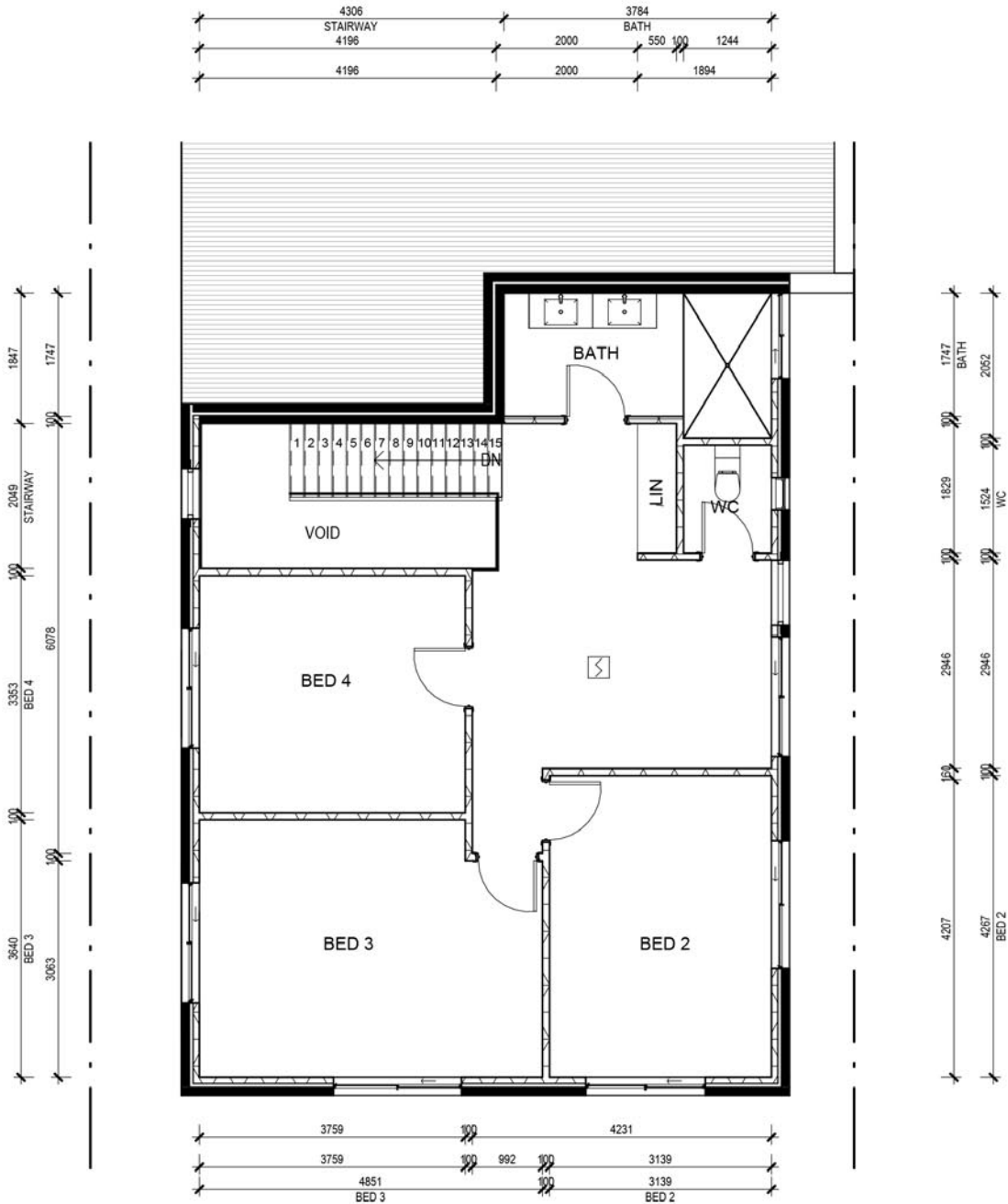
FLOOR PLAN - GROUND FLOOR

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CD01-GROUND FLOOR PLAN

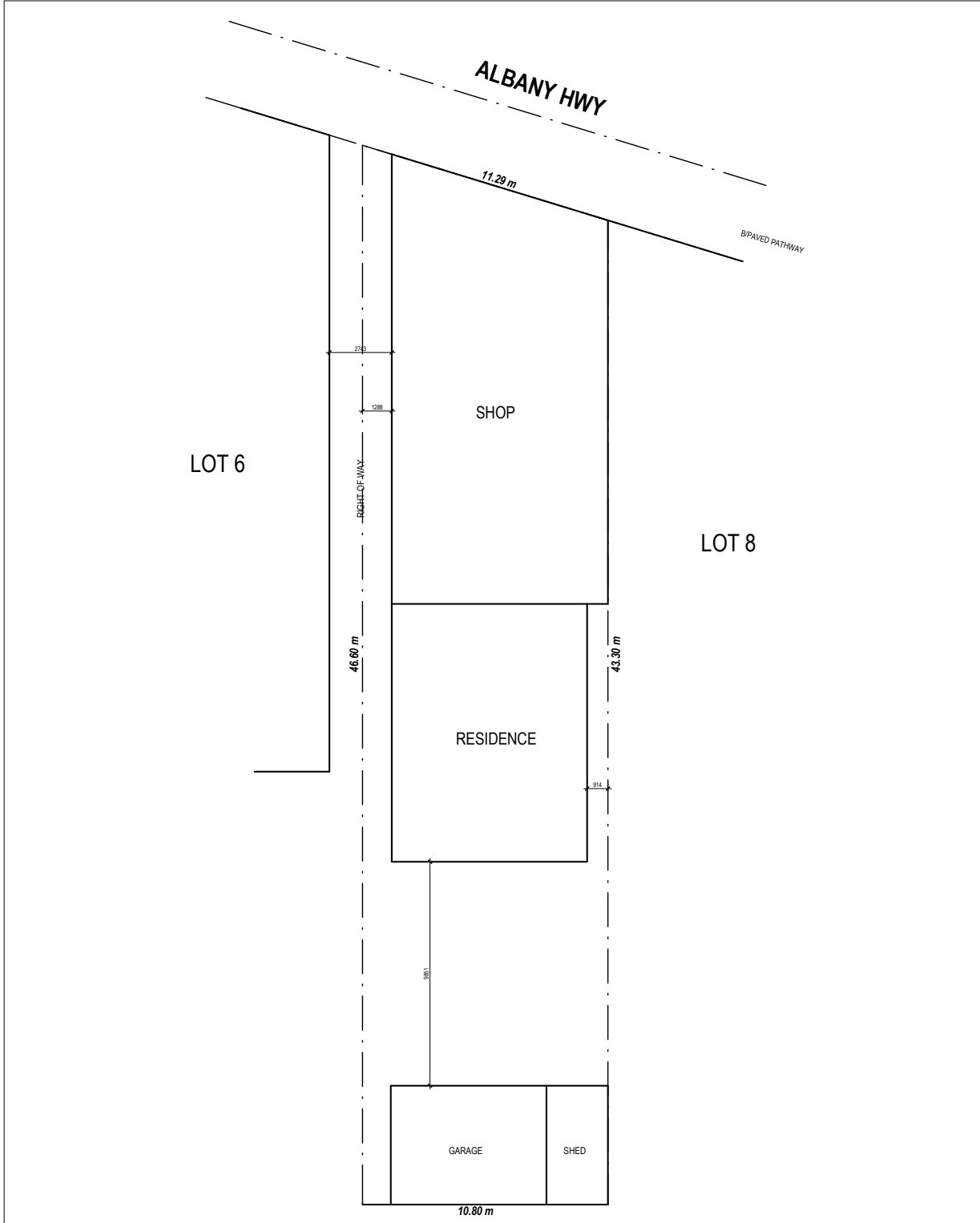
SCALE 1 : 100



CD02-UPPER FLOOR PLAN

SCALE 1 : 100

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| Project 869 ALBANY HWY 869 ALBANY HWY EAST VICTORIA PARK | |
| Drawing Title FLOOR PLANS | |
| Drawn: N.K. | Scale: 1 : 100 @ A3 |
| Date: 01/22/24 | Revision: |
| Drawing Number: CD01 | North:  |




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OWNER:

BUILDER:

For: **NET WAVE PTY LTD**

Project: **869 ALBANY HWY**

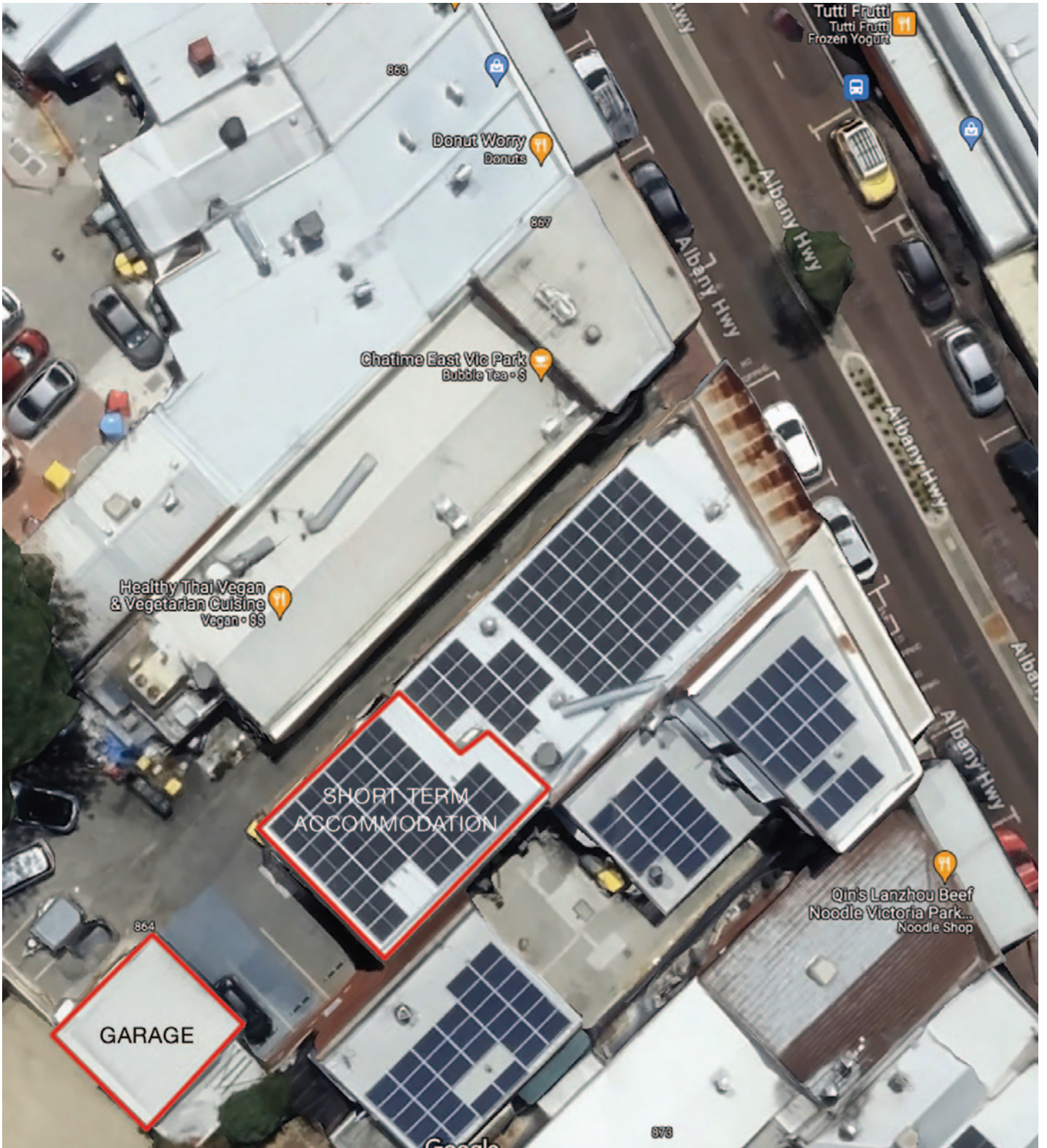
Address: **869 ALBANY HWY**
EAST VICTORIA PARK

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AD01 A 2017/10

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SITE PLAN

Scale: 1 : 150 Drawn: N.K





CERTIFICATE OF TITLE

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