

Short Stay Accommodation Management Plan

38D Hubert St, East Victoria Park, WA 6101

09/07/2023

1. BACKGROUND

38D Hubert St is a survey strata lot located 260m (3min) walk from the shopping and restaurant hub of East Victoria Park (see 4.1 in the appendix). It is a newly constructed 4 bedroom 2 bathroom house with a front yard inspired by local walking trails. It can be accessed easily via public transport at the Albany Hwy After Mint St bus stop located 350m away (see 4.2 in the appendix) which has regular buses to and from the river and city.

2. OBJECTIVES OF MANAGEMENT PLAN

The aim of the application is to secure approval to use the front two bedrooms for short stay accommodation for not more than 2 adult persons or one family, most likely advertised via AirBnB.

3. MANAGEMENT STRATEGIES

3.1 MANAGER

[REDACTED] are the owners of 38D Hubert St, the manager of the AirBnB will be [REDACTED]

Our contact details are:

[REDACTED]

[REDACTED]

[REDACTED]

3.2 CHECK-IN/CHECK-OUT

The check in time would be from 3pm and check out time would be 11am. Access to the property is controlled via the smart lock installed in the front door of the property. The smart lock features a keypad, the keycode will expire after the checkout time. Late and early checkouts can be accommodated by request (via email or phone if none of the three of us are present) the access time can be extended remotely via the app for the smart lock.

3.3 MITIGATION AND COMPLAINTS PROCEDURE

Noise:

The guest area will use one bedroom as the guest bedroom and a secondary bedroom will be utilized as a living space with sofa, TV and kitchenette (see 4.4 in the appendix). The rear outdoor living area will not be accessible to the guests so exterior noise could only be created in the front garden which is visible to the public. The house is fitted with special sound insulation in the walls and both the ceiling and roof are insulated, so not much sound gets in or out.

Complaints from neighbours:

[REDACTED] If we were not home and the actions of a guest were to cause an issue with the neighbours they can contact us directly via phone or email so any of the three of us can return to the property to resolve the issue at the time. If an issue does occur, we will review our practices and make changes to the AirBnB facility or restrict the types of guests we accommodate. Should this request to use our property for short stay accommodation be granted we will also provide our neighbours with a complaint management form (see 4.3 in the appendix).

Complaints from guests:

Our aim is to become a highly rated short stay accommodation, to do so we will do our utmost to make our guests stay a pleasant one. The welcome book that we will provide the guests will include a guide on local sites, restaurants, shops and other points of interest to ensure our guests are entertained through the day and get to enjoy some of the best food in Perth just a few minutes' walk away. We will purchase comfortable furniture and provide all the key amenities for a short-term stay including a TV and WiFi extender to ensure a strong reliable Internet connection. All three of us have a high standard of cleanliness and will apply the same standard to the guest accommodation.

If for any reason the guests expectations are not met or they are having difficulty with something we will try and assist them immediately. Our welcome book will include our contact numbers, email address and WhatsApp numbers so they can contact us in a method that best suits them and we can work quickly to resolve their issue or provide any other assistance or advice they may need.

3.4 USE AND MAINTENANCE

The property will remain lived in by [REDACTED] who will be responsible for servicing the guest areas.

Landscaping:

We have a gardener who will continue to maintain the landscaping at the property. The front yard and verge are Australian native gardens and have been designed to offer a bush walk feel in the suburbs, which we believe will be a fantastic welcome, particularly for international guests.

Upkeep of common property and facilities:

Apart from the fences there is no common property between 38D Hubert St and the neighbouring houses. We will maintain the facilities of the house ourselves. Initially we will not accept new guests the same day that old guest have departed to allow time for a thorough clean and preparation. Once an inspection and cleaning workflow has been established we may accept new guests the same day old guests have departed but only if it fits our routine and standards.

Removal of old disused furniture:

Not applicable.

3.5 SAFETY, HYGIENE AND SECURITY

3.5.1 SAFETY

As per the house plans (see 4.4 in the appendix) there is a smoke alarm in the corridor within the guest area of the house. Julie is an enrolled nurse with decades of experience in both emergency and community health. [REDACTED] have recently completed first aid training and have purchased first aid kits for our home and car, if this proposal is approved, we will purchase another kit to leave inside the guest area. While there would not be any open flames in the guest area, as a precaution we would also provide a fire blanket. Information about where the first aid kit and fire blanket are stored will be in our guest welcome book along with emergency numbers and our contact details.

3.5.2 HYGIENE AND COMFORT

The following items will be available to guests:

- Mini fridge
- Kettle
- Tea, coffee, and long-life milk
- Microwave
- Bins in every room
- Small handheld vacuum cleaner
- Microfiber cloths
- Clean towels
- Soaps, shampoo & conditioner
- Clean bed linen (fitted before their arrival)
- Exhaust fans in both the bathroom and powder room
- Air conditioning ducted to both the bedroom and living areas operated via smart controller

The exterior of the house will be sprayed for insects annually. Laundry facilities are not provided to the guests.

3.5.3 SECURITY

The front door has a smart lock granting guests' access to the guest area of the house at any time of day or night, via a keypad, for the duration of their stay. The guest area is separated from the main house by the garage and corridor doors, both of which are lockable. There is exterior motion detection lighting at the driveway and front door so guests can see what they are doing when arriving/departing after dark.

3.6 CAR PARKING

We will only have 1 car at the property, we will use the left side of the garage and the guests can use the right side of the driveway, (see 4.4 in the appendix).

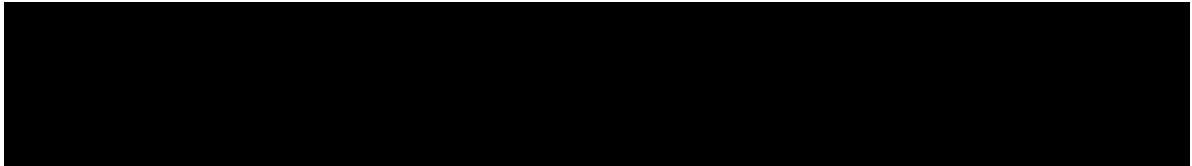
Occupant travel:

During the week Julie will generally depart and return to the house once per day via car for work with an additional trip on non-working days for groceries. The proximity to the shopping centre and restaurants means we do not need to drive regularly. Average per day trips is less than 2.

Guest travel:

It is expected that most guests will choose to eat meals at the Albany Hwy restaurant strip. Guest trips per day will depend on whether they have a car at all and what they are doing. It is anticipated that guests will make on average less than 3 trips per day.

3.7 Further Context



4. Appendix
4.1 Property Location & Proximity to Commercial Zone



Figure 1 - Property Location & Proximity to Commercial Zone

4.2 Proximity to high frequency bus route stop

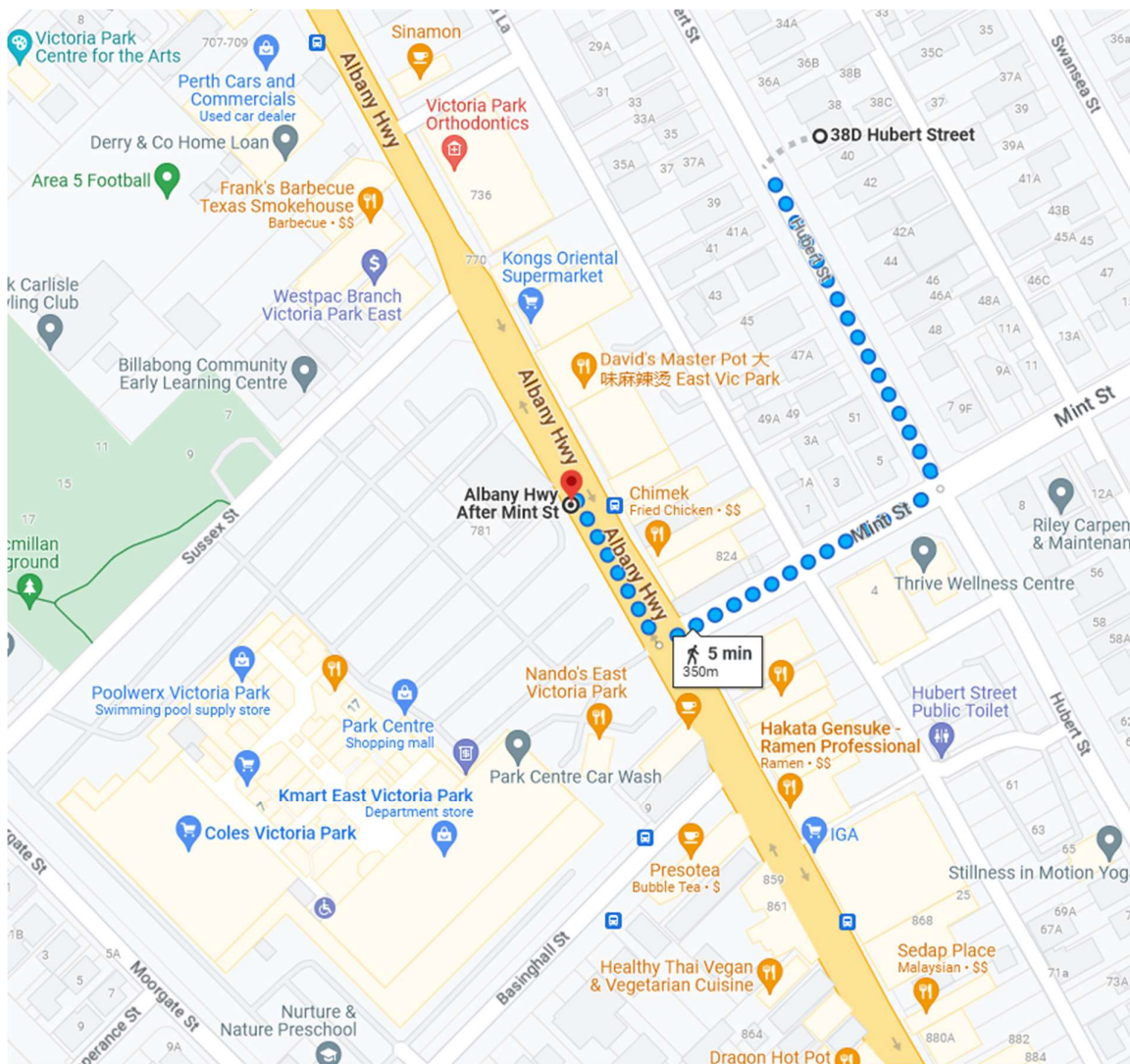


Figure 2 - Proximity to high frequency bus route stop

4.3 Complaints Management Form

If an issue has arisen by the actions of a guest at 38D Hubert St please call the following numbers in order.

Contact Details:

A large black rectangular box redacting contact details.

- Date & time of the issue
- Summary of the issue
- Description of the person, vehicle or object causing the issue







Or alternatively fill out the below and leave it in our letterbox.

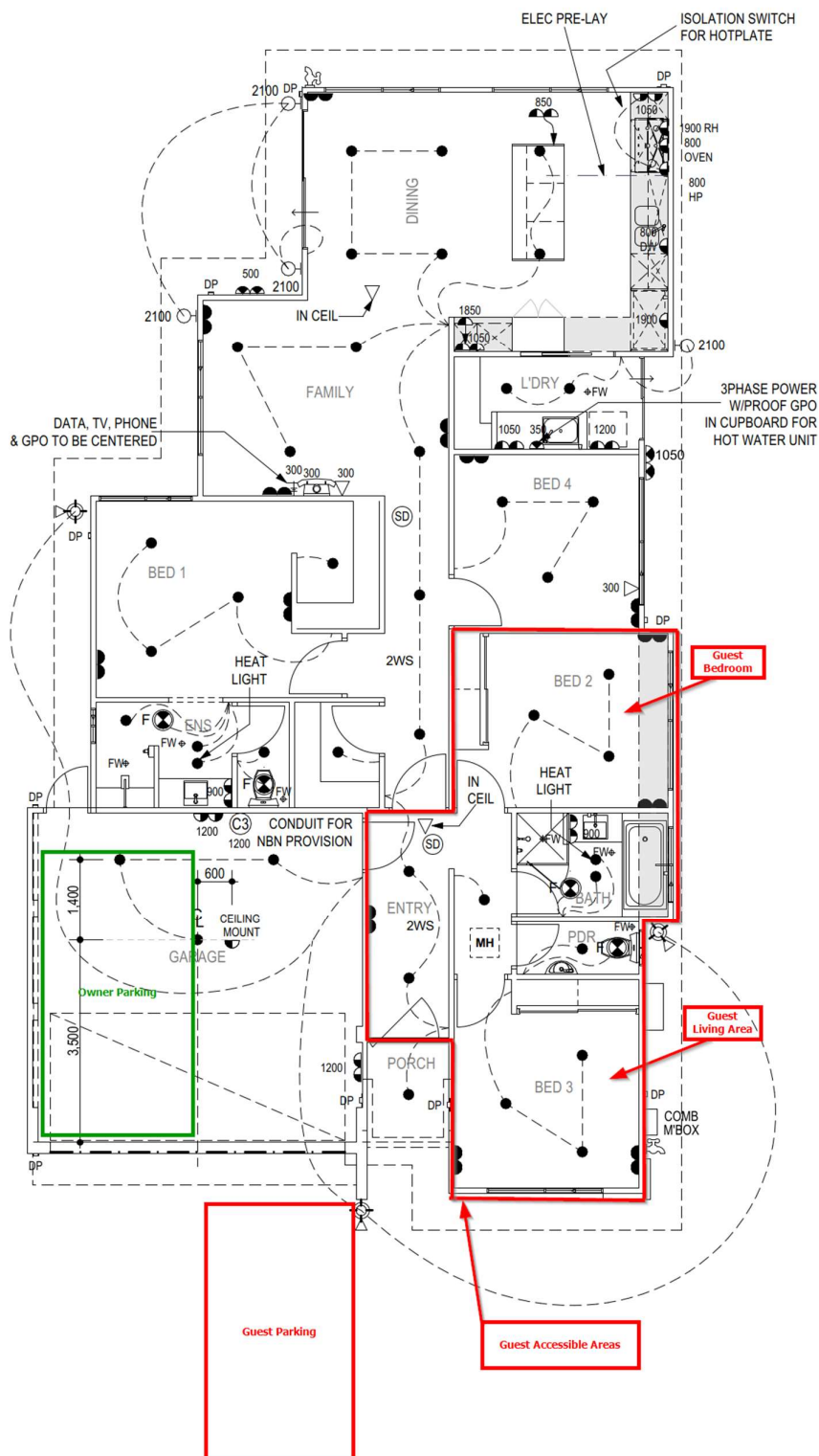
I, _____ wish to register a complaint regarding the conduct of a guest(s) at 38D Hubert St, East Vic Park.

Summary of the issue:

Description of the person, vehicle or object causing the issue:

4.4 House Plan

	SENSOR LIGHT
	SINGLE GPO @ NOTED HT
	SINGLE WATER PROOF GPO
	Smoke Detector
	TV POINT
	WALL LIGHT @ HT NOTED



ID	AREA	M²	PERIM.
01	PROPOSED RESIDENCE	134.15	59.50
02	GARAGE	34.49	23.76
02	STORE	4.13	8.46
03	PORCH	2.55	6.44
		175.32 m²	98.16 m

