



HostYou

**Property Management Plan for
Short Term
Accommodation**

1/3 Clydesdale Street

Burswood 6100

Table of Contents

1. BACKGROUND

2. OBJECTIVE OF MANAGEMENT PLAN

3. MANAGEMENT STRATEGIES

3.1 MANAGER

3.2 CHECK IN/OUT

3.3 MITIGATION AND COMPLAINTS PROCEDURE

3.4. USE AND MAINTENANCE

3.5 SAFETY, HYGIENE AND SECURITY

3.5.1 SAFETY

3.5.2 HYGIENE AND COMFORT

3.5.3 SECURITY

3.6 CAR PARKING

4. SUMMARY

1.0 BACKGROUND AND OVERVIEW

HostYou is a Perth based short-term accommodation management company providing full property management services to property owners in Perth metro and surrounds. HostYou has been contracted to manage 1/3 Clydesdale Street, Burswood and subsequently has developed this management plan on behalf of the owners in accordance with requirements stipulated by the Town of Victoria Park.

HostYou intends on becoming the Exclusive Managing Agent for the property located at unit 1, No. 3 Clydesdale Street, Burswood. This property is conveniently located 495 m walk to Victoria Park station (Stop Number 99051). This station services the Thornlie line allowing for easy access to Perth Station and the CBD along with the Armadale line providing exceptional public transport options to the nearby Optus/Perth Stadium.

The property in question is seeking permission to be used as a short term accommodation. This property hosts a maximum of six (6) guests and is a three (3) bedroom, (2) bathroom home with two (2) allocated parking bays within the property. The bedding configurations will be two (2) Queen beds, one (1) double bed.

2. OBJECTIVES OF MANAGEMENT PLAN

To clearly outline and demonstrate the professional management procedures implemented by HostYou to ensure effective operational management .

3. MANAGEMENT STRATEGIES

3.1 MANAGER

HostYou is located in Doubleview WA6018 and is within 17km (25 minute drive) from Clydesdale St. Additionally, HostYou engage operations and housekeeping personnel who are also local and can be on site within 30 minutes.

For simple contact and availability of the host, [REDACTED]
[REDACTED] of HostYou will be the main points of contact.

[REDACTED]

Our contact details are made available to all guests for properties under our management We are contactable 24/7 and typically able to attend properties in person within an hour for emergencies. In addition we are more than happy to provide our contact details to all adjacent neighbours in the rare chance of an issue arising.

Property Owner Details: [REDACTED]

3.1.1 BOOKING REQUIREMENTS

We anticipate approximately one booking per week and our average trip length is between 3-6 nights. This is based on historical data from our existing portfolio.

We specify a mandatory minimum stay length of three (3) nights as we find this significantly deters any unwanted targeting for parties or gatherings. We have a booking cut-off time after 7:00pm so that last minute and late night bookings are impossible, again lessening the risk of undesirable guests.

3.1.2 GUEST SCREENING PROCEDURES

When a guest requests or books a stay at this property, we require the following:

- Contact details including full name(s), phone number & e-mail address.
- Written acceptance of our stipulated house rules.
- Confirmed payment.
- Profile photo (if set) .
- Government issued ID (such as driver's licence or passport).
- Written reviews/recommendations from other hosts.
- Total number of guests & location guests are travelling from.
- Their reason for visiting Perth & booking the property.

To add an extra level of confidence in relation to the identity of a booking guest we then cross reference guest information details by using social media platforms. We can further screen the potential guest/booking by obtaining names of all guests, requiring government issued ID that all guests are required to submit upon successful booking confirmation.

Once we have carried out a thorough check of the prospective guest, we then have a right to refuse, accept or cancel the reservation. Prior or after acceptance of the booking, each guest is sent a "HOUSE RULES and PARTY screening" message. This essentially reiterates our stance on no parties, no gatherings and no loud noise after 10 pm. This further encourages guests with differing intentions to cancel their booking, as NO deviation from these rules will be tolerated.

3.1.3 GUEST HANDBOOK

Each guest of the property is provided with a physical guide book that provides them with all information required for an enjoyable, safe and compliant stay. When a guest checks in, they are encouraged to read our 'Guest Handbook'. This lists the property managers contact details, emergency contact details, emergency plan, house rules, parking rules, bin collection days, public transport, nearby amenities, sights and attractions in the area and more.

The guest handbook which we have created is very comprehensive which significantly mitigates any queries, risk and issues regarding the stays.

3.1.4 HOUSE RULES

Our set of house rules are displayed both on the online listing and in our comprehensive guest handbook which is located inside the property in the kitchen. As mentioned above, guests are also redirected to the house rules via screening procedures and a message sent upon booking. We can add additional house rules to suit the property, location, neighbourhood or landlord's desires.

Rules:

- No parties or gatherings permitted.
- Guests and visitors must not create noise which is offensive and excessive to occupiers of neighbouring properties especially between 10pm and 7am Monday to Saturday and 10pm – 9am on Sunday and public holidays, during arrival and departure, and at any time throughout their occupancy.
- Maximum 6 guests permitted to stay at this accommodation.
- No additional guests other than those booked are permitted to stay at the property.
- No pets.

- Offensive and excessive noise is prohibited and may result in termination of permission to occupy the property, eviction, and extra charges for damage, security, and other expenses, which may be deducted under the terms and conditions.
- Guests must not engage in any anti-social behaviour and must minimize their impact upon the residential amenity of neighbours and local community.
- Professionals and/or police may be engaged to attend during & after normal business hours.

3.2 CHECK-IN/OUT PROCEDURE

Check-in is from 3:00pm until late, this is to allow guests arriving from international or interstate flights the ability to self check in. We communicate with all guests in relation to their check in time. All guests receive detailed check in instructions prior to check in, at day 7, day 2 and 1 day prior to check in. Check in is achieved by use of a digital lock whereby each guest gets a personalised time sensitive code. This unique code is sent to the guest through our platform 2 days prior to check in to ensure the process is seamless.

Guests will also receive a photo of the property they are staying at, how to access the front door, a photo of their parking spot and where the council bins are located.

Check-out is at 10am or earlier on their departure date. The use of a digital lock allows HostYou to ensure the property is locked up and secure and also details when the guests have checked out.

3.3 MITIGATION AND COMPLAINTS PROCEDURE

We are contactable 24/7 and our phone numbers and email addresses are provided to our guests upon confirmation of their booking and are also advertised in the property for easy access. We will also provide our details for nearby neighbours on the distributed Complaints Management Form. As previously stated we are more than happy to provide these details to nearby neighbours for us to be even more effective in managing our properties.

In our online listing, which the guest(s) must agree to before booking and in our guest handbook, we have extensively listed our house rules in respect to the property and other nearby residents of the surrounding area & amenity. Priority is given to adherence of our noise and parking policy.

In the unlikely event that a complaint does occur at the property, we have developed a systemised approach to address and eliminate concerns. HostYou will be held accountable for communicating with the guest. First and foremost, the guest will be notified of the complaint and requested to make the necessary adjustments to comply with the house regulations. It is rarely needed that we take further action. The guest will be informed that any continued breach of the house rules could result in the reservation being terminated with immediate effect.

In the unlikely case that contact cannot be made with the guest or a suitable resolution is not reached, HostYou will be expected to appear at the property and settle the dispute. Thanks to the vicinity of the HostYou Directors/ Operations team and managers, they can be onsite within 30-60 minutes. If deemed necessary, professionals and or police may be engaged to attend during and after normal business hours to minimise disruptions to neighbours.

Guests and visitors must not create noise which is offensive and excessive to occupiers of neighbouring properties especially between 10pm and 7am Monday to Saturday and 10pm – 9am on Sunday and public holidays, during arrival, and during departure, and at any time throughout the occupancy.

- Offensive and excessive noise is prohibited and may result in termination of permission to occupy the property, eviction, and extra charges for damage, security, and other expenses, which may be deducted under the terms and conditions.
- Guests and visitors must not engage in any anti-social behaviour and must minimize their impact upon the residential amenity of neighbours and local community.

Any complainant will be kept informed throughout the process and will be encouraged to provide evidence to support the cause of us taking swift action. From receipt of a complaint, it is extremely rare for an issue to extend beyond just a few minutes, and we aim to resolve all issues within 30 minutes – 1 hour total.

If required and to further ensure the smooth operational management of the property *Real time noise monitoring* can be installed in the property for noise mitigation. This technological device will manage non-conformance to the House Rules outlining “excessive noise after 10pm”. This software allows assurance that if a noise nuisance

is created by guests, the management is aware before complaint calls need to be made. Time stamped data allows management to quickly validate or invalidate a complaint about noise, in real-time or post check-out as guests are often easy targets for false, perceived, or real noise complaints.

The complaint procedure is detailed and outlined in the Complaints Management Form. In the event of a complaint, we encourage that a call is made to HostYou [REDACTED]. As per contact details outlined in 3.1 and on the complaint management form. We ask that details of the complaint (date & time) to be documented. Once HostYou receives a call then the complaint mitigation procedure as outlined above, will be implemented. Once the complaint has been mitigated, HostYou will endeavour to follow up with the complainant within 24 hours and detail the outcome of the complaint.

3.4 USE AND MAINTENANCE

Property upkeep and maintenance is an essential component of effective short term rental management and is an aspect we take extremely seriously. The HostYou team will inspect the property after each guest leaves the premise to allow for rapid repair of maintenance issues within or outside the property and ensures that the property's appearance meets or exceeds the standard of neighboring properties.

The HostYou maintenance team is responsible for all landscaping and gardening requirements in relation to this property and regular landscaping will be scheduled thereby maintaining the upkeep and kerb appeal of the property. Likewise, any maintenance issues are flagged immediately by HostYou staff and dealt with accordingly. No furniture will be removed by any persons other than by HostYou and in the event of this happening the old or disused furniture will be taken from the property completely.

The store room is for exclusive use of the owners and will not be available to potential guests throughout their stay.

3.5 SAFETY, HYGIENE AND SECURITY

3.5.1 SAFETY

The property is equipped with compliant RCDs and Smoke Alarms. To ensure compliance and safety, a licensed electrician may be required to provide an electrical safety certificate periodically. Additionally, we also provide first aid kits, fire extinguishers and a fire blanket, and an emergency safety plan in the event of a fire. Our detailed guest handbook includes contact information for the local police station, hospitals, and fire station, as well as the emergency contact number, which is '000'.

3.5.2 HYGIENE AND COMFORT

All waste, including general waste (red lid), recycling (yellow lid), and garden organics (green lid), must be disposed of according to local council policies and procedures and placed in the appropriate allocated bins for weekly collection on Mondays. The housekeeping team are tasked with removing any excess rubbish and will promptly remove it from public view.

We remind guests to place all rubbish and recycling in the allocated bins at the property and provide assistance with rubbish disposal during checkout and when the property is vacant. This is done through an automated message along with instructions in our house manual.

The housekeeping team monitors bin location and contents at each check-out and may take photos or gather evidence to ensure efficient bin maintenance and reduce the risk of problems.

In addition, the property features a fully functional kitchen with a fridge and pantry for food storage, and we take measures to prevent vermin and pest problems.

The linen and towels are removed off-site following each check-out clean and provided to a professional commercial laundering service to wash, dry, and return to our storage facility upon completion.

We regularly check exhaust fans and air conditioning/heating appliances and repair or replace them as needed. Guests are encouraged to report maintenance issues to us immediately so that we can resolve them quickly.

Finally, we provide a washing machine for guest convenience to use during their stay to wash their clothes as required.

3.5.3 SECURITY

As mentioned in 3.2 check in /check out is done via digital SMART lock. This allows for easy check in but elevates the security of the property. HostYou is able to verify when guests check in, the security of the property and whether the door is locked or unlocked. Each guest receives a customised, time sensitive entry code which can be used only for the duration of their stay. This ensures the safety of the property by eliminating key use or misuse. In the case of a guest having check in issues, HostYou is able to remotely lock/unlock the entrance ensuring that guests are never left at the front door.

If required a Ring surveillance video recording cameras <https://ring.com/au/en/doorbell-cameras> can be installed and would be located on the front door and have the ability to regularly monitor CCTV footage if this is desired by Town of Vic Park. The footage may provide an expansive view of the front door of the property this is to further ensure compliance and observance of house rules.

As previously mentioned we can also install an internal intuitive decibel device named <https://www.minut.com/solutions/hosts-and-owners> which monitors the decibel level within the household and is customised to SMS and call the relevant guests and/or us if levels peak and persist at certain pre-set decibel ranges which will allow mitigation of noise and compliance with the noise policy, particularly between hours of 10:00pm – 7:00am.

3.6 CAR PARKING

The property has two (2) allocated car-bays. The main parking is located in the undercover car port with the second parking bay in the gated drive way. All parking configurations allow for 2 cars to be parked safely and securely within the boundaries

of the property and allow for the electronic gate to be closed. At no stage are there to be any vehicles parked outside of the property boundary.

Please review Appendix 1 for illustrations detailing property parking.

- Main parking is located in the single secured car port as per Figure 1.
- Additional parking is located in the secured open driveway (Figure 2/Figure 3)
- Figure 1 highlights the drive way space available to safely accommodate a second vehicle.
- Figure 2 highlights the parking of two vehicles in the car port and drive way. The red arrow indicates the clearance from the second vehicle to the property boundary or gate. This indicates ample room to accommodate two vehicles at this property.
- Figure 3 highlights the ability to have both vehicles side by side.
- There is NO street parking allowed so all parking will be contained within the site boundaries.

As the property will be used for residential purposes, we expect no excessive trips to and from the property and we further request that consent is granted for visitors and guests to further mitigate and monitor the usage of the property & parking.

This property will be listed with families in mind and guests will often only have one vehicle. In the case of two vehicles, this property has the capacity to accommodate this without any negative impact to the local parking infrastructure. For bookings from local guests and during the booking process, guests will be able to provide us with further information regarding whether they will need to park vehicles at the premises as we allow for two (2) allocated car-bays at the property and will advertise this accordingly. Guests will always be made aware that there is also NO street parking and will advertise this accordingly also. As stated in our online listing, in the house rules section under 'Things to Know' will be our parking information. Details will also be listed again in the 'Space' section of the listing & guest handbook.

Furthermore, we provide details for ride share companies such as Uber and Ola. We also promote our local taxi companies.

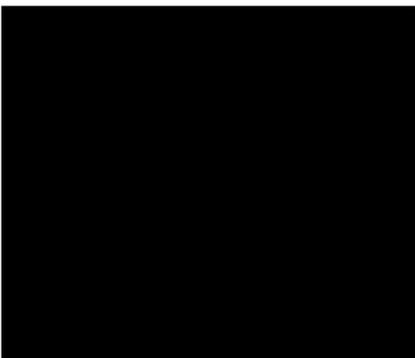
4. SUMMARY

This property is perfectly located for short-term visitors to Burswood and the Town of Victoria Park with convenient public transport, access to great local amenities and other tourist attractions within walking distance. Moreover, it is well-maintained and meets the necessary safety and compliance standards for a short term rental.

You can be assured that under HostYou management, 1/ 3 Clydesdale Street will be undertaken with the upmost respect and best of intentions for the neighbouring community. HostYou is a highly experienced short term rental management company dedicated to meeting all applicable laws, regulations and policies set forth by the Council. For all these reasons, we request your favourable consideration of our application to change the use of this property to approved short term accommodation.

Please do not hesitate to contact me at the below details should you seek any additional information relating to the management of the property.

Yours faithfully,



Re our management plan:

- All areas are accessible by guests
- 3.6 details our parking options along with photos.
- No signage is proposed

ADDITIONAL INFORMATION PROVIDED BY APPLICANT

[REDACTED]

- As there have been no noise complaints since beginning short term rentals we have not needed to install noise monitoring devices. This however, can still be done if required in the future due to any complaints arising.

Appendix 1

Fig 1



Fig 2

Fig 2.1

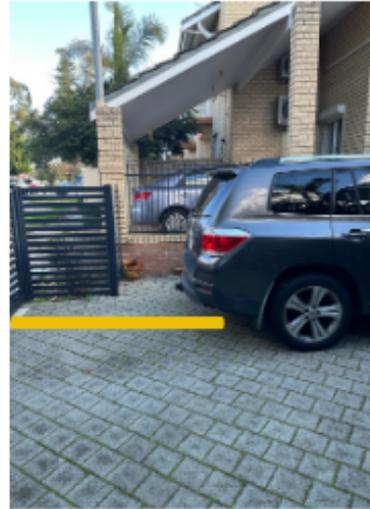
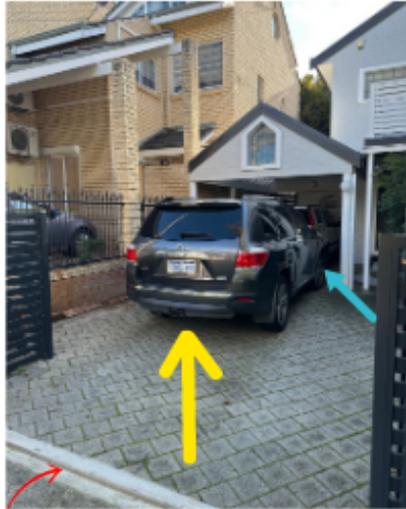


Fig 2.3



Fig 3.0

Fig 3.1



Appendix 2

Complaint Management Form

Dear Neighbours,

We would like to inform you that HostYou are the Management Company responsible for overseeing the short term rental property located at 1/3 Clydesdale Street, Burswood.

As responsible hosts, we understand that our guests have a responsibility to be respectful of our neighbours and the community as a whole. We understand that sometimes issues can arise, and we would like to assure you that we take all complaints seriously and are committed to addressing them promptly.

In the event that you have a complaint regarding the property, we ask that you use the following procedure:

1) For complaints in relation to general maintenance, property upkeep, or issues that are not time-sensitive, we kindly ask you to use the below complaints management form to detail your concerns. This can be emailed to [REDACTED]. Our team will respond to your message within 24-48 hours.

2) In case of emergencies or time-sensitive issues such as fire, health and safety, or after-hours noise violations, please do not hesitate to call us immediately on HostYou [REDACTED] is available 24/7 to ensure that any issues are resolved as quickly as possible.

In the case of an after hours issue requiring a timely response, the following procedure will be implemented

- Concern raised via phone call to HostYou.
- HostYou will reach out to the guests about concerns raised and any violation of our House Rules. Guest will be reminded of the house rules and potential termination of their booking.
- If HostYou is unable to contact the guest or achieve a desired outcome via phone communication it will be HostYou's responsibility to attend the property to resolve the complaint in question. HostYou can be onsite within 30-60 minutes of a complaint raised.

We value our relationship with our neighbours and would like to ensure that our property remains a positive addition to the community. If you have any further concerns or questions, please do not hesitate to reach out to us.

Thank you for your understanding and cooperation.

Best regards,

The HostYou Team

