

**Short Term Stay
Preliminary Management Plan**

998 Albany Highway, East Victoria Park

Rev. A

Introduction

The intended use of all 8 units located on the levels 1 and 2 is 'Serviced Apartments'. These serviced apartments:

- Are located within 3 minutes drive to the Oats Street Metropolitan Train Station and South Metropolitan TAFE Carlisle Campus
- Are serviced by Transperth Buses 220 and 656 with buses stops located directly in front of the premises
- Are conveniently serviced by ALDI supermarket (2 minutes walk) and F&B amenities that are within walking distance.

This preliminary draft management plan sets to provide an outline on how the serviced apartments shall be managed in accordance to the Town of Victoria Park's Local Planning Policy No. 31 "Serviced Apartments and Residential Buildings including Short Term Accommodation". A comprehensive management plan shall be developed for submission to the Town of Victoria Park pursuing the application of the Certificate of Occupancy.

Manager Details*

Company:	Mahesh Amritlal Pty Ltd
Address:	19A Forward Street, Manning, WA 6152
Contact Person:	Karan Dhanak
Contact No.:	0407 011 873
Email.:	Karan.dhanak@gmail.com

**Please note that the Manager details are subject to change if the owners outsource the management of the serviced apartments to a qualified operator.*

Serviced Apartment Amenities and Maintenance

The serviced apartments have a reception entry on the ground level. The reception area has a seating area, a luggage store and bicycle racks. The guests are also able to access an outdoor landscaped garden on Level 1.

Maintenance of the building, amenities and the landscaping is the responsibility of the Manager. For all general maintenance unless it is deemed urgent, the Manager shall arrange for maintenance at a time between occupancy to minimise the inconvenience to the guests. Maintenance shall also be carried out during normal business hours to minimise disruption to the neighbours.

Bookings, Check-in and Check-out Process

Guests will arrange to book a stay at this address via short term stay accommodation providers such as Stayz and Airbnb. Bookings are for a maximum of four (4) adults or a family of five(5) maximum.

At the time of booking, guest will be required to review and agree to comply with the accommodation rules which includes but are not limited to:

- Check-in time (2.00 pm) and check-out times (10.00 am)
- Procedures for getting secured access to gain entry and exit out of the premises

- Procedures for getting hold of the management/operator in the events of issues, concerns and other relevant matters.
- Accommodation rules such as agreeing to not host parties or events within the premises or within the unit that they are occupying, and quiet hours.

Guests shall be provided with a code for use to access a lockbox and retrieve a keycard entry for access into the building and for their allocated apartment. Guests will dropoff their keycards into the lockbox upon check-out. The lockbox's pin access shall be periodically changed to ensure secured access into the property is not compromised.

A guide shall be provided to the guests providing information, including but is not limited to:

- Manager contact details
- Lockbox pin access
- Instructions for getting access into and out of the building and their assigned apartment
- Code of Conduct
- Wi-fi access
- Location of first aid kits and fire blankets and/or extinguishers
- Fire and/or emergency evacuation plan
- Operational instructions for provided amenities and appliances
- Rubbish disposal and rubbish bin location and access
- Car parking allocation and usage/parking instructions
- Locale guide to local attractions and F&B venues
- Any other essential information.

Handling Complaints

If neighbours believe that the guests are not complying with the Code of Conduct or are being a nuisance to the public or to the neighbours, they are to contact the Manager.

- Neighbours shall be provided a copy of the Code of Conduct and a copy of the Complaints Management procedure.
- Neighbours are encouraged to contact the police if they have concerns with any illegal activities that may be occurring at the Serviced Apartments
- If there are any concerns in relations to matters such as the operation of the property, vegetation, lighting and other general issues, their first point of contact shall be the Manager. Essentially, all issues shall be addressed by the Manager.

The Manager shall manage a Complaints Register which shall be made available to an authorised representative of the Town of Victoria Park as and when required.

A comprehensive Complaints Management procedure shall be developed and provided to the Town of Victoria Park for review.

Security within the Premises

The Manager takes the welfare of the serviced apartments' guests and neighbours seriously, as such the Manager shall implement security measures around and within the perimeter of the property. Such measures shall include:

- Security cameras

- Secured entry doorways into the property
- Smart door lock for each serviced apartment

Manager's Responsibilities

The Manager shall prepare the process and the required document for managing the Serviced Apartments, including but not limited to:

- General hosting (Including liaisons with clients, providers and Local Government);
- Cleaning and general maintenance/housekeeping
- Procedure for bin collection;
- Laundry requirements;
- Garden preventative maintenance; and
- Building preventative maintenance
- The Manager shall maintain:
 - A Register of Complaints
 - A register of all occupants