

Short Term Rental Accommodation Management Plan

63 Mackie Street, Victoria Park

1. Background

A front facing, single story dwelling on 63 Mackie Street in Victoria Park, which we would like to use as a short term rental accommodation. It is a three bedroom, one bathroom property. It will house five guests maximum, as the third bedroom has a single bed, and is smaller in size to the two main bedrooms. It is located on Mackie Street, Victoria Park - which is 400 meters to a commercial zone and a 5 minute walk to restaurants, cafes and shops. One restaurant is located just a block away. The property is surrounded by (some only 200m away) high frequency bus routes on several streets - Berwick Street, Albany Highway, Geddes Street and Mackie Street itself, being a local distributor road. It is located close to the Swan River Precinct, Optus Stadium and the Crown Resort and Entertainment complex. It is an easy walk to any of these tourist locations, as well as being in close proximity to the Perth CBD, especially with the new walkway bridge being built in McCallum Park.

The property has been bought with the intention of being able to accommodate our parents who are in their 80's and live in the country. They wish to be able to stay in the property from time to time as it has easy access to medical facilities. We would like to be able to provide short term rental accommodation when our parents don't require the house.

The property will be rented out as an entire home and not for single use bedrooms. We believe having a STRA in this area, will greatly help tourism for the city and help the Victoria Park council with regards to restaurants and night life attractions. We particularly will cater to families with extra items such as a cot and highchair. We also cater to the overseas visitor, with suggestions and help on local attractions and services.

2. Objectives of Management Plan

We hope to be able to host a safe and affordable short term rental house which can accommodate families easily, especially with the ample parking available within the property. Our objective is to give guests a safe environment to be able to stay and enjoy their time in the town of Victoria Park. Our priority is to provide accommodation that won't disturb the neighbours close by, and respecting the neighbourhood. We have strategies in place to adhere to these priorities.

3. Management Strategies

3.1 Managers

We as managers will provide our name and contact details to all guests that stay at the property.

Communication via instant messaging is also provided to guests through various applications. We are located only a 10 minute drive away from the suburb of Victoria Park in Rossmoyne (post code 6148), and are available 24 hours a day if needed.

3.2 Check in / Check out

A keyless smart lock (which is controlled over wifi) is provided for entry and exit to the front door of the property. The four digit code is changed for each individual stay. The

back door is locked with a deadbolt. In case of wifi malfunction, a lock box is located at the rear of the property with keys x 2 which will open the front and back doors. All windows at the property are locked from the inside. If a guest requires an early or late check out we will accommodate them if we can, and provide early or late access. If this is the case we will stipulate that they must be quiet and respect neighbours at all times. Our check in time is 3pm and check out time is 11am.

3.3 Mitigation and Complaints Procedure

As managers of the short term rental we will look after the property in its entirety. We will be the point of contact and can be contacted via app or by email/phone number. The house has a very small outside courtyard which could be used for entertainment purposes. House rules will be given to all tenants who check in. This is in regard to quiet time after 9pm, and before 8 am, in all areas whether it is inside or outside. House rules will also apply, that is - no parties, no additional guests without our consent and no overnight stays of additional people. Neighbours to the rear and to each side have our phone number and contact details, if there are any complaints about people we will be hosting. The complaints management procedure will be such that if one is received it will be quickly acted on by us as managers. If the complaint isn't resolved it will be escalated as we see fit - a warning at first and then immediate eviction or involvement of law enforcement. We, as managers are available within 10 minutes to attend the property if there any problems regarding complaints, and will do our best to resolve any matters in a concise manner. The complaints procedure will be given to tenants on check in and also in the house rules.

Please see attachment 1 - Complaints Management Form

3.4 Use and Maintenance

The house will be cleaned by us - the owners and managers, in between short term rental stays. The garden, landscaping and paved areas will also be maintained by us at a very high level in between each stay. We also have external hired help as required. Automatic garden reticulation is installed at the front and rear of the property. The house will be meticulously cleaned and maintained to a five star standard, and if any further work is required we will engage the applicable trades person. There are no common property areas with the house at the rear or the side of the property.

3.5 Safety, Hygiene and Security

3.5.1 Safety

There are two smoke alarms - one outside the two main bedrooms and the second outside the third bedroom/bathroom/laundry. A fire blanket and fire extinguisher is provided in the kitchen which is well signed.

3.5.2 Hygiene and Comfort

There is a new fridge/freezer provided for guests for storage of food as well as an empty pantry cupboard. Two garbage bins are located at the front of the property - one for general waste and the other for recycling. The house rules provided state that guests will put these bins out on the curb each Monday night for emptying, and brought back in on the Tuesday. The house rules also state that the bins provided within the house, must be emptied on vacating. Linen and towels are provided for each guest with some spares also provided. They are washed in between guests thoroughly. Exhaust fans are in place over the kitchen stove and in the bathroom above the shower. A washing machine and dryer are provided for guests to use if they require. There is an outdoor washing line with

pegs and washing basket provided for use in the courtyard. A ducted air conditioner is in the house which has reverse cycle for heating and cooling.

3.5.3 Security

The front smart door lock has already been detailed (see point 3.2). There is an electronic front door bell with a camera which will provide extra security to view guests on their arrival and departure. Front security and motion detection lighting is installed. The deadbolt at the back door of the property is clearly signed with how to lock and unlock the door. Each window opening has a label to clearly state how to unlock and lock the windows as well as a note to ask them to lock when leaving the house. Signage is available to inform guests not to leave valuables outside. This is additionally stated in the house rules.

3.6 Car Parking

Two car parking bays are provided off street at the front of the property under a carport. The front door is also located under the carport, allowing very easy and close access, with minimal noise. After arrival to the property guests will generally come and go once a day as they are tourists and are here to see Perth and its surrounds. The house rules states that the cars must be parked in the two bays provided and not on the street.

Additional Notes - Compliance and House Rules For Guests

- Please leave this house as you find it.
- No parties, outside guests, loud music or general disturbance.
- Respect your neighbours and surrounding environment.
- Do not engage in illegal activities.
- Quiet hours before 8am and after 9pm.
- Lock all windows and doors when leaving the property and when sleeping.
- No pets allowed on the property.
- Please dispose of rubbish in bins provided and empty once a week.
- No smoking or use of candles inside the property. Smoking is permitted outside the property.
- If any property damage or breakages occur - please notify the hosts.
- If guests fail to adhere to rules, there will be consequences and measures taken, or eviction.

ATTACHMENT 1

Complaints Management Form
Short-Term Rental Accommodation (STRA) at
63 Mackie St, Victoria Park 6100

Your full name:	
Your address:	
Your contact telephone:	
Your contact email:	
Date, time & location of incident:	
Type of incident (E.g. noise, parking, litter etc.):	
Details of incident:	
Requested outcome (E.g. what you want to be achieved by making this complaint):	

Complaint management procedure:

For a copy of the Complaints Management Process please refer to Section 3.3 of the Short Term Rental Accommodation Management Plan attached.

STRA Manager contact details:

Name:
Telephone:
Name:
Telephone:
Email:



Note: The STRA Manager will be available by direct telephone at all times of operation of the STRA, and be able to respond and be present at the site within one hour of any complaint being received.