

SHORT-TERM ACCOMMODATION

MANAGEMENT PLAN

ANCILLARY BUILDING

119A BASINGHALL ST, EAST VICTORIA PARK WA 6100

20 APRIL 2020

1. BACKGROUND

This Management Plan is for short term accommodation using the ancillary building, a fully furnished 2 bedroom x 1 bathroom self-contained facility located at the rear of 119A Basinghall St, East Victoria Park WA 6100. We have created a home away from home for short term visitors who live outside of Perth, interstate or overseas, and look forward to sharing our West Australian hospitality while providing for utmost privacy, security and tranquillity. Our host's Mandarin language skills will also make the accommodation particularly attractive to guests from Asia, including families visiting International students who are studying at Curtin University.

Our proximity to the CBD (10-15 mins drive), the Albany Highway cafe strip showcasing the best restaurants Victoria Park and arguably Perth has to offer (less than 5 mins by car or 10-15 stroll) and Curtin University (serviced by 4 bus routes within 5 mins walk) make this an attractive location for visitors.

We also aim to provide a home that minimises its impact on the environment. 28 solar panels capture the sun's energy to power the premises and its beautiful landscaping is reticulated by bore water. Hot water is generated using state-of-the-art energy efficient heat pump water heaters. Our professionally landscaped grounds feature drought-hardy native plants, bamboo and flowering and fruit trees to provide shade, privacy and peacefulness in an inner-city location.

The owners/ managers live on-site in the house in the front and are always on-hand to ensure guests' needs are attended to, and any potential disturbances are kept to a minimum.

2. OBJECTIVES OF MANAGEMENT PLAN

This plan sets out the manner in which the short-term accommodation will be managed so all stakeholders including potential guests, Town of Victoria Park Council and neighbours have a clear understanding of processes including resolution in the unlikely event of disturbances to neighbours.

3. MANAGEMENT STRATEGIES

3.1 MANAGER

Name and contact details of owner:



Managers of short-term accommodation: Same as owners (living on-site)

Any other personnel in relation to property: No

Proximity of managers place of residence from proposed short-term accommodation:

0 mins driving time as managers/ owners live on-site in the house at the front.

General availability to respond to issues that may arise at the premises:

Immediately.

The owners/ managers undertake to provide the Town with any updated versions of the management plan within two weeks of any change of management.

3.2 CHECK-IN/ CHECK-OUT

Check-in time: After 2pm

Check-out time: Before 10am.

Late check-out time may be extended upon request, but no later than 12pm with the approval of the owner/ manager. Guests may make arrangements to leave bags at the owner/ manager's house (at the front) for collection later that day.

Early check-in: We recognise that guest may arrive at odd times of the day and will try to accommodate guests' request for early check-in if the accommodation is vacant and ready. All early check-in requests must be approved by owner/ manager prior to arrival.

Access to the accommodation is via a walkway on the left side of the property. Guests will have to enter via a locked gate. Keys for the gate and accommodation may be accessed via a lockbox. All guests will be emailed clear instructions on finding the property and the lock box, prior to arrival. Guests must return the keys to owners in person or the lock box upon departure. Failure to return keys will result in a fine.

3.3 MITIGATION AND COMPLAINTS PROCEDURE

- The accommodation will be limited to a maximum of 4 persons, including children.
- Guests may have up to 4 visitors but visitors will not be allowed to stay overnight.
- No pets allowed.

- Guests are advised that noise must be kept to a minimum and to be considerate of neighbours. Prospective guests will be made aware that owner/ manager lives on the site and will not tolerate inconsiderate or anti-social behaviour.
- Outdoor areas may not be used after 9.30pm.
- The site is equipped with security alarms, as well as a high definition outdoor video security system to monitor unauthorised entry.
- Unfortunately, the property does not have disabled access and this will be made clear in any marketing material so guests who require disabled access and facilities do not book the accommodation.
- Complaints from guests/ neighbours may be directed via Complaints Management Form to either owner/ manager, and will be dealt with promptly. Where repairs/ works are required, they will be attended to within a reasonable timeframe, usually within 1 – 2 working days. Complaints Management Form to be made available to adjoining property owners and tenants. Complainants should provide:
 - Name and address
 - Contact details
 - Brief description concerning the feedback
 - Dates, times and location of key events
 - Photos if relevant
 - A statement of what the complainant hopes to achieve by providing feedback

The owners/ managers undertake to resolve the issue and update the complainant as soon as practicable.

The owners/ managers undertake to provide all adjoining owners and tenants with any updated versions of the Complaints Management Form within two weeks of any revisions to the management of the property.

3.4 USE AND MAINTENANCE

- The owners/ managers undertake to ensure the premises, including landscaping and gardens, common property (e.g. walkways) is maintained to an acceptable standard. Guests are asked to assist by keeping the premises neat and tidy and being mindful of the enjoyment of subsequent guests.
- Code of Conduct:
 - Please treat our house with the respect you would treat your home. This includes being mindful of noise, including loud conversations when outside, so as to not impact on the quiet enjoyment of our surroundings for the neighbours. This is especially true during the evenings and early mornings.
 - Strictly no smoking of any description in or outside the house. Smoke detectors are present and smoke will trigger the alarm.
 - Take only memories, leave nothing behind. This includes any food or personal care products you might have purchased for your stay. Guests have access to rubbish and recycling bins in the walkway, so please separate your waste and use accordingly.

- An outdoor BBQ is provided. If you use the BBQ please return it to the condition you found it and put the cover back on after the BBQ has sufficiently cooled down.
- The amenities include an oven, induction cooktop, microwave oven, vacuum cleaner, dishwasher and refrigerator with filtered water and ice making facility. Dishwashers are a more environmentally friendly alternative to washing dishes by hand and you are encouraged to use it.
- Washing machine and dryer is provided. Please leave the laundry door open when using the dryer to allow warm air to escape.
- If you are unsure of how to use any of the appliances, please contact the owner who will gladly come and show you.
- This is a shoe-free home. The floor is vacuumed and mopped for your enjoyment so we would be grateful if you do not walk around in your footwear. Please remove your footwear when in the house and use the disposable slippers provided.
- There are some fruit trees on the premises. Please do not pick the fruit without the owner's permission.
- Guests may access the swimming pool in the main house by prior arrangement with the owner. The pool has all requisite safety fence and gates. Access to the pool is only during the day. Children must be supervised by adults at all times and noise need to be kept to reasonable levels.
- Guests and their visitors utilise the facilities on the property at their own risk.

3.5 SAFETY, HYGIENE AND SECURITY

3.5.1 SAFETY

- A fire extinguisher, fire blanket and first aid kit is available and located in the kitchen. Contact the owner for any questions or ring '000' in a life-threatening emergency.

3.5.2 HYGIENE AND COMFORT

- The amenities include an oven, induction cooktop, microwave oven, vacuum cleaner, dishwasher and refrigerator with filtered water and ice making facility. Dishwashers are a more environmentally friendly alternative to washing dishes by hand and you are encouraged to use it.
- Washing machine and dryer is provided. Please leave the laundry door open when using the dryer to allow warm air to escape.
- If you are unsure of how to use any of the appliances, please contact the owner who will gladly come and show you.
- This is a shoe-free home. The floor is vacuumed and mopped for your enjoyment so we would be grateful if you do not walk around in your footwear. Please remove your footwear when in the house and use the disposable slippers provided.

- Take only memories, leave nothing behind. This includes any food or personal care products you might have purchased for your stay. Guests have access to rubbish and recycling bins in the walkway, so please separate your waste and use accordingly.
- Please turn on exhaust fans when using the bathroom.
- The accommodation is fully air-conditioned. Please be mindful of excessive use and its impact on our environment. Use the window blinds to keep the house cool, and the skylight may be opened to allow any warm air to escape. The skylight is equipped with rain sensors and will shut automatically during wet weather.

3.5.3 SECURITY

- The house is equipped with a security alarm which is used to arm the premises when the house is vacant and no guests are expected. Guests should NOT be operating the alarm. They should simply ensure that all doors, sliding doors and gate are locked whenever they leave the premises. The premises have external video surveillance cameras installed to monitor unauthorised entry.
- A safe is available in the main bedroom to secure guests' valuables. Guests may set their own passcode to secure the safe and are reminded to remove the valuables before leaving.

3.6 CAR PARKING

The accommodation is less than a minute walk to the bus stops on the corner of Basinghall and Etwell Sts, where TransPerth routes 72 and 75 run between Perth CBD and Curtin University, with a frequency of under 10 mins during peak times. Or under 5 minute walk to Kent St which has TransPerth route 657 running between the Perth Stadium and Curtin University, or route 960 which runs between Curtin University and Edith Cowan University's Mount Lawley campus. We encourage guests to use public transport or rideshare services for their commute.

Should guests prefer to use a car to get around, guest may park ONE vehicle on the driveway by prior arrangement with the owner, while allowing owner access to their lock-up garage (see Plan drawing A-101).

As there is no pedestrian walkway on our side of Basinghall St, we do not anticipate driveway parking to interfere with pedestrian access.

We expect frequency of vehicle trips for guests who require car parking to be low, as guests are expected to mostly be tourists and would spend most of their day out exploring and returning at the end of each day to park and rest.