

## Local Planning Policy 31 – Serviced Apartments and Residential Buildings

### Management Plan Template

# VILLA AIRBNB MANAGEMENT PLAN

1/77 HUBERT STREET, EAST VICTORIA PARK

22/1/2026

## 1. BACKGROUND

The property is a villa (in a complex with 5 other owner-occupied villas) located 1/77 Hubert Street, East Victoria Park. It is a brick and tile dwelling with 3 bedrooms (only 2 bedrooms are advertised and used with a maximum of 4 guests and the 3<sup>rd</sup> bedroom is always locked to stored linen and supplies for the guests/cleaners), one bathroom, living area with a separate kitchen, separate laundry, small private front, and back yard. There is a minimum 2 night and maximum 30-night stay in the booking platform.

It is within 400m of a high frequency bus route stop (services running at least every 15 minutes during weekday peak periods) and 400m from a Shopping Centre and the Albany Highway restaurant and café strip providing convenience shopping and access to everyday goods and services.

## 2. OBJECTIVES OF MANAGEMENT PLAN

The objective of the management plan is to outline how requirements set by the council will be met and adhered to for the purpose of renting a villa. The management plan will be submitted alongside the application to the council. It will be updated as required.

Note. The following information is provided to guests via the application.

## 3. MANAGEMENT STRATEGIES

### 3.1 MANAGER



All interactions with the guests are via the application. All listed individuals live within 15 mins of the property and therefore will be easily accessible to support guests or resolve any issues.

### 3.2 CHECK-IN-/CHECK-OUT

Checkin time will be from 3:00pm for arrival.

Checkout times will be by 10:00am on the guests' last day.

### 3.3 MITIGATION AND COMPLAINTS PROCEDURE

To mitigate complaints the booking application (Airbnb) house rules in the 'Additional notes' section of the 'listing details' will be recorded. Expectations of guests will be shared upfront.

- In addition to this, guests will be provided with a 'welcome book' that further restates these expectations. Guests will have access to all property managers (3 people) which means 3 points of escalation. The complex at 75 – 77 Hubert Street, East Victoria Park has a WhatsApp group, with all 6 villa owners (5 owners reside at the property). All communications or any issues at the complex are shared within this group. The property is also equipped with a noise level device to monitor decibel levels and provide the owner and co-hosts instant app alerts to noise issues.

To help limit excessive noise, the following restrictions will be placed on the rental:

- A quiet hour's policy will be implemented in accordance with city regulations. The guests have been communicated that quiet time is from 10PM to 7AM (on all days, including weekends and public holidays)
- Pets not allowed.
- Parties and additional unregistered guests will be prohibited.

### **3.4 BREACH OF CODE OF CONDUCT**

The owners have set up within the platforms booking system some filtering options to reduce the likelihood of disturbing and undesired guests. For example, the guests must have an uploaded photo, if they do not have previous positive reviews they can request to book and the booking is reviewed prior to approval. In the unlikely event that a guest breaches rules set by the owners or directly breaches the code of conduct, which includes but is not limited to unapproved guests, not following check in or check out times, smoking, animals on property, noise, commercial film and/or photography, damage to property and abuse the owners will follow the recommended procedure by Airbnb explained here:

<https://www.airbnb.com.au/help/article/2894>. We will attempt to speak with the guests first if appropriate and safe to do so through the Airbnb thread to maintain adequate records. The issues will be reported to Airbnb as well through their platform. In the event of danger, police will be contacted immediately. The owners also leave honest reviews of guests to ensure future disturbances are reduced.

### **USE AND MAINTENANCE**

The property will be maintained by the homeowners as needed. Required maintenance will be conducted during period where the villa is not occupied. Should something break or stop working during a guests stay, they will be provided instructions on how to report and if required, owners will attend to the problem immediately.

### **3.5 SAFETY, HYGIENE AND SECURITY**

#### **3.5.1 SAFETY**

The property includes required smoke alarm, fire extinguisher, and a first aid kit. The welcome book will include an emergency plan and local numbers.

#### **3.5.2 HYGIENE AND COMFORT**

The villa is equipped with a fully functional kitchen that includes a sink, oven, cooktop, rangehood, microwave, and fridge. The laundry space includes a sink and washing machine, and guests have an outdoor clothing rack. The living room is fitted with climate control and the bedrooms with a fan. All linen and towels will be provided. The bathroom includes a toilet, shower, bath, and basin. Cleaning services are included in the cost of the booking and cleaning frequency is dependent on the length of stay. Guests will be provided with basic cleaning products should they wish to clean surfaces themselves, along with required dish and handwashing soaps.

### **3.5.3 SECURITY**

All doors that give access to the villa are lockable/unlockable from inside and out. In accordance with privacy requirements by Airbnb no cameras will be located on the outside of the villa or on the inside of the villa

### **3.5.4 WASTE MANAGEMENT**

Guests are provided with the location of the property's bins including what lid colour represents what waste. Upon checkout guests are asked to collect their rubbish and dispose of in the corresponding bins.

### **3.6 CAR PARKING**

Guests are provided with the option for 2 parking bays, one in the carport and one in the driveway of the villa. Both are in the property on 1/77 Hubert Street. Guests are advised not to park on the common grassed areas of the complex, so not to obstruct any access to the other villa owners.

## Appendix A: Notification letter & Complaints Management Form

Dear Neighbour,

We are a short-stay accommodation at 1/77 Hubert Street, East Victoria Park. So far, we have not received any complaints of noise issues, or objections to our villa. We are pleased to advise we provide 2 parking bays for our guests so there will be no requirement for street parking and allow a maximum of 4 guests.

We will continue to be proactive and monitor closely our guests to not disturb our quiet and respectful street. Should you think that disruptions **because of our villa tenants** is beyond what would be deemed appropriate in accordance with local requirements and laws, please follow the below steps to make a formal complaint.

If you have any questions or concerns, please contact us on the below details as provide in the form. Please understand that we will not tolerate any form of abuse or inappropriate language and/or behaviour towards us. We will work with you to solve any difficulties in a respectable and civil manner.

Warm regards



# Complaints Management Form

TOWN OF VICTORIA PARK  
Received: 8/04/2026

Required Information	
Full Name:	Address:
Contact Number:	Email Address:
Type of incident (e.g. Noise, parking, litter etc.)	Time, Date, Location of event(s)
Please describe the event(s) that took place (attach photo evidence if applicable)	
Requested outcome you are wanting to achieve by making this complaint.	

## Process of complaint:

1. Please submit your complaint via email or in writing to [REDACTED] or 1/77 Hubert Street, East Victoria Park WA 6101 or call [REDACTED]
2. You will be sent back an acknowledgment that your complaint has been received.
3. Your complaint will be initially responded to within 2 hours of receipt. The response may ask for further information via email or a request to arrange a time for a phone call to discuss.
4. If no further information is required, the response will include proposed resolutions(s)
5. If resolutions are satisfactory, you will be required to state you accept the response in email to finalise the matter.
6. If proposed resolution is not satisfactory, we will continue to communicate with you to find a suitable resolution.
7. Should you feel the matter is not solvable civilly with the property owners, please contact the Town of Victoria Park.