

Serviced Apartments and Residential Buildings Management Plan

30 a,b,c Temple St, Victoria Park

3 February 2025

This management plan is to be reviewed and updated when required.

Version	Description	Review Date
V1.0	Development of original management plan	20/9/2024
V2.0	Revised based on Town of Victoria Park feedback	25/1/2025
V3.0	Revised to include bin mgt plan	3/2/2025

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1. BACKGROUND

This is a Serviced Apartments and Residential Buildings Management Plan for the short-term accommodation plan at 30a,b,c Temple St Victoria Park.

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The properties are proposed to host a maximum of 6 guests per home.

The properties are suitable for short-term accommodation in line with the Town of Victoria Park Local Planning Policy No. 31 Serviced Apartments and Residential Buildings, including Short-Term Accommodation policy, given their location 350m (a 1-minute walk) from the Albany Hwy commercial precinct and public transport.

Premises are available for a maximum of 90 days per stay.

Properties will be serviced at every checkout. A full maintenance team, including a dedicated gardener, cleaner, electrician, and plumber, is part of the team. Only one booking is accepted at a time. Whilst the property contains a number of bedrooms, individual rooms shall not be leased or subleased separately.

2. COMPATIBILITY TO POLICY JUSTIFICATION

The site at 30 Temple St, Victoria Park, complies fully with the Town of Victoria Park Local Planning Policy No. 31 Serviced Apartments and Residential Buildings, including Short-Term Accommodation, as demonstrated in the notes below.

1.0 Location

1.1 Residential Buildings and Serviced Apartments should be appropriately located to ensure they are in convenient, easily accessible locations for their guests, and to minimise potential adverse impacts on the amenity of surrounding residential properties, particularly within low density, suburban environments.

✓ 30 Temple St Victoria complies - appropriately located to ensure they are in convenient, easily accessible locations for their guests, and to minimise potential adverse impacts on the amenity of surrounding residential properties

1.2 To achieve 1.1 above, Residential Buildings and Serviced Apartments will only be supported by the Council where they are located on sites which meet at least two or more of the following criteria:

✓ 30 Temple St Victoria complies – complies with two criteria as noted below

a) Are on a Primary, District or Local Distributor road;

b) Are within 400 metres of a train station or high frequency bus route stop; complies

✓ 30 Temple St Victoria complies – 350 metres from a bus route

c) Are within 400 metres of an area of tourist potential as determined by the Town, such as adjacent to the Swan River foreshore and major sporting/entertainment complexes;

d) Are within 400 metres of a District Centre zone, Commercial zone or other location providing convenience shopping and access to everyday goods and services:
complies

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✓ 30 Temple St Victoria complies – 400 metres from Victoria Park Central and 350 metres to the Albany Hwy shopping strip

e) Are within 800 metres of a higher education provider (TAFE or University campus), where the proposal is for Short Term Accommodation to house students.

1.3 Applications for a Lodging House will generally not be supported on 'Residential' zoned land with a designated density coding of 'R60' or lower under the Scheme.

✓ 30 Temple St Victoria complies – R30 zoned

3. OBJECTIVES OF MANAGEMENT PLAN

This management plan aims to clearly outline and demonstrate the professional management procedures implemented by Susanna and Kerry Durston to ensure the smooth operational management of the subject properties while mitigating perceived disruptions to the local amenities and surrounding areas.

Revisions to the management of the property are to be reflected in an updated version of the management plan which is to be provided to the Town within two weeks of change of management.

4. MANAGER

The owners and managers are [REDACTED] who are located at [REDACTED]. Contact details for [REDACTED] are:

- Email : [REDACTED]
- Mobile: [REDACTED]

The owner's proximity to the property is 900 metres (or 3 minute drive away), and they are available to respond to any issues that may arise at the subject premises.

A management guide shall be prepared to document tasks and processes for the following:

- General hosting (Including liaisons with clients, providers and Local Government);
- Cleaning information between occupants;
- Procedure for bin collection;
- Laundry requirements;
- Garden preventative maintenance; and
- Building preventative maintenance

The owner shall maintain:

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- A register of complaints as referred to in Section 7
- A register of all occupants referred to Section 5
- The Code of Conduct for Guests and Visitors

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5. GUEST SCREENING PROCEDURES

When a guest requests or books a stay at this property, we can view or determine whether the guest's profile includes the required verification steps:

- Contact details including full name(s), phone number & e-mail address
- 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
- Their overall star rating, which can be categorised for items such as observance of house rules, cleanliness & communication
- Total number of guests
- Their reason for visiting Perth & booking the property

We can then further screen the potential guest by cross-referencing linked social media accounts, obtaining the names of all guests, and requiring government-issued ID that all guests are required to submit upon successful booking confirmation. Once we have thoroughly checked the prospective guest, we have a right to refuse, accept or cancel the reservation. The property code of conduct (appendix C) are displayed both on the online listing and in our comprehensive guest handbook, which is located inside the property in the kitchen.

The Airbnb and Stayz platform are the platforms we intend listing on, and most of our communication will be done through the applications itself. We are backed by Airbnb's platform, \$1m USD host protection insurance by Zurich Insurance Company Ltd. The Stayz platform provides owners with insurance of up to US\$1,000,000 in liability protection underwritten by Generali U.S. Branch (NAIC# 11231, "GUSB"), also a member company of Generali Group, for all stays that are processed online through the Stayz checkout.

In addition, a building, contents, and public liability insurance policy with QBE Insurance will be in place to protect the homes, owners and guests.

Once a guest is confirmed, our direct phone numbers are automatically exchanged for any further required communication. We privately message our guests before,

during and after their stays and all the correspondence is saved for our records.

6. CHECK-IN/CHECK-OUT

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Check-in is from 3:00pm until late. This is because guests can arrive off long-haul flights late at night or arrive after work as they have travelled by car from the country. We will obtain the guests' arrival time and match it with the security cameras, which will allow us to keep track of the correct number of guests entering the property and cars.

The property includes detailed visual and written check-in instructions, which will be easy for guests to follow.

Check-out is at 10am or earlier on their departure date.

A secured tamper resistant lockbox is installed onsite at the property for guests to check-in and check-out with ease.

Our check-in instructions are issued to guests three (3) days prior to their arrival and are issued through Airbnb and Stayz for safety & security. The guests will be issued with detailed check-in instructions to guide them through the whole process, they will receive a photo of the property they are staying at, how to access the lockbox, how to access the front door, a photo of their parking spot and where the council bins are located.

We are contactable 24/7 and our phone numbers and e-mail addresses are provided to our guests upon confirmation of booking and are also advertised at the property for easy access.

The procedure for late/early check-in/check-out is for guests to message the owners before arrival, asking if they'd allow an earlier check-in time. Owners will let the guests know if they can welcome guests any earlier. In addition, for late checkouts, guests should message the owners if there is a possibility for later checkouts, and owners will advise if this is available (dependent on the timing of other guest arrivals).

7. MITIGATION AND COMPLAINTS PROCEDURE

Mitigation strategies for controlling noise and other disturbances, including the appropriate use of outdoor living areas, are in place. The complaints process for both neighbours and guests and the resolution procedure and timeframe can be found in Appendix A.

In our online Airbnb and Stayz listing, which the guest(s) must agree to before booking with us and also included in the guest handbook, we have extensively listed the code of conduct in respect to the property and other nearby residents of the surrounding area & amenity.

Priority is given to adherence to our noise and parking policy including:

- 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.
- Pets not allowed
- Parties and additional unregistered guests will be prohibited
- 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 the appropriate action.

Adjoining property owners and tenants will be notified of the guesthouse purpose and provided with a complaints management form (Appendix A) which outlines the process of filing a complaint.

Revisions to the property's management are to be reflected in an updated version of the Complaints Management Form, which is to be provided to the adjoining property owners and tenants within two weeks of the change of management.

a. CONSEQUENCES FOR BREACHES

If we receive any complaints about guests, they will be dealt with immediately upon receipt of said complaint as per the process noted in appendix A. We will contact the guests, informing them of the situation and any breach of house rules, and based on the severity of the breach, then the reservation may be terminated immediately, and they will be asked to leave the property.

8. USE AND MAINTENANCE

Maintenance refers to both building/common area maintenance and care of the gardens. Maintenance will be managed by the owner. Maintenance will preferably be performed at a time between occupancy unless it is urgent and requires attendance at time of occupancy. Other than in the case of an emergency, any maintenance contractors or staff will be engaged to attend during normal business hours to minimise disruptions to neighbours.

9. SAFETY, HYGIENE AND SECURITY

a. SAFETY

The property includes compliant RCDs and Smoke Alarms. A licensed electrician will be engaged to provide an electrical safety certificate to ensure the property is compliant and safe when required.

We will also offer fire blankets, extinguishers and first aid kits on site.

In addition, our detailed guest handbook provides guests with the contact details for the local police station, hospitals, and fire station and states that our emergency contact number is '000'.

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b. HYGIENE AND COMFORT

Rubbish and recycling must be disposed of according to local council policies and procedures, and the correct bins must be for weekly collection on Tuesdays. Excess rubbish will not be left in sight of a public area and will be removed by the cleaners. Guests are notified and reminded to place all rubbish and recycling in the allocated bins at the complex.

The cleaning team is also asked to attend and assist with rubbish disposal at checkout and if the property is vacant.

The property includes a fully functional kitchen with a fridge and pantry for food storage. If problems with vermin or pests do occur, we can send a professional pest control company to rectify this swiftly and implement measures to prevent future occurrence.

The linen and towels are cleaned at the end of each stay.

The cleaning teams regularly check exhaust fans and air conditioning/heating appliances and repair or replace them if necessary; guests are also encouraged to report maintenance to us immediately upon discovery so that swift resolution can be made.

A washing machine and dryer are provided for the guest convenience. Guests can use them during their stay to wash their clothes as required.

c. SECURITY

The property will have security alarms, door locks, security screen doors and windows, and 3 CCTV security cameras located outside of the complex.

We can regularly monitor CCTV footage. The footage provides an expansive view of the property's front and garage doors, which are the only entry points. This is to further ensure compliance and observance of house rules.

10. CAR PARKING

All homes have a locked 2-car garage that occupants can use for parking. The proposed location of the parking bays is shown on the site plan in appendix B.

Guests will be allocated two (2) garage door remotes per unit for easy access to park their vehicles. Short-term tourist guests will often either have just one hire car between them; however, 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 car-bays and advertise this accordingly. Further, we provide details for ride share companies such as Uber and Ola. As stated in our online listing and guest handbook, we have noted the following guidelines for parking:

- Please only park inside the double garage of the property.
- Off-street parking is not allowed.

As the property will be used for residential purposes, we expect no excessive number of trips to and from the property.

Appendix A: Complaints Management Form

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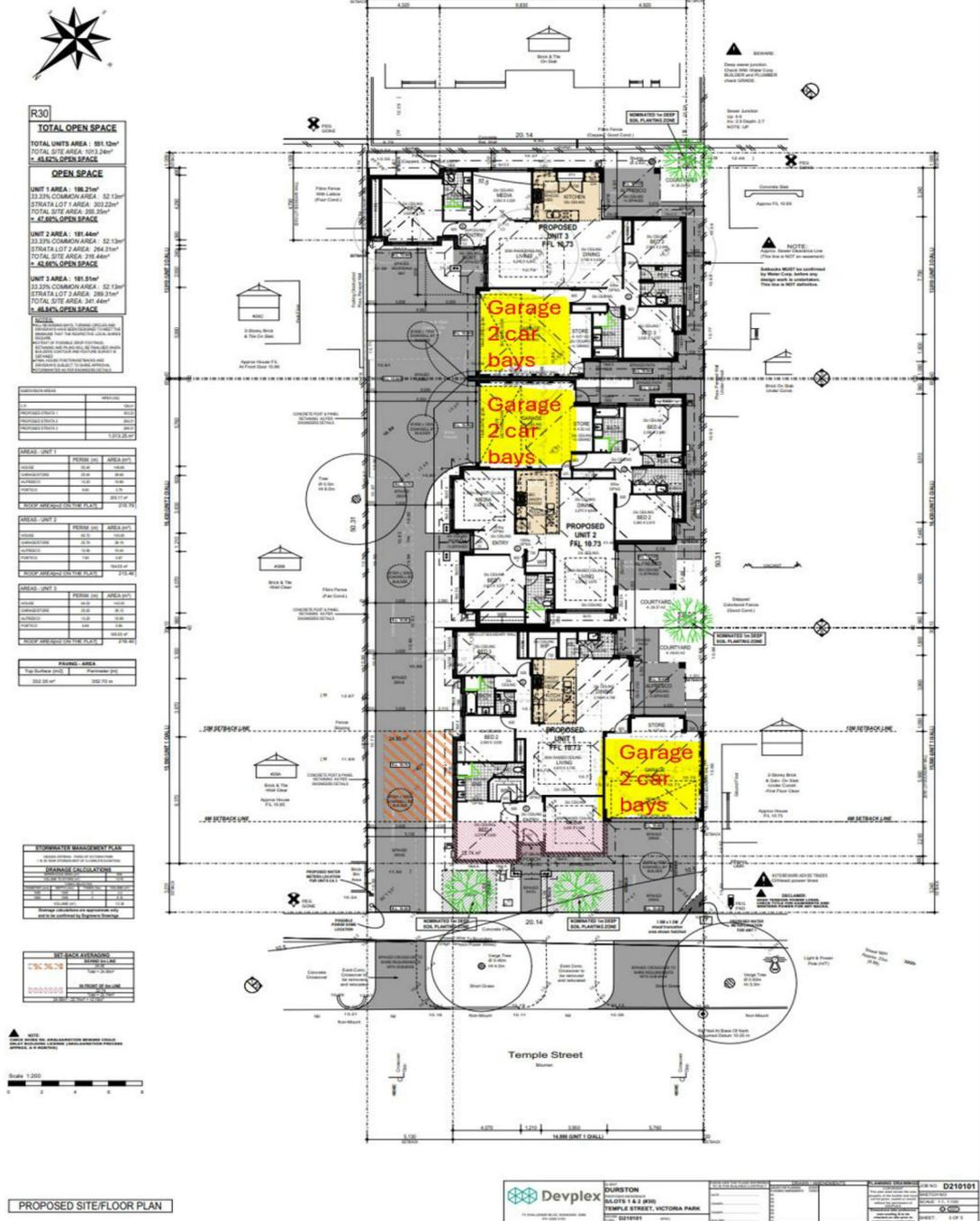
Required Information	
Full Name	Address
Contact Number	Email Address
Type of Incident (Noise, parking, litter etc)	Time, Date, Location of event(s)
Please describe the event(s) that took place (attach photo evidence if applicable)	
Request outcome you are wanting to achieve by making this complaint	

Process of a complaint:

1. Provide the above detail in email to [REDACTED]
2. You will be sent back an acknowledgement that your complaint has been received
3. Your complaint will be initially responded to within one hour. 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 resolution(s)
5. If resolutions are satisfactory, you will be required to state you accept the response in email to finalise the matter
6. If the proposed resolution is unsatisfactory, we will continue to communicate with you to find a suitable resolution. Then step 5.
7. If the matter is urgent, please contact [REDACTED]

Appendix B: Parking Plan

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Appendix C: Code of Conduct for Guests and Visitors

The Code of Conduct is provided to guests upon booking confirmation. It will be at the property to ensure that guests and visitors know and comply with specific behaviour governing their permission to enter and occupy the property. The Code of Conduct will be displayed in full view at the property so that guests and visitors can easily view it.

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General Principles

Short Term Accommodation is a unique experience and the guiding principles of this Code of Conduct are:

- Treat this is as your own home.
- Respect your neighbours.
- Leave it in the appropriate condition as it was upon occupation.

General Requirements

- Guests and visitors must comply with this Code of Conduct and instructions from the owner during their stay.
- Guests must notify the owner of any disputes or complaints from neighbours as soon as practicable.

Noise and Residential Amenity

- Guests and visitors must not create noise which is offensive or has the potential to create a nuisance to occupiers of neighbouring properties especially between 10pm and 7am Monday to Saturday and 10pm -9am on Sunday and Public Holidays, during arrival, during departure, and at any time throughout the occupancy.
- Offensive noise is prohibited and may result in termination of permission to occupy the property, eviction, loss of rental paid and extra charges for security deposit or bond under the terms and conditions.
- Guests and visitors must not engage in any anti-social behaviour and must minimise their impact upon the residential amenity of the neighbours and the local community. Visitors
- No visitors or guests other than those who are booked to stay at the property can stay in the property without first obtaining the owners approval
- If the owner approves visitors, guests are responsible for ensuring that they comply with this Code of Conduct.

Gathering or Functions

- The property is not to be used for events, gatherings, parties, functions or similar activities.

- All breaches will result in instant eviction without refunds to the guests

Parking

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- Guests and visitors are to comply with parking regulations and other requirements set out below and show consideration to neighbours and other vehicles.
- Parking is available on the property. Refer to the parking plan.
- Guests should not park on the verge or the street outside the property.

Garbage and Recycling

- Guests are made aware of the bin days so if they are in the home at the time, they put the bin out for collection or if they have left before the bin day, we as managers take the bin out.
- Rubbish and recycled goods are to be disposed of in accordance with the usual practice at the property in the allocated bins, and excess rubbish must not be left in a public area.
- All apartments are to be supplied with an educational laminated poster, and food waste bin for guests to ensure proper use of the bins.

Security

- Whenever absent from a property, close and lock all windows and doors to maintain security and prevent rain and water damage.
- At all other times, secure doors, and windows, as required.
- The mains electricity RCD's (Residual Current Devices) are in the property's meter box.

Outdoor Areas

- Guests are to respect the privacy of neighbours when utilising outdoor areas.
- Guests are to also minimise noise when in the outdoor areas.

Smoking

- Smoking is not permitted within the residence.

Pets

- Pets are only permitted by permission of the Manager.

Motorbikes and Bicycles

- Motorbikes and bikes are not permitted to be inside the residence.

BBQ

- Where BBQ's are provided, ensure that all controls are turned off when not in use.

- The BBQ is to be cleaned after each use.

Damages and Breakages

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- Damages and breakages must be reported to the owners.

Compliance

- Breach of this Code of Conduct is a breach of: The Terms and Conditions of Contract; and permission for occupancy of the property.
- The owner reserves the right, per the law, to terminate the permission to occupy and evict from the property.