

SHORT STAY MANAGEMENT PLAN

387 Berwick Street, St James

LOCATION

387 Berwick street is within 50m of a frequent bus stop. It is within 500m to Albany highway which one of the main areas for food and entertainment in Perth. It is within 6km of Optus stadium as well as the Crown Perth.

1. BACKGROUND

This property features a single-storey residential dwelling and is seeking to operate as Short Stay Accommodation. The house is an established three-bedroom, two-bathroom home with a shared kitchen, dining area, laundry, and outdoor space. The property presents as a standard residential dwelling and no structural changes are proposed.

The dwelling contains three bedrooms and two bathrooms, with shared common areas including kitchen and dining areas. Access to the property is provided from Berwick Street. On-site parking is available for guests.

The property is located within proximity to Curtin University, Albany Highway commercial precinct and public transport services, making it suitable for short stay accommodation while maintaining residential character.

Maximum occupancy will be six (6) guests at any time.

2. OBJECTIVES OF MANAGEMENT PLAN

The objectives of this management plan are to outline how the requirements set by the Town of Victoria Park will be met and adhered to for the purpose of Short Stay Accommodation.

This management plan will be updated as required. The objective of this application is to:

- Maintain a high standard of cleanliness and presentation
 - Ensure guest comfort
 - Protect residential amenity of neighbouring properties
 - Implement clear procedures for complaint management
 - Operate responsibly within the local community
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3. MANAGEMENT STRATEGIES

3.1 MANAGER

Ho Sa Byun is the owner of the property and will be managing all interactions with guests via email and phone.

The manager resides within St. James and is a three minute drive away from the property.

The manager is available Monday to Sunday and can be contacted via:



3.2 CHECK-IN / CHECK-OUT

Guests can check in from 3:00 PM onwards on the day of booking and are required to check out by 10:00 AM.

Further details are as follows:

- Early check-ins must be approved by the Manager
- Late check-outs are subject to availability and must be approved
- Guests are provided with a welcome handbook outlining expectations

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 the property manager, who will monitor any noise or disturbances.

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

- A quiet hour's policy will be implemented in accordance with city regulations. The guests have been communicated that quiet time is from 11PM to 7AM.
- Parties and additional unregistered guests will be prohibited.
- Pets are not permitted.
- Neighbours have been notified of the guesthouse purpose and provided

with a complaints management form (Appendix A) which outlines the process of filing a complaint.

In the unlikely event of unsociable behaviour, the following procedures are in place. The guests will be messaged or spoken to in person to outline that they are in breach of the house rules that they agreed to when booking with us. They'll be asked to comply with the house rules. The owner will explain to them that the invitation to stay at the house will be revoked if they continue the unsociable behaviour. It will be clearly outlined that there will be a formal complaint submitted to the booking platform.

If the owners request is ignored the disruptive guest/s will be asked to leave as their invitation to stay is dependent on following the house rules. If they refuse to leave and/or the situation escalates the Police will be called.

3.5.3 SECURITY

All doors providing access to the dwelling are lockable from inside and out.

Spare keys are retained by the manager only.

The property does not contain internal security cameras.

3.5.4 WASTE MANAGEMENT

Guests are informed of bin locations and collection days.

The owner will place bins out on the appropriate collection days.

3.6 CAR PARKING

On-site parking is available at the property. As demonstrated by the site plan below.

Guests will be instructed to use the designated parking area only and not park on neighbouring verges/ While most guests are expected to arrive with one vehicle, the property can have up to two vehicles located on site.



4. MAINTENANCE AND PRESENTATION

The property is maintained to a high standard:

- Gardens maintained regularly
- Lawns mowed fortnightly
- General maintenance conducted as required.

The dwelling retains its residential character and presentation at all times.

Complaints Management Form

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 a complaint:

1. Provide the above details 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 the day. 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 proposed resolution is not satisfactory, we will continue to communicate with you to find a suitable resolution. Then step 5.
7. If the matter is urgent, please contact [REDACTED] otherwise please use form.

Should you feel that the matter is not solvable civilly with the property owners, please contact the Town of Victoria Park.

GUEST CODE OF CONDUCT

Guests must:

- Respect neighbours and surrounding properties
- Comply with quiet hours
- Not host gatherings or events
- Not exceed approved occupancy
- Maintain shared areas responsibly
- Dispose of waste appropriately

Failure to comply may result in immediate termination of stay.