



Management Plan For Short Term Accommodation

2026

Property:	Unit 4, 153 - 157 Burswood Rd, Burswood, 6100
Owner:	[REDACTED]
Start Date:	Dec 2025

Management Plan

1	Table of Contents
2	1
2.1	1
2.2	2
3	Error! Bookmark not defined.
4	2
5	2
6	3
7	4
8	4
9	6
10	6
11	6
12	Error! Bookmark not defined.
13	7
14	7

2 Background & Overview

2.1 Background to PYK Management

PYK is a leading short-term property management company providing end-to-end management of our clients' properties with a proven track record of delivering a 4.7+/5 Star review record, hosting over 5000 bookings to date on Airbnb alone.

PYK is in Hillary's, WA 6025, just a **25-minute** drive from the property.

Pass Your Keys property management is contactable 24/7 for any assistance that may be required. See below for relevant contact details:



PYK contact details are made available to all guests for properties under our management, and we can provide our contact details to all adjacent neighbours when an issue arises. We are contactable 24/7 and typically able to attend properties in person within an hour for emergencies.

PYK can also, if required, display a small sign at the property noting our management and contact details, should anyone wish to know who to contact for any purpose.

2.2 Managed Property. – Tailored to each property

Pass Your Keys (PYK) is the exclusive managing agent for this property.

The property is a **one-bedroom, one-bathroom apartment** and will accommodate a **maximum of two (2) guests**, with **one bed** provided. The accommodation is specifically targeted toward **couples**.

The address is conveniently located with access to public transport. The nearest Transperth bus stop (**Craig Street after Burswood Road**) is approximately a **3-minute walk (around 200 metres)** from the property, with additional bus stops within a **5–6 minute walking distance** servicing key routes, including **Bus Routes 38 and 39**. **Burswood Train Station on the Armadale Line** is also located nearby, providing convenient access to the **Perth CBD and surrounding areas**.

PYK Management Plan

This management plan aims to clearly outline and demonstrate the professional management procedures implemented by PYK to ensure the smooth operational management of this property whilst mitigating perceived disruptions to the local amenity & surrounding areas.

3 Booking Requirements

We anticipate approximately 1 booking per week, and our average trip length is between 5 and 8 nights. This is based on the average performance of our listings in our portfolio.

Most of our guests are couples, families, or business travellers, on work trips, visiting family, or enjoying a short getaway in Perth, or heading out for shopping trips.

We specify a mandatory minimum stay length of **three (3) nights** as we find this significantly deters any unwanted targeting for parties or gatherings. We also have a booking cut-off time so that we don't allow last-minute or late-night bookings to occur from guests who fail to plan adequately in advance.

4 Guest screening procedures

When a guest requests or books a stay at this property, they must provide the information listed below through the booking platform:

- Contact details including full name(s), phone number & e-mail address
- Acceptance of our stipulated, strict but sensible, House Rules
- Confirmed payment
- Profile photo
- Government ID (such as driver's license or passport)
- Previous written recommendations from other hosts (reviews)
- Their overall star rating can be categorised for items such as observance of house rules, cleanliness & communication
- Total number of guests & location-based
- Their reason for visiting and booking this property.

PYK reviews all of the information above as part of its screening process, which includes a 'pre-booking questionnaire' for accepting guests. We can then further screen a potential guest by cross-referencing linked social media accounts, obtaining the names of all guests covered by the booking and confirming that government-issued IDs have been submitted for successful booking confirmation.

Once we have carried out a thorough check of the prospective guest, we then have the right to refuse, accept or cancel the reservation. Before or after acceptance of the booking, we also send our "party screening" message, which essentially reiterates our stance on no parties to be hosted at the premises and encourages guests to cancel their booking if that is their intent.

Our set of House Rules is displayed both on the online listing and in our comprehensive Guest Handbook, which is located inside the property, in a highly visible location. We add additional house rules to suit the property, location, neighbourhood, or landlord's desires.

The guests' Code of Conduct is also included for the guests, which stipulates how to be a considerate guest in a shared neighbourhood and expectations for the use of the home.

The Airbnb platform is currently the only platform we intend to list on, and most of our communication is done through the platform itself. This provides transparency and facilitates efficient assistance from Airbnb in the rare case that it is needed. We are backed by our Superhost Status on Airbnb and their dedicated support for Superhosts.

5 Check-in and check-out procedures

Check-in is from 3:00 pm until late.

Many guests arrive after considerable travel times from their starting point. Most want to simply arrive, gain access with ease and make themselves at home in a restful way.

The property includes detailed visual and written easy check-in instructions, and guests find them extremely easy to follow and do not cause any disruption in checking in to or out of our properties.

Check-out is between 7:00 am and 10:00 am or earlier, depending on their departure travel plans.

The apartment complex is secured with an **Aiphone IXG digital entry system**.

Upon arrival, guests use a **unique QR code**—valid only for the duration of their stay—to gain entry to the building. Guests are also provided with an **electronic door code** for the apartment, which is shared with their check-in details.

Once inside the apartment, guests can conveniently use the **key fob provided** or continue using the QR code for access throughout their stay.

Property management retains full control of the system via the Aiphone IXG app. This keyless entry setup removes the need for physical keys or lockboxes, providing guests with secure, hassle-free access while ensuring reliable oversight for management.

Our check-in instructions are issued to guests one (1) day before their arrival and are issued through Airbnb 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, photos and written instructions on how to access the front door, a picture of the limited free parking bays that are first in basis.

6 Guest Handbook

When guests check in, they are encouraged to read our 'Guest Handbook', which provides them with all the important information they need to know to have an enjoyable, safe & respectful stay. This lists the property manager's contact details, emergency contact details, emergency plan, house rules, parking rules, bin collection days, public transport, nearby amenities, sights, and attractions in the area and more.

Guests will also always have access to the Airbnb platform during their stay and are required to communicate with their property managers on this platform so all details about their booking are documented. The Airbnb platform also provides guests with the host's contact details

The guest handbook we have created is very comprehensive, which significantly mitigates any risk and issues regarding the stays.

7 Complaints procedure

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 in the property for easy access.

We are more than happy to provide these contact details to nearby neighbours for us to be even more effective in managing our properties.

Before any booking, potential guests must agree to read our House Rules and the Code of Conduct

Our house rules are listed in our online listing, which the guest(s) must confirm they have read and agree to before booking with us, and are also included in the Guest Handbook. The house rules are comprehensive regarding the property and other residents of the surrounding area & amenities. Priority is given to adherence to our noise and parking policy.

If guests fail to adhere to our house rules, they will be at risk of having their booking cancelled immediately. We, police, security, rangers, or other engaged professionals may attend in person to have the guest/s removed. QR codes and door codes may also be required to be changed depending on the circumstances.

If we receive any complaints about guests, they will be dealt with immediately upon receipt of the complaint. We will contact the guests informing them of the situation and any breach of house rules, and based on the severity of the breach, the reservation may be terminated.

Guests and visitors must not create noise which is offensive and excessive to occupants of neighbouring properties at any time during the stay, especially between 10:00 pm and 8:00 am Monday to Saturday and 10 pm – 9 am on Sunday and public holidays and during arrival and departure.

- Offensive and excessive noise is prohibited and may result in termination of permission to occupy the property, eviction, and extra charges for damage, security, and other expenses, which may be deducted under the terms and conditions.
- Guests and visitors must not engage in any anti-social behaviour and must minimise their impact on the residential amenity of neighbours and the local community.
- No exterior amplified noise is permitted.
- No interior amplified music will be permitted between the hours of 10:00 pm and 8:00 am.
- Guests/Visitors are not permitted to use the outdoor living areas after 10:00 pm and before 8:00 am.
- Visitors are not permitted at the site between the hours of 10:00 pm and 8:00 am.
- Any substantiated complaint associated with noise will result in the guests being evicted from the premises.

Professionals and/or police may be engaged to attend during and after normal business hours to minimise disruptions to neighbours.

Any complainant will be kept informed throughout the process and will be encouraged to provide evidence to support our taking swift action. From receipt of a complaint, it is extremely rare for an issue to extend beyond just a few minutes, and we aim to resolve all issues within 30 minutes to 1 hour total.

Real-time noise monitoring can be installed on the property for noise mitigation. This device will confirm if there has been a non-conformance to the House Rules outlining excessive noise, particularly between the hours of 10:00 pm and 8:00 am.

8 Use and maintenance

The owners of the property have been provided with real-time access to the bookings calendar and may regularly schedule maintenance works in between guests' stays to ensure the property is kept up to our property and guests' expectations.

Property maintenance is regularly reported and resolved swiftly, either during or after guests' stays, depending on the severity, so that the appearance of the property meets or exceeds the standard of neighbouring properties. If any obsolete furniture must be removed, we engage our contractors to remove items off-site and dispose of them appropriately.

9 Safety

In our detailed **Guest Handbook**, guests are provided with the contact details for the local police station, hospitals, and fire services, with the emergency contact number listed as **000**.

All **smoke alarms and RCDs** are current and compliant. For added safety, the apartment is also equipped with a **fire extinguisher, first aid kit, and fire blanket**.

The strata company conducts **regular fire safety inspections** to ensure ongoing compliance and guest safety.

10 Hygiene, comfort and waste management

Rubbish and recycling items are to be disposed of according to the local council policies, strata by-laws & procedures and in the correct allocated communal bins for weekly collection on **BIN COLLECTION DAY**.

The cleaning & housekeeping team are also asked to attend and assist with rubbish disposal at checkout. Any excess rubbish must not be left in the sight of a public area and must be removed by housekeeping.

Bin location & contents are monitored by housekeeping at each check-out, and we may gather photo/evidence of this so we can effectively & efficiently maintain the bins both inside the property and mitigate the risk of problems.

The property includes a fully functional kitchen with a fridge and pantry for food storage, and the property has never had a problem with vermin or pests. If this changes, we can send professional pest control companies to rectify this swiftly and implement measures to prevent its occurrence in future.

The linen and towels are removed off-site following each checkout, cleaned and laundered and returned to the property at the next check-out

Exhaust fans & air conditioning/heating appliances are regularly checked by the housekeeping teams and repaired or replaced if required. Guests are also encouraged to report maintenance to us immediately upon discovery so that a swift resolution can be made.

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

11 Car parking

The property comes with limited free parking on a first-come basis

Parking information is clearly stated in the online listing and the guest handbook.

Street parking is also available, and we let guests know to observe any posted signage indicating parking restrictions.

Finally, we provide details for ride-share companies such as Uber. We also promote our local taxi companies.

12 Summary

Short-stay accommodation is not subject to the same stringent rules of the Residential Tenancy Act 1987 in favour of a tenant and their rights to occupy a premise, and therefore, we have significant power to be able to manage any potential antisocial behaviour.

You can always be assured of our best intentions and respect for the public amenity and neighbourhood.

We kindly request your favourable consideration of our application to change the use of the property to approved short-term accommodation and trust that our professional management is thoroughly demonstrated, along with our commitment to maintaining and increasing the appeal and amenity of the surrounding area.

Please reach out to me at the contact details below should you seek any further clarity or additional information relating to the management of the property.

Yours faithfully,

