

Short-term rental accommodation management plan

ADDRESS 166A Raleigh St Carlisle WA 6101

DATE: 04 Jan 2026

1. BACKGROUND

The proposed property is a house located at 166A Raleigh St Carlisle. This house comprises 5 bedrooms, 3 bathroom, 1 kitchen and living/dining area, with access to a private balcony and a two-car garage.

2. OBJECTIVES OF MANAGEMENT PLAN

- To ensure the serviced house is managed responsibly with minimal impact on surrounding residents.
- To provide a safe, clean and secure environment for guests and neighbours.
- To implement clear protocols for check-in/check-out, noise mitigation, complaints, maintenance, and parking.
- To comply with Local Planning Policy 31 and maintain good communication with the Town of Victoria Park and adjoining neighbours.

3. MANAGEMENT STRATEGIES

3.1 MANAGER

Manager: [REDACTED]

Phone: [REDACTED]

Email: [REDACTED]

Address: [REDACTED]

Availability: Available 24/7 via phone for urgent issues. On-site support within 30-60 minutes.

Any change in management will be notified to the Town of Victoria Park within 2 weeks and the management plan will be updated accordingly.

3.2 CHECK-IN / CHECK-OUT

Standard Check-in: After 3:00 PM

Standard Check-out: Before 10:00 AM

Guests will receive a secure lockbox code upon confirmation. Early check-in or late check-out requests must be approved at least 48 hours in advance.

3.3 MITIGATION AND COMPLAINTS PROCEDURE

- Guests will be advised of house rules (no parties, quiet hours from 10 PM to 7 AM).
- Outdoor areas are to be used respectfully and not for loud gatherings.
- Neighbours can contact the manager directly for any concerns.
- Complaints will be acknowledged within 24 hours and resolved within 48 hours.
- A Complaints Management Form will be issued to all adjoining owners/tenants.

Updates to this form will be reissued within 2 weeks of any changes to management.

3.4 USE AND MAINTENANCE

- The serviced house will be used for short-term accommodation only (6 Guest).
- cleaning and linen changes will be arranged after every guest.
- Landscaping is managed by the strata; private balcony upkeep is the responsibility of the manager.
- Any damaged or disused furniture will be removed promptly.

3.5 SAFETY, HYGIENE AND SECURITY

3.5.1 SAFETY

- Smoke alarms installed and tested quarterly.
- First-aid kit located in the kitchen cabinet.
- Fire blanket provide in the kitchen
- 4 cameras installed around house (no camera inside house)
- Secure deadbolts and Security door on entrance doors.

3.5.2 HYGIENE AND COMFORT

- Sealed containers for food storage provided.
- Covered bin with regular waste collection (twice weekly).
- Monthly pest inspections.
- Clean linen and towels provided for each stay.
- Reverse-cycle air conditioning.
- Washing machine and dryer provided.

3.6 CAR PARKING

- 2 carparks available in the garage