

Management Plan

This Short-Term Accommodation Management Plan has been prepared to demonstrate to the Council of Victoria Park that if a change of use to Short-Term Holiday Home is approved the 3-bedroom property 3/200-202 Shepperton Road, East Victoria Park will be professionally managed to minimise any adverse impact on neighbours, nearby residents and the Town of Victoria Park.

OCT 2026	Short term rental accommodation	3/200-202 SHEPPERTON ROAD, EAST VICTORIA PARK

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Management Information

- **Manager's Proximity:** Since the manager lives 20 minutes away, can quickly respond to any issue or emergency.

Owner/Property Manager

- Address:
- Phone:
- Email:
- A dedicated full-time professional property manager with 8 years of experience specializing in Airbnb management. is responsible for handling guest communication, ensuring quick responses to inquiries and resolving any issues during the stay. She coordinates smooth check-ins and check-outs, manage housekeeping and any property maintenance or repairs, and oversee cleaning between stays. The manager also ensures that the property meets all local regulations, keeps accurate records, and maintains high guest satisfaction by addressing any concerns promptly. She is also responsible for managing waste disposal, including coordinating bin collection to ensure cleanliness and compliance with local regulations.

House Rules

Our House Rules/Code of Conduct will be clearly displayed in the listing description, included in the check-in instructions, and sent to guests via message. A hard copy will also be available at the property for guests to review. **Failure to adhere to any of the house rules listed below will result in the immediate termination of the booking without a refund.**

- No more than 4 guests.
- No Parties or functions are permitted.
- No indoor smoking. Smoke in the backyard only, and close the sliding door.
- No pets allowed.
- Quiet time between 10:00pm and 7:00am
- Guests are required to comply with the noise regulations of the Environmental Protection Act 1986 and the Environmental Protection (Noise) Regulations 1997 and the Local Laws of the Town of Victoria Park in this regard.
- Guests to park their vehicle within the allocated car bay in the house.
- Guest to discard daily waste into the correct bin following the instruction.

Code of conduct

The Code of Conduct is provided at the property to ensure that guests and visitors know and comply with specific behaviour governing their permission to enter and occupy the property.

- Treat the property as if it is your own home.
- Respect your neighbours.
- Leave it in the appropriate condition as it was upon occupation.
- No visitors or guests other than those who are booked to stay at the property, can stay in the property without first obtaining the Manager's approval.
- If the Manager's approval is obtained for visitors, guests are responsible for ensuring that visitors comply with the house rules and this Code of Conduct.
- 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 during arrival and departure, and at any time throughout the occupancy.
- Offensive noise is prohibited and may result in termination of occupancy rights and the cancellation of the Airbnb booking.
- 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.

House Guide

A guide containing the following information shall be prepared for guests.

- Manager name and contact details.
- Code of Conduct.
- Procedure in the event of the house alarm activating
- Wi-Fi Device name and password.
- Door entry access.
- TV Information.
- Air Conditioner operation.
- Location of the first aid kit.
- Location of extra towels and sheets.
- Hot water systems operation.
- Rubbish bin location and procedure for collection of rubbish bins.
- Check-in time and check-out time
- Local restaurants and shopping
- Local parks, recreation services and other major attractions.
- Important contact numbers
- Any other information as required.

Check In and Out

Check in time	3PM~10PM
Check out time	7AM~10AM

Check in&out instructions:

Self-Check in instructions will be messaged to guests within 2 days prior to their arrival. After-hours check-ins must be arranged and confirmed with the property manager in advance to ensure guests arrive quietly and minimise any noise or disturbance, particularly during designated quiet hours.

House Rules will be sent via Airbnb message platform to remind the guests. Guests will be granted access by a one time door code when their recognition matches their ID on the booking.

All guests are required to leave the property at the end of their stay period by 10:00am. The guests will be sent a message the night before the check out date to remind them about their check out time. Our cleaning service arrives at the property at 10:30am to service the accommodation.

Complaint Management

1 DESIGNATED COMPLAINT CONTACT

- Contact Information:
  - [redacted]
  - [redacted]
  - [redacted]

These contact information will be shared with neighbors and the local council for immediate communication.

2 FILE COMPLAINTS

- A person or neighbor can file a complaint by contacting us via the designated phone number or email. Complaints may include, but are not limited to:

1. Exceeding the permitted number of guests at the property.
2. Excessive noise levels at the property.
3. Issues related to safety and the peacefulness of the complex and neighborhood.

3 COMPLAINT RESPONSE AND RESOLUTION PROCESS

- Initial Response Timeframe: We commit to responding to all complaints within one hour of receipt. This includes acknowledging the complaint and initiating the resolution process.
- Noise or Excess Guests: Upon receiving a complaint about noise or an excessive number of guests, we will:

1. Immediately contact the guest via Airbnb platform messages and provide a direct phone call to issue a warning and remind them of our house rules.
2. If the guest fails to respond or comply, we will escalate the matter to Airbnb and request the cancellation of the booking.
3. If Airbnb is unable to resolve the issue or the guest continues to cause excessive noise or engage in disrespectful behaviour, we will contact the police where appropriate and take further action to address the situation.

Complaint Management

- Party or Safety Issues: For complaints about parties or safety concerns:

1. We will collect evidence, such as security footage or reports from neighbors.
2. Notify Airbnb to cancel the booking, requiring guests to vacate the premises immediately.

- On-Site Availability: Property manager will be available within local proximity to the property. This person can be present at the site within one hour of receiving a complaint to address and resolve issues in person if necessary.

4 SURVEILLANCE AND MONITORING

- The property is monitored for potential disturbances, particularly during the evening hours, using security cameras installed in designated area -- front door (in compliance with privacy laws).
- This ensures guest compliance with neighborhood standards and provides evidence for resolving disputes.

5 NOTIFICATION AND UPDATES:

- A copy of this Complaints Management Procedure will be provided to all properties surrounding the premises upon approval.
- Updated copies will be distributed to neighbors if the designated complaint contact person or their contact details change.

6 COMMITMENT TO COMPLIANCE:

- We are fully committed to adhering to all local council regulations regarding short-term rentals.
- Our proactive complaint management plan is designed to maintain the peacefulness of the local community and ensure the property operates responsibly without causing disturbances.

Maintenance Procedure

CONTACT

- Any issues, please contact the Owner/Property Manager who is available 24/7 to respond to issues. The contact details:

Email:

1 PREMISES MAINTENANCE PROCEDURE

- Guest Stay Inspections: The property cleaner will inspect the house after each guest's stay to identify and address any maintenance issues, including structural repairs, plumbing, electrical systems, gardening and general wear and tear.
- Monthly Inspections: The owner/property manager will conduct a thorough inspection of the house monthly to ensure all maintenance needs are identified and addressed.
- Professional Cleaning: The property will be professionally cleaned after each guest's stay to maintain cleanliness and hygiene for all guests.

2 LANDSCAPING AND GARDENS MAINTENANCE

- Irrigation System Checks: The irrigation system will be checked monthly to ensure proper functioning and water efficiency.
- Hardy Plants Landscaping: All landscaping feature hardy plants to minimize maintenance requirements and ensure sustainability.
- Gardening Services: Professional gardening services will be arranged if any issues are identified during inspections. These services will includepruning plants, removing weeds, and properly disposing of garden waste as needed.
- Regular Maintenance by Owner: The owner will conduct monthly inspections to check for major issues such as plumbing and electrical appliances. Garden maintenance, including pruning and fertilising plants, will be carried out between guest stays to ensure the property remains in excellent condition.

Maintenance Procedure

3 EMERGENCY MAINTENANCE

- 24/7 Emergency Contact: Property manager will be available 24/7 to address any urgent maintenance issues that could compromise safety or significantly impact the operation of the property.
- Response Time: Emergency issues will be addressed within two hours of notification.

4 RECORD KEEPING AND REPORTING

- Maintenance Logs: A logbook will be maintained to record all inspections, maintenance activities, and repairs carried out on the premises, landscaping, and common areas.
- Annual Review: The maintenance plan will be reviewed annually to ensure it remains effective and compliant with local regulations.

5 COMMITMENT TO COMPLIANCE

- We are committed to maintaining the premises, landscaping, and common property areas to the highest standard, in compliance with all council regulations.

Waste Management

BINS PROVIDED:

- One 240L green lid fogo waste bin collected weekly;
- One 240L yellow lid Recyclable waste bin collected fortnightly;
- One 240L red lid general waste bin collected fortnightly;

BINS LOCATION:

- All bins are located outside the house in front of the carport.
- A small indoor Fogo bin is provided in the kitchen. Clean after each guest.

MORE INFORMATION:

- Guests are to be provided with a copy of the Town's current Waste and Recycling Guide on the fridge door.
- For further information please refer to the Waste and Recycling information in the council's website: www.victoriapark.wa.gov.au/residents/waste-and-recycling/bins-and-collections

FOR GUESTS:

- 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.
- Rubbish and recycling arrangements at the property are in the form of a bin for general rubbish and a bin for recycled goods as per the Town of Victoria Park Guidelines.

FOR PROPERTY MANAGER:

- Bins should not be placed on the verge before 12pm on the day before collection day.
- The manager is to check by 6pm on the evening prior to collection day that the bins have been placed on the verge. In the event that bins are not placed on the verge by 6pm on the evening prior to collection day, the manager will place the bins on the verge.

Parking Management

- Guests and visitors are to comply with parking regulations and other requirements as set out below and show consideration to neighbours and other vehicles.

- Guests are expected to use one car bay in the property for all parking needs to ensure the safety and security of their vehicles and to minimize any potential disruptions to the neighborhood.

- Visitors are advised to use street parking along Boulder Street, with a recommended parking duration of no more than four hours.

- Guests will be reminded upon check-in to use the designated driveway exclusively allocated to Unit 3 and to reverse into the allocated carport for safe and convenient parking.

Community Impact

We understand the importance of minimizing the impact on the local community by ensuring strict noise control measures and respecting the peace of our neighbours. Additionally, we provide clear guidelines to our guests regarding appropriate behavior and responsibility to foster a positive relationship with the surrounding area.

NOISE CONTROL

- No parties: we do not host guests who intend to hold a party at the premises
- We apply the house rules of quiet time between 10:00pm and 7:00am. Specifically, guests are required to emit minimal noise (including but not limited to party noise; stereo, radio, and home theatre; musical instruments; and domestic noise)
- We do not provide any entertainment devices that can create noise on the premises like speakers or musical instruments.
- Guests are required to comply with the noise regulations of the Environmental Protection Act 1986 and the Environmental Protection (Noise) Regulations 1997 and the Local Laws of the Town of Victoria Park in this regard.
- Our neighbours around the premises will be provided with our phone number so that they can contact us if they have any questions or any concern about the noise from the premises.
- Noise complaints will NOT be tolerated and will result in a Breach Notice and booking is terminated.

Community Impact

We understand the importance of minimizing the impact on the local community by ensuring strict noise control measures and respecting the peace of our neighbours. Additionally, we provide clear guidelines to our guests regarding appropriate behavior and responsibility to foster a positive relationship with the surrounding area.

MINIMIZING DISTURBANCES

- The owner will regularly check in with neighbours to address any concerns and ensure that guests adhere to property rules.
- House rules will be provided to guests both in-person and in writing to ensure compliance with local community standards.
- All guest and visitors' vehicles are required to be parked in the car bays provided on the premises.
- Noise control will be monitored in accordance with the plans outlined above.
- Trash an bins management will be monitored in accordance with the plans outlined above.

Community Impact

We understand the importance of minimizing the impact on the local community by ensuring strict noise control measures and respecting the peace of our neighbours. Additionally, we provide clear guidelines to our guests regarding appropriate behavior and responsibility to foster a positive relationship with the surrounding area.

GUEST INFORMATION

Guest screening process

- Only guests with a verified government ID and profile photo can send booking enquiries.
- NO instant booking, all guests need to send their request to book
- Guests must state that they are fully acknowledged and agree to our house rules before we accept the booking.
- Only registered guests are permitted to be on the property.

Preferred Guest

- Guests who are overseas or interstate families who come to visit Perth
- Relocation professionals or students who are looking for temporary accommodation before getting a rental
- Guests who come for medical treatments
- FIFO workers who stays between shifts
- Professional who come for business trip or temporary jobs

CONSEQUENCES OF MISCONDUCT

Immediate Termination of Stay

- Guests who engage in serious misconduct or breach critical house rules (e.g.,unauthorized guests, unauthorized event or parties) may face immediate termination of their stay without a refund. This ensures a prompt response to disruptive behavior and maintains a safe environment for neighbors and future guests.

Charges for Damages and Excessive Cleaning

- If guests cause any damages or leave the property in a condition that requires excessive cleaning, an initial charge will be submitted to the guest through Airbnb. Should the guest not respond or decline to cover these charges, Airbnb's AirCover protection will step in to compensate for the expenses. This process ensures that costs associated with repairs or restoring the property to its original condition are addressed without causing direct financial impact on the host, keeping the property in optimal shape for future guests.

Blacklisting and Future Booking Restrictions

- Guests who have violated house rules may be added to a blacklist, preventing them from booking in the future. This discourages repeat offenses and maintains the property's reputation by restricting bookings from those with a history of non-compliance.

Safety, Hygiene and Security

1 SAFETY

- Smoke alarms and carbon monoxide alarm are installed in compliance with local council requirements and Australian standards. They are regularly checked and maintained.
- The mains electricity RCD’s (Residual Current Devices) are located in the property’s meter box.
- For guest safety, a first aid kit, fire blanket, and fire extinguisher are conveniently located in the kitchen pantry. In case of an emergency, guests are encouraged to familiarize themselves with these items upon arrival.

2 HYGIENE

- No food will be provided to guests.
- Professional cleaning will be conducted after each stay, and all necessary items will be thoroughly sanitized

3 SECURITY

- Whenever guests are absent from the property they must close and lock all windows and doors to maintain security and prevent rain and water damage.
- Guests are not provided with physical keys or remote controls; access is exclusively digital, and the lock code is updated for each guest.
- Guests shall report any suspicious behaviour to the police and/or to the house managers immediately.
- One security cameras is installed at the front for monitoring purposes.

Insurance

From Owner

- Landlord insurance has been applied for, covering property damage, theft, and liability related to guest activities.

From Airbnb

- Host liability insurance is a part of Aircover for Airbnb Hosts, with $1 million USD in coverage in the rare event of place or belongings are damaged by a guest during an Airbnb stay.

Marketing and Booking Channels

The property will be listed on the following platforms:

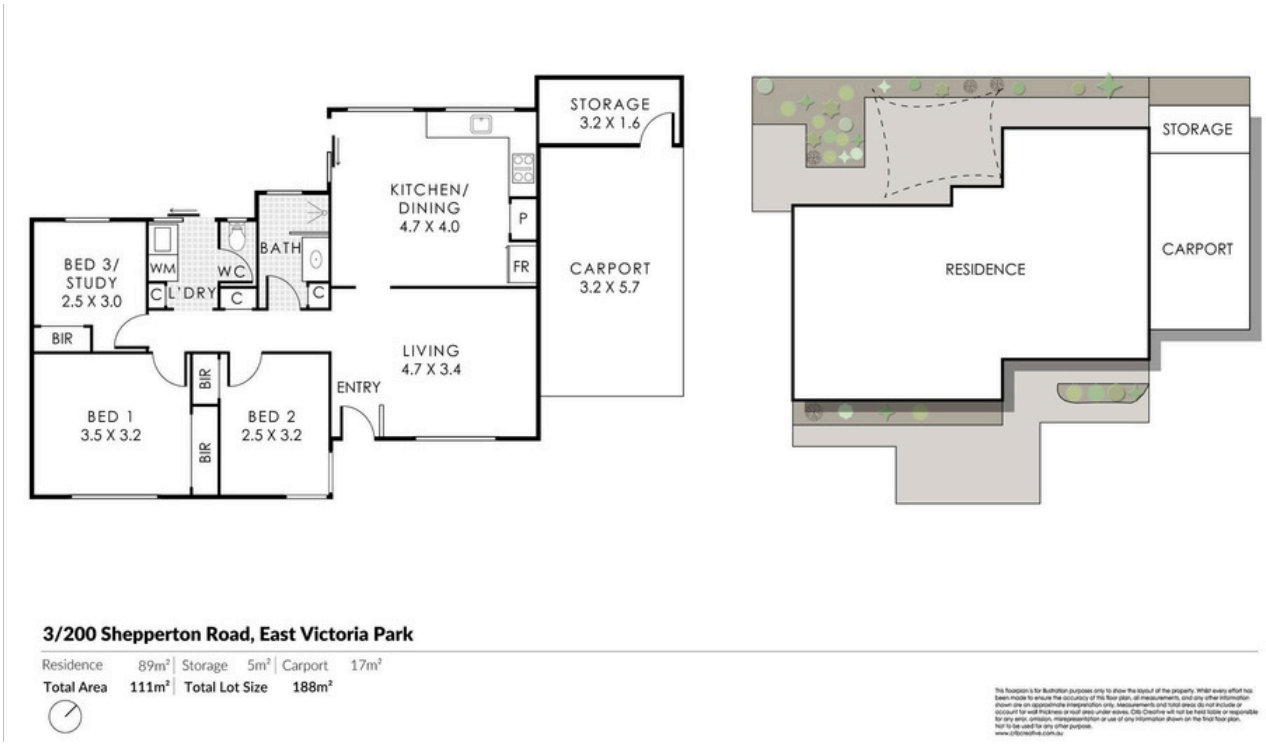
- Airbnb
- Potential additional channels like Booking.com/Vrbo and other local holiday rental sites may also be considered.

Marketing Strategy:

- The property will be marketed as a convenient and peaceful, well-maintained compact villa suitable for small group or single guest seeking short-term accommodation in East Victoria park area.
- Our goal is to attract responsible family/professional/small visitor group who prioritize safety and tranquility, seeking a peaceful stay in a quiet neighbourhood. By promoting respectful behavior and minimizing noise and community impact, we align with local council regulations and foster a harmonious relationship with neighbors, ensuring compliance with all safety and residential guidelines.

Attachment

Floor plan



Driveway&Carport



Bin Location

