





Local Planning Policy 31 – Serviced Apartments and Residential Buildings

APPENDIX 2: Management Plan Template

Airbnb MANAGEMENT PLAN 10 Bishopgate Street Lathlain Aug 2024

BACKGROUND

The property is located at 10 Bishopsgate Street Lathlain.

On the block there are two separate brick buildings, one a house and the other a granny flat with its own independent. This application is for the granny flat which is an independent building with a lounge room, kitchen, 1-bedroom, 1-bathroom and will accommodate a maximum of 3 guests at any on time.

The house has 3 off-street parking bays.

OBJECTIVES OF MANAGEMENT PLAN

To provide a clear understanding of how we plan to manage this granny flat as a 1-bedroom Airbnb property.

Justification for the Proposed Location and Compatibility with the adjoining area.

I am submitting this proposal for a short-term accommodation listing in the granny flat located at 10 Bishopgate Street Lathlain. The location of this property has been chosen for its strategic position, which is well-served by both public transport and local amenities, making it an ideal choice for visitors seeking convenient and comfortable short-term accommodation.

Lathlain is a well-established, mixed-use suburb, which already accommodates a variety of residential, commercial, and hospitality uses. The property is situated in a predominantly residential area, but is also near cafes, restaurants, and retail outlets, which attract both local residents and visitors. Additionally, the property is within walking distance of key transport corridors, such as the Victoria Park Train Station and bus routes along Albany Highway, providing easy access to Perth's central business district and surrounding attractions. This makes it a desirable location for short-term accommodation.

MANAGEMENT STRATEGIES MANAGER

This property is managed by the owners [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] residential address - [REDACTED]

[REDACTED] are both contactable by mobile phone/email/Airbnb App for anyone staying at the property and neighbouring houses.

We are located very close and can immediately respond to any issue that may arise at the premises in a timely manner.

CHECK-IN/CHECK-OUT

Prior to arrival guests are provided step-by-step check-in details. Including how to access a key (located in a lockbox at the property). Check-in is 3pm on the day of commencement of booking. Guests have Sarah and Richards' contact phone numbers/email details so they can be contacted if any problem should arise. Guests are required to vacate the property by 10am on the day of departure.

MITIGATION AND COMPLAINTS PROCEDURE

contact details email

contact details

The following house rules are advised to tenant prior to making a reservation, should these requirements not be met the guest may be removed from the property:

- No Pet. No smoking, parties, or events.
- Please respect the neighbors and have music off or low by 9pm
- If guests are experiencing any difficulties, they are encouraged to ring
- A guest information book detailing house rules is left at the property

Bookings are made through Airbnb prior to checking into the property. Guests are vetted by the Airbnb system this assists in removing a percentage if risk. Guests are accountable if they damage the property or break any homeowner rules.

Neighbour complaints process

Complaints can be divided into categories, the process for each is detailed below:

Level 1 Complaint

In the event of a minor noise disturbance and/or complaint the following procedure is to be adopted:

1. The neighbour is encouraged to contact the Guest to advise of the concern;
2. Alternatively, or in the event that the concern is not resolved, the neighbour is to contact the Owners / Manager;
3. The Owners / Manager will contact the guests to advise the nature of the complaint and remind the guests of their obligations under the Code of Conduct;
4. If the issue is not resolved and a further complaint is received within 12 hours, the manager/owner will attend the site;
5. In the event of a further complaint being received and the complaint validated, the guests will be evicted in accordance with the Code of Conduct.

Level 2 Complaint

Guests are encouraged to enjoy their time on the property but as outlined in the Code of Conduct, parties are not permitted and noise will be minimised after 9pm and before 7am. If the property is being used for a party or a major noise disturbance occurs, the following procedure is to be adopted:

1. The owner / manager will attend the premises within one hour of the complaint to verify if this is a major noise disturbance or party;
2. If the complaint and the issue is deemed to be a level 1 complaint then the procedure for Level 1 shall be followed.
3. If the complaint is verified as a Level 2 complaint, the guests will be evicted in accordance with the Code of Conduct.

USE AND MAINTENANCE

As owners of the property, we will also clean and maintain the property. As owners we will always visit the house between rentals to clean / maintain property. This includes all landscaping and gardening, upkeeping common spaces such as the front garden. Removing any excess materials should they arise from guests, bin attended to weekly. If we are away on holiday, we have a well-trusted friend to take care of these matters.

SAFETY / SECURITY

The house is fitted with

- multiple smoke alarms
- outdoor sensor security lighting and alarm.
- House alarm
- Front door has deadlock
- Front door has security grill
- Windows have security window locks.

Hygiene and comfort

- Bathroom contain exhaust fans.
- Regular pest control
- Bins cleaned / emptied regularly
- Gas heater and Air condition regularly maintained
- The property is cleaned every fortnight (if tenants stay more than 14 days), or for short stays it will be cleaned within 24 hours of guest departure.
Cleaning entails - Bathrooms cleaned, whole house cleaned / hovered / dusted, lined changed, soiled linen removed for cleaning. Any rubbish removed.
- Walkway and front door entry points have sensor lights.
- Lockable external shed

Car Parking

The property has three car parking bays. Street parking also available with no time restrictions

Justification for the Proposed Location and Compatibility with the Adjoining Area

10 Bishopgate Street Lathlain, is in the vibrant suburb of Lathlain, Western Australia. The property has an excellent strategic position for short stay accommodation, which is well-served by both public transport and local amenities, making it an ideal choice for visitors seeking convenient and comfortable short-term accommodation, within close distance to Perth CBD and the Burswood precinct and Optus Stadium.

Lathlain and Victoria Park are well-established, mixed-use suburbs, which already accommodates a variety of residential, commercial, and hospitality uses. The property is situated in a residential area, within proximity to cafes, restaurants, and retail outlets, which attract both local residents and visitors. The property is within walking distance of key transport corridors, such as the Victoria Park Train Station and bus routes along Albany Highway, providing easy access to Perth's central business district and surrounding attractions. This makes it a desirable location for short-term accommodation.

Guest Code of Conduct – Document will be contained in guest manual at property

Property Address: 10 Bishopgate Street Lathlain WA

Welcome to our home! We want to ensure that you have a comfortable and enjoyable stay. To help maintain a positive environment for both you and our neighbours, we kindly ask that you adhere to the following Code of Conduct during your stay at **10 Bishopgate Street Lathlain WA**

1. Respect for Neighbours and Quiet Hours

- **Noise:** Please keep noise levels to a minimum, especially during the evening (9:00 PM – 8:00 AM). This includes keeping noise from music, conversations, and activities at a reasonable level to avoid disturbing our neighbours.
- **Parties and Events:** Parties, events, or large gatherings are not permitted. We encourage you to keep the atmosphere friendly and respectful of the community.
- **Common Spaces:** Be mindful of neighbours when using the outdoor areas (e.g. Back deck, front deck and, garden and carport areas).

2. Occupancy Limits

- **Maximum Guests:** The number of guests should not exceed 3.
- **Visitors:** Overnight guests not included in your booking are not permitted without prior consent.

3. Cleanliness and Care of Property

- **Housekeeping:** Please maintain a clean and tidy living space. Dispose of rubbish in the designated bins and recycle according to the instructions provided.
- **Damage:** Guests are responsible for any damage caused to the property or its contents during their stay. Please report any issues immediately so that they can be addressed promptly.
- **Respect for Furnishings:** Treat all furniture, appliances, and personal items with care. Any accidental damage should be reported immediately.

4. Safety and Security

- **Locking Doors and Windows:** Always lock doors and windows when leaving the property to ensure safety and security for both you and future guests.
- **Fire Safety:** Be aware of fire exits, smoke detectors, and fire extinguishers in the property. Please do not block exits or tamper with fire safety equipment.
- **Prohibited Items:** No illegal activities, substances, or materials are permitted on the property. Smoking is only allowed outside, please dispose of cigarette waste appropriately.

5. Respect for Property Rules and Local Laws

- **Smoking and Vaping:** Please do so in outdoor areas only. Dispose of cigarette butts responsibly.
- **Pets:** Pets are not allowed unless otherwise pre-arranged. If your dog is permitted, please ensure they are kept under control and cleaned up after.

- **Parking:** Please Park in the designated areas, and do not block footpaths, neighbouring driveways, or other vehicles. Follow all local parking rules and regulations.

6. Communication

- **Keep Us Informed:** If you experience any issues or concerns during your stay, please communicate them directly to us [REDACTED] contact details [REDACTED] email [REDACTED] and [REDACTED] contact details [REDACTED]. We are here to help and ensure that you have a fantastic stay.
- **Check-In/Check-Out:** Please respect the agreed-upon check-in and check-out times.

7. Guest Behaviour

- **Respect and Courtesy:** Treat the property, hosts, and neighbours with respect. Any behaviour that is disruptive, offensive, or in violation of local laws (e.g., noise complaints, public disturbances) will not be tolerated.
- **Smoking:** Please only outdoors and dispose of cigarette butts properly. Smoking inside the property is prohibited.

8. Departure Checklist

- **Before Checking Out:** Please leave the property in the same condition as you found it. This includes tidying up any used dishes, taking out the rubbish, and ensuring all personal items are removed.
- **Key Return:** Ensure that keys are returned to the lockbox. Failure to return keys may result in a charge for replacement.

Consequential Measures– Guest Eviction

Any anti-social behavior will be addressed should it occur. Guests not adhering to the code of conduct will be evicted should anti-social behavior not cease upon request. Appropriate authorities (Police) will be requested to attend the property if guests continue anti-social behavior and eviction may be required.

Any Anti-social, poor behavior on the guest's behalf will be reported to Airbnb. The guests will receive an honest review from us (the hosts).

Waste Disposal

The following notice is to be left on the Fridge detailing rubbish collection

Rubbish collection is Monday morning, large bins need to go curbside Sunday Night

General waste (rubbish items) go in the **Red** lidded bin.

Recycling items (clean cardboard, food cans, paper etc.) go in the **Yellow** lidded bin

Maintenance / Gardening

As owners we will take care of the property between including attending to cleaning and any maintenance needs of the house.

When guests depart, I request they provide me with feedback about their visit including any maintenance requirement that may need attending to.

The property contains a court yard for guest use. Guests should be mindful of the proximity to neighbours when using the rear yard and keep noise to an acceptable level..

Premises are available for a minimum stay of three (3) nights and a maximum of 90 days.

One booking is accepted at any one time.

Maintenance refers to both building 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.

Professionals will be engaged to attend during normal business hours to minimise disruptions to neighbours.

Neighbours are encouraged to contact the police if they have concerns of any illegal activity at 10 Bishopgate Street Lathlain.