



Professional Short Stay Hosting Specialist

# Management Plan For Short Term Accommodation

23 April 2025

Property:	119B Raleigh St, Carlisle WA 6101
Owner:	[REDACTED]
Start Date:	Ongoing

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## 1. Purpose of this document

The purpose of this Management Plan is to provide and satisfy the Victoria Park Council that the property detailed within will be managed professionally and effectively as Short Term Rental Accommodation (STRA).

We have carefully considered any nuisance or risks, perceived or otherwise, and have produced a set of processes and procedures to professionally and effectively manage this property and thus mitigate, reduce and address any nuisance factors that may arise for either the council or the neighbours.

This document contains descriptions of the processes we follow to ensure the peaceful occupation of the property to co-exist within the community, and to provide a safe, desirable and useful accommodation for that community.

The property detailed within this document is managed, on behalf of the owner, by Pass Your Keys Pty Ltd and has been thus managed successfully for 3+ years.

## 2. Pass Your Keys Property Management

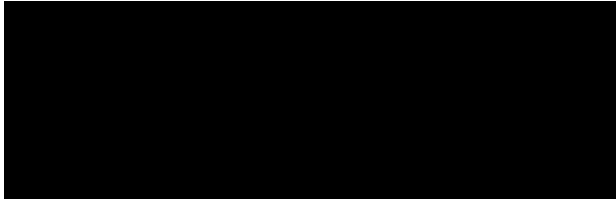
Pass Your Keys Pty Ltd (PYK, we, us) is a leading short term rental accommodation (STRA) management company providing end-to-end management of our client's properties.

PYK, formed in 2017, brings a wealth of experience and expertise in the field of Holiday Rental and STRA. With a proven track record of successful hosting and co-hosting properties across the Perth Metro area, delivering a 4.8\* review record across Airbnb and a perfect 5.0\* Google review score for our business.

Our carefully curated property portfolio contains only the best selection of properties, ideally suited to the STRA market.

PYK is based in Nedlands WA 6009 and manages properties that are within an easy 30-40 minute radius from our base. This ensures that if required at any time, we can attend to any of our managed properties in a timely manner as required or for any emergency.

Pass Your Keys property management, is contactable 24/7 for any assistance that may be required with the following contact details:



PYK contact details are made available to all our guests for properties under management.

A sign is prominently displayed at each property with PYK contract details should anyone at the property require to contact us at any time, much like strata companies do.


### **3. The Managed Property**

#### **Address**

The property that this management plan is addressing is:

119B Raleigh Street, Carlisle WA 6101

#### **Overview of property**

This 3 x 2 home is one of 3 homes sharing the same block at 119 Raleigh Street, all of which are owned and built by the current owner, 

It comprises a single level home, with double garage and driveway. There are three bedrooms (2 x Queen, 1 x twin), 2 bathrooms (1 ensuite), a large kitchen/dining/living room, laundry & outdoor area.

It is an ideal property for visiting families, and those working in the area.

Property details:

- Fully ducted aircon
- 3 x bedrooms
- 2 x bathrooms (1 ensuite, 1 family with bath & shower)
- 1 x large living / dining area
- 1 x kitchen & dining
- 1 x laundry
- 1 x outdoor area suitable for alfresco eating
- 1 x double garage
- The home accommodates up to 6 guests

### **Features and characteristics which make it a good fit for STR**

- Accommodates groups and families of up to six people plus an infant.
- Private and quiet family living in an area well served for families.
- Private garage space for 2 vehicles, plus 1 on the driveway if necessary.
- Well served by Transperth for both the bus network and trains.
- Bus routes to Curtin University, Fremantle, Airport, Elizabeth Quay.
- Shops and services nearby.
- Close to the airport.
- Close to Welshpool business and industrial districts.
- Hotel and bar and other outlets close by.

This property is popular with country WA guests who need to stay in the city to be near a hospital, either to visit, or those who are having treatment or having a baby and need to be in the area for six weeks at a time.

Past guests who stay here are typically families visiting from Kalgoorlie, Port Headland, students, workers with temporary employment in the area, Asian families and those who are visiting relatives who live in the area.

This home has been very successfully managed for 3+ years by PYK and by the owner prior to that. Since its inception there have been no concerns nor disruptions to the neighbours.

The house owner lives close by and attends to all home maintenance in a timely and diligent manner.

## 4. PYK Management Processes

### Booking Requirements

The minimum stay length for this property is four (4) nights, although typically the average length of stay is 30 days. This length of stay significantly deters any unwanted booking for parties or gatherings.

A booking cut-off time of 12 noon for staying on the day of booking is also imposed to avoid any last minute or late-night bookings.

### Guest screening procedures

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

- Verified identity
- Government ID (such as driver's licence or passport)
- Profile photo
- Confirmed payment
- Contact details including full name(s) & phone number
- Acceptance of our stipulated House Rules
- Previous written recommendations from other hosts (reviews)
- For those with previous bookings, their overall star rating (such as observance of house rules, cleanliness & communication)
- Total number of guests & home location
- Their reason for visiting and booking this property.

PYK reviews 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 names of all guests covered by the booking and confirming that government issued ID have been submitted for a successful booking confirmation.

If for any reason we are not fully satisfied that the guest is a good fit for our property we have a right to refuse, accept or cancel the reservation.

Once a booking is confirmed the guests receive a 'Booking Confirmation' message reiterating our House Rules and our expectations of considerate guests.

Our set of House Rules are displayed both on the online listing and in our comprehensive Guest Handbook which is located inside the property, in a highly visible location. Our House Manual also includes recommendations on places to visit, where to shop, what to see in the area.

A Guests & Hosts '*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.

## **Check-in and check-out procedures**

Check-in is from 3:00pm, flexible thereafter.

We provide our guests with a self check-in facility as most of our guests prefer flexibility with their arrival time. Often they have travelled considerable distances and simply want to arrive, gain access with ease and make themselves at home and relax.

We provide a detailed, easy to follow, pictorial step-by-step check in guide and everything they need to know for their arrival two (2) days prior. The guide contains photos of the building, location of keys, correct car parking space, entry doors and keys.

This allows them to be able to check-in with ease quickly and quietly.

A lock is installed on the letter box for the apartment so guests can access the keys and parking pass securely and easily. The lock code will be issued to screened and approved guests with their check-in instructions. The code will be changed regularly over time for security.

Check-out is by 10am or earlier dependent on their departure travel plans.

## **Guest House Manual**

When a guest checks in, they are encouraged to read our Guest's House Manual which provides them with all the important information they need to know to have an enjoyable, safe & respectful stay.

This lists the property managers 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 booking platform during their stay and are required to communicate with their property managers on this platform so all details pertaining to their booking are documented. The booking platform also provides guests with the hosts contact details

The Guest Handbook we have created is very comprehensive which thereby significantly mitigates any risk and issues regarding the stays.

## **Complaints mitigation procedure**

We are contactable 24/7. All contact details are provided to 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 & amenity. 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. Lockbox code and door lock/s 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 severity of the breach the reservation may be terminated.

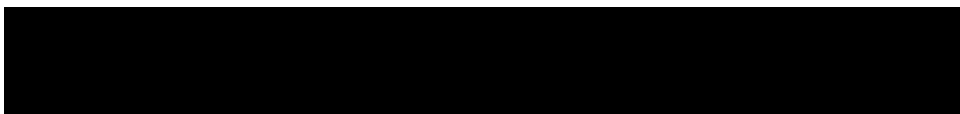


Guests and visitors must not create noise which is offensive and excessive to occupants of neighbouring properties at any time during the stay and especially between 10:00pm and 8:00am Monday to Saturday and 10pm – 9am on Sunday and public holidays and during arrival and departure.

- 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 upon the residential amenity of neighbours and local community.
- No exterior amplified noise is permitted.
- No interior amplified music will be permitted between the hours of 10:00pm to 8:00am.
- Guests/Visitors are not permitted to use the outdoor living areas after the hours of 10:00pm and before 8:00am.
- Visitors are not permitted at the property between the hours of 10:00pm and 8:00am.
- 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 the cause of us 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 – 1 hour total.



## Use and maintenance

The owners of the property are 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.

## Safety

The property is fully compliant with the Government of Western Australia STRA requirements for RCD's and Smoke Alarms.

- Minimum of two RCDs professionally installed and regularly tested.
- Smoke Alarms comply with standards, in GWO, less than 10 years old, mains connected and regularly tested.

All of our properties meet or exceed regulations. All properties are provided with their own Fire Blanket and Fire Extinguisher in the kitchen, and a first aid kit.

All works are carried out by licensed and insured tradespeople.

If required an emergency safety plan in case of a fire will also be provided. In our detailed Guest Handbook, guests are provided with the contact details for the local police station, hospitals & fire station and that our emergency contact number is '000'.

## Hygiene, comfort and waste management

Rubbish, recycling items and where applicable organic waste are to be disposed in accordance with the local council policies, strata by-laws where applicable & procedures and in the correct allocated bins for weekly collection.

Guests are notified and reminded to place all rubbish and recycling in the allocated bins at the property. The cleaning & housekeeping team are also asked to attend and assist with rubbish disposal at checkout and if the property is vacant. Any excess rubbish must not be left in sight of a public area and is 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 to mitigate risk of problems.

The property includes a fully functional modern kitchen with fridge and pantry for food storage. Should any pest control issues arise, such as ants or cockroaches, PYK would arrange for a professional pest control company to rectify this swiftly and implement measures to prevent any re-occurrence.

The linen and towels are removed off-site following each check out clean and laundering 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 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.

## **Security**

This home has a security camera at the front of the house which overlooks the driveway, front garden, front door and garage entry. This acts as an effective deterrent to antisocial behaviour and allows us to follow up should there be any cause for concern.

## **Car parking**

The property has ample parking for 3-4 cars (2 in the garage and 2 fully contained on the driveway).

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

## **5. Summary**

Pass Your Keys has been successfully managing holiday and STRA Short stay accommodation in the region since 2017 with experience well beyond that.

We fully support the regulation and registration of STRA properties as this provides for all professional operators to operate within a set of guidelines, providing the community with a selection of quality properties which can be booked in full confidence.

We are financial members of ASTRA (Australian Short-Term Rental Accommodation Association) and have adopted their comprehensive National Code of Conduct.

You can always be assured of our best intentions and respect of 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 us at the contact details below should you seek any further clarity or additional information relating to the management of this property.

