

Local Planning Policy 31 – Serviced Apartments and Residential Buildings

APPENDIX 2: Management Plan Template

SHORT TERM RENTAL ACCOMMODATION +90 DAYS UNHOSTED

MANAGEMENT PLAN v3-20260108

29 TEMPLE STREET VICTORIA PARK

18 NOVEMBER 2025

1. BACKGROUND

THIS MANAGEMENT PLAN WILL BE REVIEWED AND UPDATED WHEN REQUIRED. COPIES OF UPDATED DOCUMENT TO BE PROVIDED TO THE TOWN WITHIN TWO (2) WEEKS OF ANY CHANGE.

29 TEMPLE STREET VICTORIA PARK IS A STREET FRONT SINGLE FREESTANDING DWELLING ON SURVEY STRATA TITLE WITH NO COMMON PROPERTY THAT DOES NOT HAVE EXCLUSIVE USE ALLOCATED TO IT'S PROPRIETORS. IT IS A RENOVATED ORIGINAL CHARACTER HOME CIRA 1925 WITH 2 BEDROOMS, FORMAL LOUNGE, FORMAL DINING, 2 BATHROOMS, KITCHEN/ MEALS, LAUNDRY. LOCATED IN JARRAH WARD. THE PROPERTY IS SUITED TO USE AS A SHORT TERM RENTAL ACCOMMODATION +90 DAYS UNHOSTED FOR UP TO FOUR (4) PERSONS OR A SINGLE FAMILY AS IT MEETS THE CRITERIA IN THE LOCAL PLANNING POLICY BEING 400M WALK (6 MINUTES) FROM THE ALBANY HWY COMMERCIAL PRECINCT AND PUBLIC TRANSPORT. THE PROPERTY WILL BE SERVICED AT EVERY CHECKOUT. A FULL MAINTENANCE TEAM INCLUDING LICENCED PLUMBER, ELECTRICIAN, PEST CONTROLLER AND EXPERIENCED CLEANER IS ON HAND TO ASSIST THE OWNER WHO WILL UNDERTAKE PERSONAL MANAGEMENT AND GARDENING.GUESTS ARE PROVIDED THE ENTIRE HOME AND INDIVIDUAL ROOMS ARE NOT LEASED OR SUB-LEASED SEPARATELY. THE MAXIMUM STAY IS 90 DAYS PER BOOKING.

2. OBJECTIVES OF MANAGEMENT PLAN

THIS MANAGEMENT PLAN SETS OUT HOW THE PROPERTY WILL BE RESPONSIBLY MANAGED BY THE OWNER AS UNHOSTED +90 DAYS SHORT TERM RENTAL ACCOMODATION WITHOUT ANY ADVERSE IMPACTS TO THE NEIGHBOURHOOD. THE MANAGEMENT PLAN OUTLINES HOW THE PROPERTY IS COMPATIBLE FOR USE AS A SHORT TERM RENTAL ACCOMMODATION +90 DAYS UNHOSTED. 29 TEMPLE STREET IS APPROPRIATELY LOCATED TO ENSURE A CONVENIENT LOCATION ACCESSIBLE WITHOUT ADVERSE IMPACTS ON SURROUNDING RESIDENTIAL PROPERTIES. BUS ROUTES INCLUDE THOSE AVAILABLE ON BERWICK STREET, ALBANY HIGHWAY AND SHEPPHARTON ROAD NEARBY PLUS DURING UNIVERSITY TIMES A CURTIN BUS ON WASHINGTON STREET. EVERYDAY SHOPPING DISTRICTS INCLUDE VICTORIA PARK CENTRAL AND THE ALBANY HIGHWAY CAFE STRIP. GREEN SPACE, RECREATION, EXERCISE AND PLAYGROUNDS ARE NEARBY AT READ PARK WHERE COMMUNITY ACTIVATION/ TOURIST

EVENTS ARE FREQUENTLY HELD SUCH AS THE CHRISTMAS LIGHTS DISPLAY, .

3. MANAGEMENT STRATEGIES

3.1. MANAGER

OWNER & MANAGER

OWNER & MANAGER RESIDES AT [REDACTED] SO DRIVING TIME TO PROPOSED RESIDENTIAL BUILDING AT 29 TEMPLE STREET VICTORIA PARK IS ZERO MINUTES. GENERALLY AVAILABLE TO RESPOND TO ANY ISSUES THAT MAY ARISE AS I AM EMPLOYED ONLY PART TIME IN AN OFFICE ROLE DURING BUSINESS HOURS WITHIN 10 KMS. THE OWNER WILL FOLLOW THE MANAGEMENT PLAN WITH RESPECT TO;

- GENERAL HOSTING INCLUDING INTERACTIONS WITH GUESTS, TRADES AND THE TOWN
- CLEANING INFORMATION BETWEEN GUESTS
- PROCEDURE FOR BIN COLLECTION
- LAUNDRY REQUIREMENTS
- GARDENING
- BUILDING MAINTENANCE

THE OWNER WILL MAINTAIN

- A REGISTER OF COMPLAINTS
- A REGISTER OF GUESTS
- A CODE OF CONDUCT FOR GUESTS AND VISITORS

3.2. CHECK-IN/CHECK-OUT

CHECK IN 3PM

CHECK OUT 10AM

PROCEDURE MEET OWNER ON SITE OR USE OF SMART LOCK

LATE/EARLY CHECK-IN/CHECK-OUT PROCEDURE USE OF SECURE, TAMPER PROOF WIFI ENABLED SMARTLOCK.

CHECK IN INSTRUCTIONS ARE ISSUED TO GUESTS 3 DAYS BEFORE COMMENCEMENT OF STAY VIA THE AIRBNB PLATFORM. GUESTS RECEIVE DETAILS INSTRUCTIONS INCLUDING A PHOTO OF THE PROPERTY, HOW TO ACCESS THE FRONT DOOR AND/OR SMART LOCK,

SMART LOCK, PARKING LOCATION AND BINS LOCATION. THE OWNER WILL BE CONTACTABLE IF ANY ISSUES.

GUEST SCREENING INCLUDES VERIFICATION USING THE AIRBNB PLATFORM WHICH PROVIDES GUESTS FULL NAME, PHONE NUMBER, EMAIL ADDRESS, ACCEPTANCE OF HOUSE RULES AND CODE OF CONDUCT, CONFIRMED PAYMENT, PROFILE PHOTO (IF SET), GOVERNMENT ISSUED ID (DRIVERS LICENCE OR PASSPORT), WRITTEN REVIEWS FROM OTHER HOSTS, STAR RATING WHICH CAN BE CATEGORISED FROM COMMUNICATION, CLEANLINESS, ADHERENCE TO RULES, NUMBER OF GUESTS, REASONS FOR BOOKING AND VISIT TO VICTORIA OARK. ONCE SCREENED THE OWNER HAS THE RIGHT TO ACCEPT OR REJECT THE BOOKING. THE GUEST CODE OF CONDUCT IS PUBLISHED ONLINE AT BOOKING AND ALSO IN PERSON IN THE PROPERTY AT ENTRANCE. THE AIRBNB & VRBO PLATFORMS WILL BE THE SOLE BOOKING LOCATION AND GUEST COMMUNICATION WILL BE VIA THE PLATFORMS. ONCE A BOOKING IS CONFIRMED PHONE NUMBERS ARE EXCHANGED AND PRIVATE DIRECT COMMUNICATION WILL OCUR WITH CORRESPONDENCE SAVED IN RECORDS. .

3.3. MITIGATION AND COMPLAINTS PROCEDURE

OWNER RESIDES [REDACTED] SO HAS CONTACT DETAILS AND POSITIVE EXISTING RELATIONSHIPS WITH ALL ADJOINING NEIGHBOURS. HOUSE RULES NO PARTIES. HOUSE MANUAL NOISE CONSIDERATION BY GUESTS AND COMPLAINTS PROCESS. HOME IS FREESTANDING WITH NO COMMON WALLS AND SIGNIFICANT LANDSCAPING SCREENING PROVIDING VISUAL AND ACOUSTIC BARRIER. DOUBLE BRICK AND INSULATED FRAMED CONSTRUCTION. A COMPLAINTS FORM WILL BE PROVIDED TO ALL ADJOINING PROPERTIES. THE FORM IS PROVIDED AS AN APPENDIX TO THIS MANAGEMENT PLAN. IN THE PROPERTY LISTING ON AIRBNB IT WILL BE NOTED THAT PRIORITY IS GIVEN TO THE NOISE AND PARKING POLICY, WHERE;

- GUESTS AND VISITORS MUST NOT CREATE NOISE WHICH IS OFFENSIVE, OR EXCESSIVE TO THE OCCUPIERS OF THE NEIGHBOURING PROPERTIES ESPECIALLY BETWEEN 10PM AND 7AM MONDAY TO SATURDAY AND 10PM TO 9AM SUNDAY AND PUBLIC HOLIDAYS, DURING ARRIVAL, DURING DEPARTURE OR AT ANY OTHER TIME THROUGHOUT THE OCCUPANCY.
- PETS NOT ALLOWED
- PARTIES AND ADDITIONAL UNREGISTERED GUESTS ARE PROHIBITED
- GUESTS AND VISITORS MUST NOT ENGAGE IN ANY ANTISOCIAL BEHAVIOUR AND MUST MINIMISE THIER IMPACT ON THE RESIDENTIAL AMENITY OF THE NEIGHBOURING PROPERTIES AND LOCAL COMMUNITY. ANY COMPLAINANT WILL BE KEPT INFORMED THROUGHOUT THE PROCESS AND WILL BE ENCOURAGED TO PROVIDE EVIDENCE TO SUPPORT THE CASE OF THE OWNER TAKING ACTION AS APPROPRIATE.
- ADJOINING PROPERTY OWNERS AND TENANTS WILL BE NOTIFIED OF THE PURPOSE OF THE PROPERTY TO BE USED AS SHORT TERM RENTAL ACCOMMODATION +90 DAYS UNHOSTED AND PROVIDED WITH A COMPLAINTS FORMS WHICH OUTLINES THE PROCESS FOR FILING, HANDLING AND RESOLVING COMPLAINTS.

- THERE ARE CONSEQUENCES FOR BREACHES. IF THE OWNER RECEIVES A COMPLAINT ABOUT A AGUEST, IT WILL BE DEALT WITH IMMEDIATELY UPON RECEIPT. THE GUEST WILL BE CONTACTED INFORMING THEM OF THE COMPLAINT, BASED ON THE SEVERITY OF THE BREACH OF HOUSE RULES THE RESERVATION MAY BE TERMINATED IMMEDIATELY AND THE GUEST ASKED TO VACATE THE PROPERTY.

3.4. USE AND MAINTENANCE

ONGOING MAINTENANCE OF THE PROPERTY WILL BE BY OWNER. LANDSCAPING AND GARDENS BY OWNER. GARDENS ARE RETICULATED ON A TIMER. NO COMMON PROPERTY AREAS THAT HAVE NOT BEEN ASSIGNED EXCLUSIVE USE. WHERE POSSIBLE MAINTENANCE WILL BE PERFORMED BETWEEN GUEST BOOKINGS DURING NORMAL BUSINESS HOURS TO MINIMISE DISRUPTION TO NEIGHBOURS.

3.5. SAFETY, HYGIENE AND SECURITY

3.5.1.SAFETY

SMOKE DETECTORS, FIRE BLANKET AND EXTINGUISHER AND FIRST AID KIT PROVIDED. RCD SWITCHES INSTALLED. COMPREHENSIVE PROPERTY, CONTENTS AND PUBLIC LIABILITY INSURANCE POLICY HELD. GUEST HANDBOOK CONTAINS CONTACT INFORMATION FOR FIRE, AMBULANCE, POLICE "000"., LOCATION FOR LOCAL HOSPITAL, CHEMIST, GP, URGENT CARE CLINIC.

3.5.2.HYGIENE AND COMFORT

FRIDGE AND PANTRY IN THE FULLY EQUIPPED KITCHEN. 3 BINS IRED, GREEN, YELLOW IN THE BACKYARD DRYING COURT. OWNER TO BRING IN BINS WHEN PROPERTY VACANT. TWIN PULL OUT BIN IN THE KITCHEN. ANNUAL SURFACE SPRAY AND PEST INSPECTION. LINEN AND TOWELS SUPPLIED FOR ALL GUESTS. 3 SETS ON ROTATION FOR LAUNDERING OFFSITE. EXHAUST FAN LOCATED IN KITCHEN OVER STOVE AND IN BATHROOMS. REVERSE CYCLE DUCTED AIR-CONDITIONING THROUGHOUT THE HOME. WASHING MACHINE AND HEAT PUMP DRYER PROVIDED IN LAUNDRY. CLOTHES LINE IN DRYING COURT. CLEANING SERVICE AT EACH GUEST CHECK OUT WILL LAUNDRER LINENS AND THOROUGHLY CLEAN SURFACES. ANNUAL PEST INSPECTIONS ARE CARRIED OUT AND CAN ATTEND FOR ADHOC SERVICE IF REQUIRED.

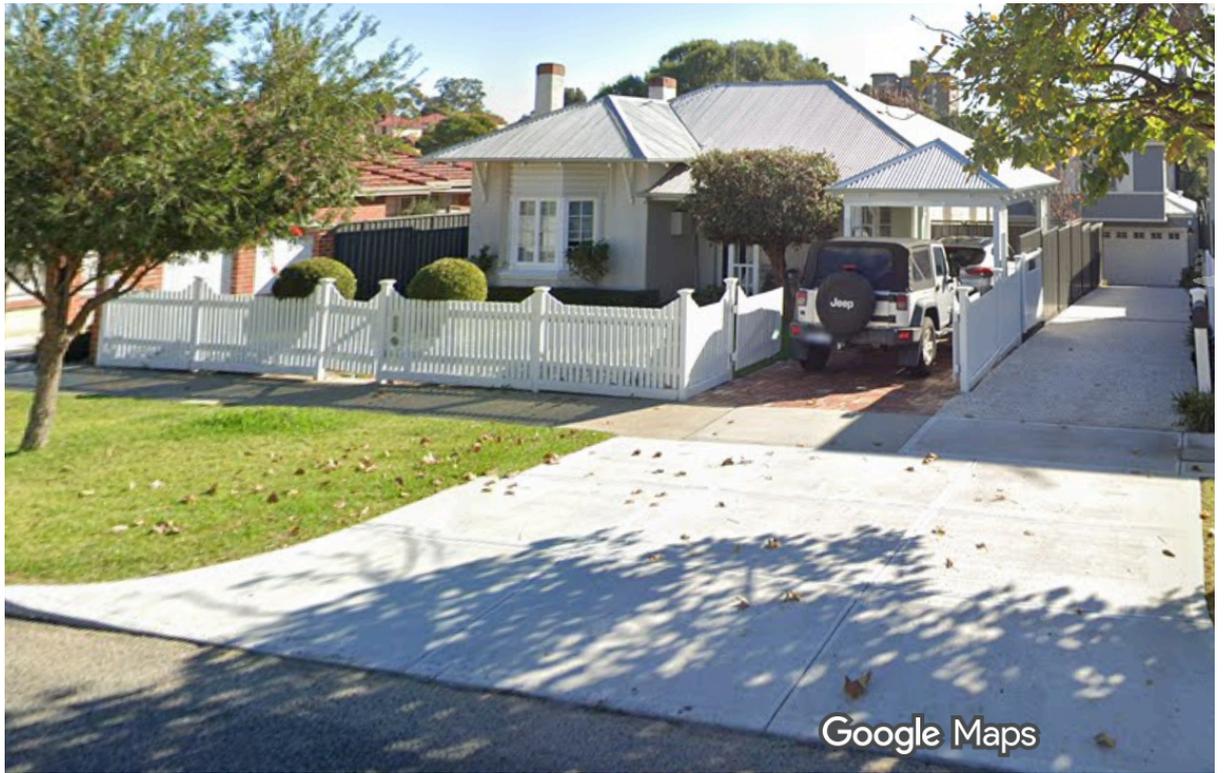
3.5.3.SECURITY

KEYED LOCKS ON ALL WINDOWS AND DOORS. SECURITY ALARM. SECURITY SCREEN FRONT DOOR. SECURITY CAMERA AT FRONT DRIVEWAY. FRONT DOOR WIFI ENABLES SMART LOCK. FULLY FENCED PERIMETER WITH FRONT GATE ON PEDESTRIAN PATH AND DRIVEWAY. REAR GATES FOR FULLY FENCED BACKYARD.

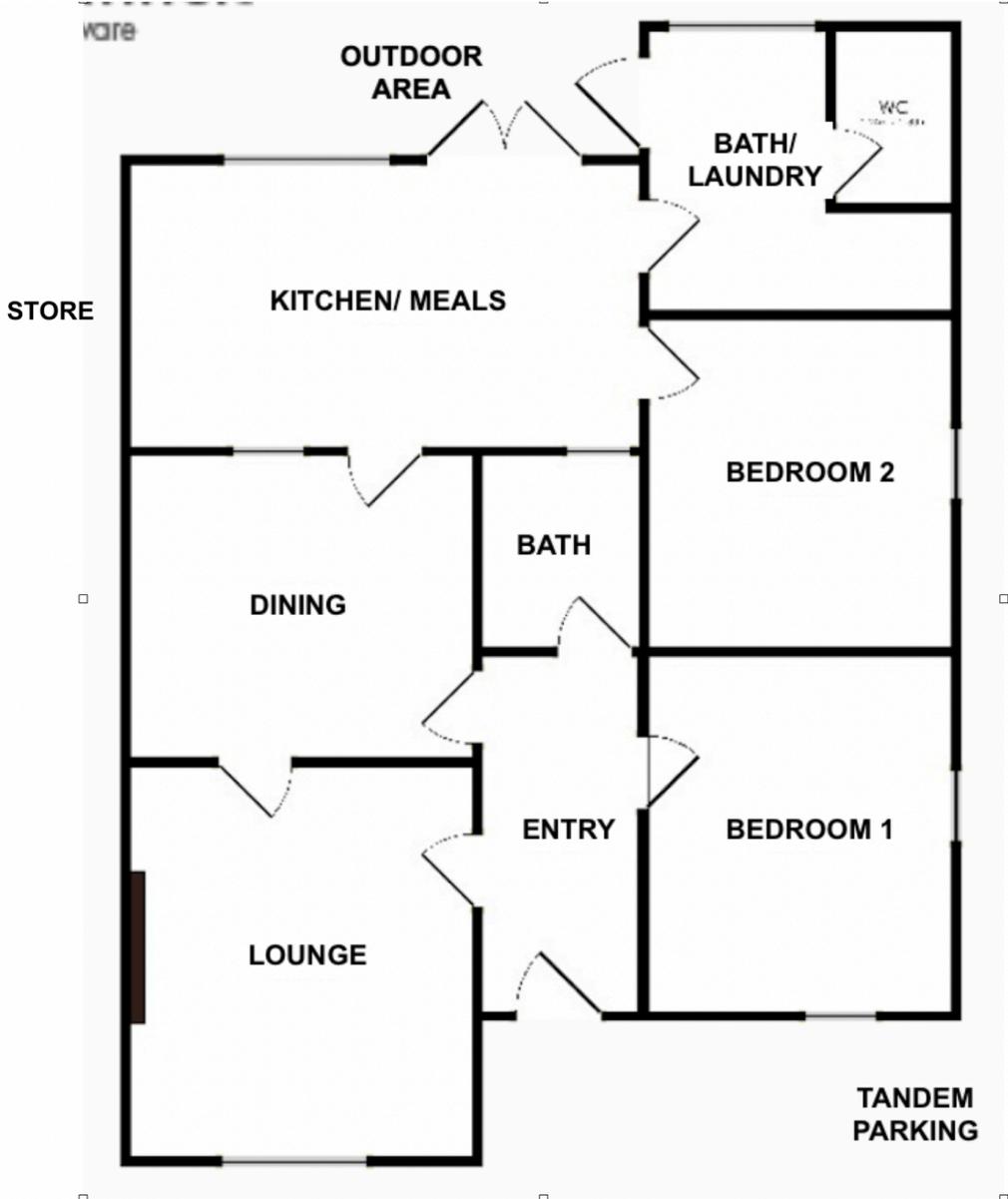
3.6. CAR PARKING

2 CAR BAYS ON PROPERTY. 1 UNDERCOVER IN CARPORT, 2ND IS TANDEM BEHIND ON PAVED SINGLE DRIVEWAY BEHIND PICKET FENCE AND GATE. EXPECTED GUESTS WILL HAVE 1 CAR IF FAMILY OF 4 OR MAXIMUM 2 CARS IF 2 COUPLES. NUMBER OF TRIPS PER DAY IS UP TO 3. SITE PLAN FOR PARKING BAYS BELOW; NO STREET PARKING IN HOUSE RULES. VEHICLE ACCESS IS DIRECT FROM ROAD, TO CROSSOVER TO PROPERTY WITHOUT

ANY USE OF UNALLOCATED STRATA COMMON PROPERTY.



APPENDIX - FLOOR PLAN



APPENDIX - COMPLAINTS FORM

Required Information	
Full Name	Address
Contact Number	Email Address
Type of Incident (Noise, parking, litter etc)	Time, Date, Location of event(s)
Please describe the event(s) that took place (attach photo evidence if applicable)	
Request outcome you are wanting to achieve by making this complaint	

Process of a complaint:

1. Provide the above detail in email to [REDACTED]
2. You will be sent back an acknowledgement that your complaint has been received
3. Your complaint will be initially responded to within one hour. The response may ask for further information via email or a request to arrange a time for a phone call to discuss
4. If no further information is required, the response will include proposed resolution(s)
5. If resolutions are satisfactory, you will be required to state that you accept the response in an email to finalise the matter
6. If the proposed resolution is unsatisfactory, we will continue to communicate with you to find a suitable resolution. Then step 5.
7. If the matter is urgent, please contact [REDACTED]

APPENDIX - HOUSE RULES CODE OF CONDUCT FOR GUESTS AND VISITORS

The Code of Conduct is provided to guests upon booking confirmation. It will be at the property to ensure that guests and visitors know and comply with specific behaviour governing their permission to enter and occupy the property. The Code of Conduct will be displayed in full view at the property so that guests and visitors can easily view it.

General Principles

Short Term Accommodation is a unique experience and the guiding principles of this Code of Conduct are:

- Treat this is as your own home.
- Respect your neighbours.
- Leave it in the appropriate condition as it was upon occupation.

General Requirements

- Guests and visitors must comply with this Code of Conduct and instructions from the owner during their stay.
- Guests must notify the owner of any disputes or complaints from neighbours as soon as practicable.

Noise and Residential Amenity

- 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 Monday to Saturday and 10pm -9am on Sunday and Public Holidays, during arrival, during departure, and at any time throughout the occupancy.
- Offensive noise is prohibited and may result in termination of permission to occupy the property, eviction, loss of rental paid and extra charges for security deposit or bond 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 the neighbours and the local community.

Visitors

- No visitors or guests other than those who are booked to stay at the property can stay in the property without first obtaining the owners approval
- If the owner approves visitors, guests are responsible for ensuring that they comply with this Code of Conduct.

Gathering or Functions

- The property is not to be used for events, gatherings, parties, functions or similar activities.
- All breaches will result in instant eviction without refunds to the guests

Parking

- Guests and visitors are to comply with parking regulations and other requirements set out below and show consideration to neighbours and other vehicles.
- Parking is available on the property. Refer to the parking plan.
- Guests should not park on the verge or the street outside the property.

Garbage and Recycling

- Guests are made aware of the bin days so if they are in the home at the time, they put the bin out for collection or if they have left before the bin day, we as managers take the bin out.
- 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.
- All apartments are to be supplied with an educational laminated poster, and food waste bin for guests to ensure proper use of the bins.

Security

- Whenever absent from a property, close and lock all windows and doors to maintain security and prevent rain and water damage.
- At all other times, secure doors, and windows, as required.
- The mains electricity RCD's (Residual Current Devices) are in the property's meter box.

Outdoor Areas

- Guests are to respect the privacy of neighbours when utilising outdoor areas.
- Guests are to also minimise noise when in the outdoor areas.

Smoking

- Smoking is not permitted within the residence.

Pets

- Pets are not permitted within the residence

Motorbikes and Bicycles

- Motorbikes and bikes are not permitted inside the residence.

Damages and Breakages

- Damages and breakages must be reported to the owners.

Compliance

- Breach of this Code of Conduct is a breach of: The Terms and Conditions of Contract; and permission for occupancy of the property.
- The owner reserves the right, per the law, to terminate the permission to occupy and evict from the property.