




## **CODE OF CONDUCT**

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30 Langler Street,  
EAST VICTORIA PARK WA 6101



We have had such amazing guests all these years. We ask that you kindly adhere to our house rules outlined below.

## 1 Check-in/Check-out times

Check in: After 3:00 pm

Check out: Before 10:00 am

### 1.1 Check in Method

#### LOCK BOX

1. Lock box to left of veranda
2. Code given 24 hours before stay
3. Two keys. 1 x Red opens front door. 1 x Silver opens security door. Main door is a deadlock, so please remember to have keys when closing externally.

#### Departure

On exiting, please place keys in lock box.

Should you be checking in or out between the hours of 10pm and 7am, please do so quietly, as to not disturb the neighbours.

## 2 Parking

There is one small car bay to front of property inside gate. Small cars only. Please refrain from using street parking for prolonged periods of time. Please do not park in the common driveway.

## 3 Cleaning

Please keep and leave house as you found it. There is a vacuum cleaner, broom and mop in the laundry should you require them throughout your stay. All dishes should be cleaned and put away.

### 3.1 Bins

Please ensure that all food items are removed from the fridge. All rubbish should be disposed of in the external council bins, following the appropriate recycling and waste guidelines.

## 4 Noise

### 4.1 No Parties, Events or Gatherings

No parties, events or gatherings allowed, nor any additional guests or visitors without our prior approval, please respect our house, peaceful nature of location and our lovely neighbours.

### 4.2 Quiet timeframes

Please be respectful of neighbours and do not generate excessive noise, play loud music or utilise the outdoor seating areas between the hours of 10pm and 7am (Mon – Fri) or 10pm – 9am (Sun and Public Holidays).

## 5 Guests

Our policy requires a maximum number of guests per booking in a particular dwelling to help reduce noise complaints, excess cars and disruption to the neighbouring properties, No additional guests or visitors are permitted to stay.

## 6 No Smoking or Vaping

Our home is a smoke free home, no smoking or vaping internally or any external areas within the property boundary.

## 7 No Pets Permitted

## 8 Timber Floors

We have just completed a renovation including painting and timber floors. Please remove high heels shoes (do not wear inside) to avoid damaging floors.

## 9 Entertainment

### 9.1 Wifi Details

Wi-Fi name: XX

Wi-Fi password: XX

Please do not share wifi details with anyone. Users use wifi at own risk, and we are not able to trouble shoot any wifi issues (apologies).

### 9.2 Smart TV & Pay TV Subscriptions

NETFLIX PIN: XX

We normally have a roaming of 1 pay TV subscriptions running, so when you arrive you are welcome to login, select and use your own preferred pay TV membership subscriptions. Alternatively, if you want to use your own subscription and account, go for it :).

### 8.3 Guide Book

Please enjoy our guidebook within the Airbnb app, providing local food, shopping and site seeing recommendations.

## 10 Communication

Please either utilise the Airbnb chat feature for general needs and queries. For any disturbances or urgent matters, please message or call [REDACTED]

Non-compliance with the house rules or code of conduct will result in a verbal warning. Any further breaches will lead to immediate eviction from the premises.

**We hope that you have a wonderful stay!**

## COMPLAINTS MANAGEMENT FORM

30 Langler Street, EAST VICTORIA PARK WA 6101

*This form is intended to help address any concerns you may have relating to the behaviour of guests at the nearby short-stay accommodation property.*

Your Name:

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Your Address:

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Contact Number (optional):

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Date of Incident:

\_\_\_\_ / \_\_\_\_ / \_\_\_\_

Time of Incident:

\_\_\_\_\_ am / pm

Nature of the Complaint (please tick):

- ☐ Excessive noise
- ☐ Anti-social behaviour
- ☐ Parking issues

- ☐ Rubbish/littering
- ☐ Property damage
- ☐ Other (please specify)

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Description of the Incident:

(Please provide as much detail as possible, including what occurred, how it affected you, and if the issue is ongoing.)

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Have you previously reported this issue?

☐ Yes ☐ No

If yes, please provide details:

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Would you like to be contacted about the outcome of your complaint?

☐ Yes ☐ No

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Please return this completed form to the hosts as 28 Langler St, East Victoria Park or

All complaints will be handled in a confidential and respectful manner in accordance with local council regulations and the accommodation provider's code of conduct.

For any urgent matters, please call I

[REDACTED]

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