

CODE OF CONDUCT

Airbnb listing: 54 Mackie St, VictoriaPark, WA 6100

https://www.airbnb.com.au/rooms/1181533216516117126?guests=1&adults=1&s=67&unique_share_id=aade8913-d102-4fa1-b4e0-5556e239b4cf

MAINTENANCE OF BUILDING:

The property's Airbnb listing is joint managed [REDACTED]
[REDACTED] The owners personally clean the house after each reservation, to ensure the house is ready (to a high standard) for the next guest. This means the owners are thoroughly inspect the property (indoor and outdoor garden areas) at least once a week but often twice a week.

The owners live nearby in Como (approx., 5-8 minutes drive away) and are therefore able to quickly respond to any urgent matters that require them to be physically present at the sight. Furthermore, as both [REDACTED] self-employed, their schedules are uniquely flexible to tend to any issues as they may occur.

MANAGEMENT / APPROPRIATE GUEST USE:

Any damage to the property or items in the house created by guests is covered under Airbnb's host damage protection know as "Air Cover".

Host damage protection, part of AirCover for Hosts, reimburses Hosts up to \$3 million USD in the rare event your place or belongings are damaged by a guest during an Airbnb stay. You're reimbursed for certain damage caused by guests to your home and belongings if the guest does not pay for the damage. It also reimburses for extra cleaning services in certain cases, like removing stains left by guests (or their invitees) or pet accidents and smoke odour removal.

The property's airbnb listing clearly instructs that parties are not allowed. There is also a 7pm to 7am quiet period.

Minimum number of nights a guest can reserve is four, which disincentives 'one night only' reservations who are more prone to disruptive behaviour such as parties.

In addition to the above measures, the immediately surrounding neighbours to 54 Mackie St have been provided with Roderick's mobile number and are welcome to contact him should there be any disturbance/disruptions caused by guests.

HYGINE / RUBBISH DISPOSAL:

There is a kitchen bin inside the house. The property's Airbnb listing features a floorpan that illustrates the location of the recycling and general waste street bins (beside the rear gate), along with clear instructions for weekly rubbish collection (i.e. street bins must be on the street verge Monday evening for early Tuesday morning collection). The owners also use Airbnb's direct messaging system to politely remind guests to ensure the bins are placed on the street in time for waste collection. At the end of their stay, guests are instructed to remove any disused food items from the entire house. In the instance that food is left behind, the owners thrown it out when the house is cleaned/prepared for the next reservation.

With the owners personally cleaning/preparing the property, the house is regularly (once or twice a week) assessed for vermin/pest control. Guests are also provided with essential cleaning products should they need to clean during their stay.

The owners rotate multiple sets of linen and towels between reservations, so they can be deep cleaned after each instance of use. The house provides a washing machine and dryer for guests to do their own washing during their stay, should they like. The laundry and bathroom each feature exhaust fans.

With the owners personally cleaning/preparing the property, the house is regularly (once or twice a week) assessed for vermin/pest control.

CAR PARKING

The property features one designated off street car park, in the form of a driveway in the front garden (see attached image). If required a second car can be park behind, on the verge portion of the driveway, so long as guest vehicles do not obstruct footpath pedestrian traffic. Guests are instructed to NOT park in the shared driveway, which services the rear residents.

Local Planning Policy 31 – Serviced Apartments and Residential Buildings

APPENDIX 2: Management Plan Template

AIRBNB MANAGEMENT PLAN

54 Mackie St, Victoria Park, WA, 6100

SUPERSEDED

14/04/25

1. BACKGROUND

Built in 1910, 54 Mackie Street is situated on Lot 2 of Strata Plan 131710. This house is made of brick walls and corrugated iron roofing. The property is a semi-detached house with a Category Two Heritage Listing (Places of Considerable Significance '*as a rare example of semi-detached residences of this era in the Victoria Park area*'). The house consist of three bedrooms and a rear living room, kitchen, laundry, bathroom with toilet, plus a second toilet. There is a front garden with off street parking for one car, and a rear patio/outdoor living area with a conservative garden.

Of the three bedrooms, the two largest are accessible for guests but the third smaller bedroom is locked and inaccessible for guests, and is used as storage for the property owners. Within walking distance from the Causeway end of Albany Highway, the property is uniquely placed for guests keen to take advantage of Victoria Park's many restaurants and cafes, abundant foreshore parkland, close access to transport links and desirable 3.5km proximity to the Perth CBD.

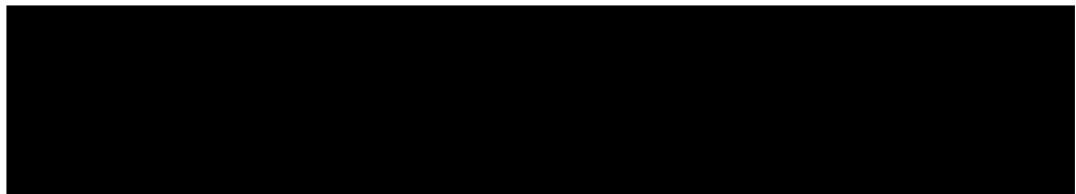
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2. OBJECTIVES OF MANAGEMENT PLAN

The objectives of this management are designed in the interest of ensuring guests experience a safe and enjoyable stay at 54 Mackie St, in a respectful manner that does not negatively impact on the property or its surrounding residents.

3. MANAGEMENT STRATEGIES

3.1. MANAGER



██████████ are self employed with flexible work hours, so it is easy for them to tend to the needs of guests and neighbouring residents as required. Roderick is especially well placed, as he works at the Como home address provided above.

3.2. CHECK-IN/CHECK-OUT

Guests are allowed to check in at 2pm earliest and must check-out, vacating the premises, by 10am. The owners, ██████████ personally clean the airbnb after guests have checked out. As such, if guests are half an hour late checking out, Roderick or Tessa will contact the guests directly and politely ask them to vacate, so there is enough time to clean and prepare the house to a high standard, prior to the next guests' arrival.

Requests for check in times earlier than 2pm are only approved if there is no prior reservation checking out earlier that same day and the house has already been cleaned and prepared in advance.

3.3. MITIGATION AND COMPLAINTS PROCEDURE

Instructions on the property's Airbnb listing clearly state that guests are not allowed to have parties on the premise and there is a quiet period between 7pm and 7am. The immediately surrounding neighbours are provided with Roderick and Tessa's mobile numbers, in the instance that they have any complaints relating to any disruptive behaviour from guests.

Furthermore, the Airbnb listing is set to only minimum of 4 night long reservations, which disincentives 'one night only' reservations who are more prone to disruptive behaviour such as parties.

Compliance to these house rules is particularly important in relation to the rear outdoor entertaining patio area, which abuts the neighbouring and rear residents.

3.4. USE AND MAINTENANCE

Because the owners personally clean and prepare the house and outdoor living/garden areas for guests, the entirety of the property is thoroughly assessed regularly (at least once a week but often twice a week) to ensure the highest standard of upkeep. The property currently has an overall 4.87 star rating based on 30 reviews (of which the majority are 5 star reviews) and Roderick and Tess are listed as 'Super hosts', which means the property is among the top 10% of all listings on Airbnb.

3.5. SAFETY, HYGIENE AND SECURITY

3.5.1.SAFETY

The house includes a fire extinguisher, first aid kit and smoke alarm, which is all itemised on the property's Airbnb listing.

3.5.2.HYGIENE AND COMFORT

The kitchen features a large fridge with freezer for guests to use, along with

ample cupboard/draw/shelf space providing crockery, pots, pans, knives and forks, cooking utensils and Tupperware, along with essential cleaning products. There is a kitchen bin inside the house. The property's Airbnb listing features a floorplan that illustrates the location of the recycling and general waste street bins (beside the rear gate), along with clear instructions for weekly rubbish collection (i.e. street bins must be on the street verge Monday evening for early Tuesday morning collection). The owners also use Airbnb's direct messaging system to politely remind guests to ensure the bins are placed on the street in time for waste collection. At the end of their stay, guests are instructed to remove any disused food items from the entire house. In the instance that food is left behind, the owners throw it out when the house is cleaned/prepared for the next reservation.

With the owners personally cleaning/preparing the property, the house is regularly (once or twice a week) assessed for vermin/pest control.

The owners rotate multiple sets of linen and towels between reservations, so they can be deep cleaned after each instance of use. The house provides a washing machine and dryer for guests to do their own washing during their stay, should they like. The laundry and bathroom each feature exhaust fans.

The house features two separate split-system reverse cycle air conditioners; one in the main living room and one in the second bedroom. The first bedroom features a ceiling fan and electric floor heater. All bedrooms feature large sash windows for breathability. Thick brick walls and 3.8m ceiling heights allow the house to retain its internal temperature well during both summer and winter.

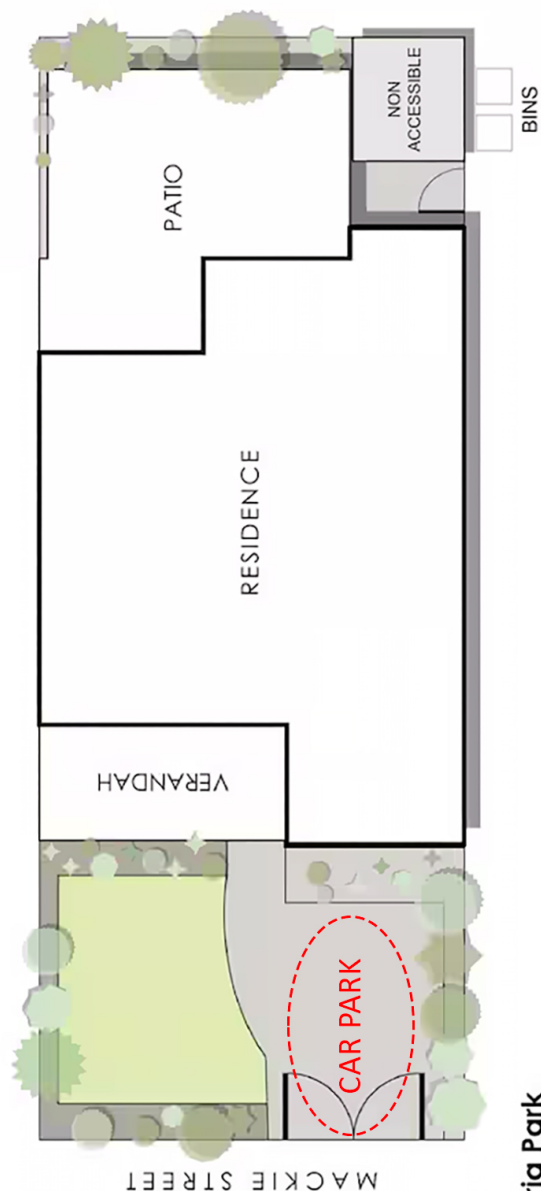
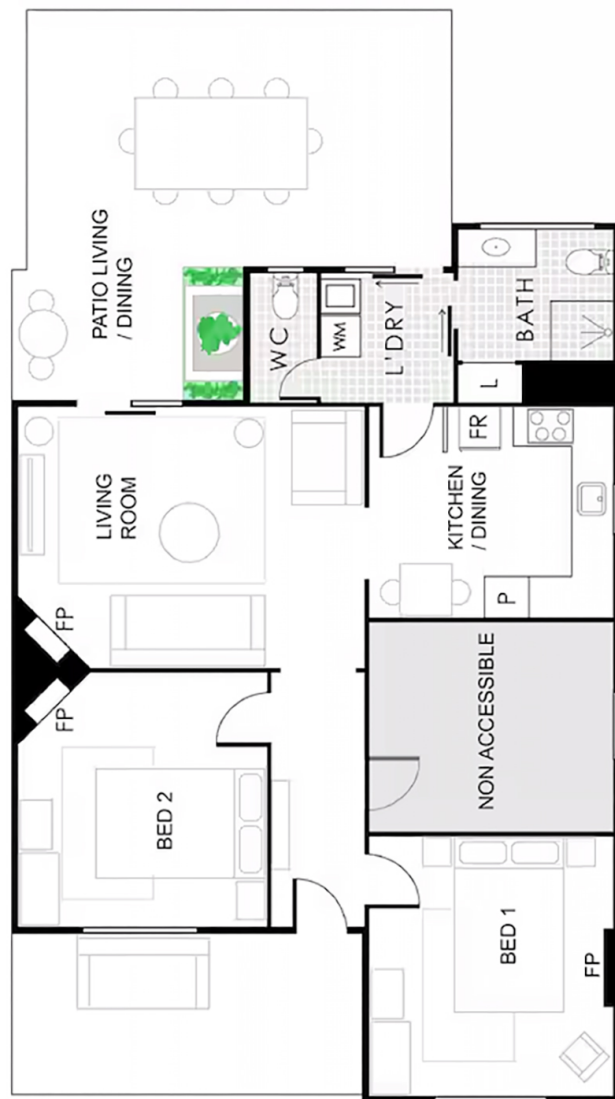
The property's Airbnb listing clearly states that pets are not allowed.

3.5.3.SECURITY

The property features security grills on all windows, in addition to security doors. Automatic motion sensor lighting is installed at the front and side of the premise.

3.6. CAR PARKING

The property features one designated off street car park, in the form of a driveway in the front garden (see attached image on **next page**). If required a second car can be park behind, on the verge portion of the driveway, so long as guests are not obstructing footpath pedestrian traffic. Guests are instructed to not park in the shared driveway, which services the rear residents.



54 Mackie Street, Victoria Park