

APPENDIX 2: Management Plan Template

AIR BNB MANAGEMENT PLAN

6a Bishopsgate St, Lathlain 6100

01/11/2024

1. BACKGROUND

Single dwelling property with 3 bedrooms and two bathrooms. Property is located 100m to Victoria Park train station, is 400m to mineral resources sporting complex and is also 1 train station away from crown casino and Optus stadium.

2. OBJECTIVES OF MANAGEMENT PLAN

To clearly outline and demonstrate the professional management procedures implemented by Pyika technologies to ensure the smooth operational management of the subject property whilst mitigating perceived disruptions to the local amenity & surrounding areas

3. MANAGEMENT STRATEGIES

3.1 MANAGER

Owner details:



Airbnb managed by co-hosts Pyika Technologies



There are 5 hosts/co-hosts available to help and respond to any concerns for guests.

3.2 CHECK-IN/CHECK-OUT

Check in window: After 2pm

Check out time: 10:00am

If you'd like to request a late check-out, please contact us through Airbnb. However, please be informed that we may not be able to grant your request if we have a same-day check-in.

Checkout instructions:

Turn things off: Please turn off all the lights, the bathroom fan, and the AC.

Lock up: Kindly shut all the windows and lock the doors.

Return keys: Please lock the door, put the keys back into the lockbox and scramble the combination.

3.3 MITIGATION AND COMPLAINTS PROCEDURE

We specify a mandatory minimum stay length of two (2) nights as we find this significantly deters any

unwanted targeting for parties or gatherings.

A maximum of 4 guests are allowed.

There are 5 hosts/co-hosts available to help and respond to any concerns for guests via the Airbnb chat.

the person(s) responsible and measures that will be taken in the event a complaint is received in relation to the guests or operation of the premises.

██████████ (manager) & ██████████ (property owner) are the main points of contact for the resolution of any complaints received from guests. There are also another 3 co-hosts available in the Airbnb chat that are also available to respond to any complaints lodged within the chat. Depending on the nature of the complaint, the situation will be resolved remotely (via phone/email/Airbnb chat) or if attendance of a host/co-host is required there are multiple hosts in proximity of the property to resolve the issue in person.

██████████ is to be contacted via phone as the main point of contact for resolving any issues as he is available to respond 24/7 for any urgent complaints. ██████████ will resolve the issue remotely if possible or organise a host to attend the property to resolve the issue in person. Hosts are available to attend the property within ~1hours time to resolve any issues that require host presence.

We are committed to enforcing the house rules outlined in this management plan. Actions we take may include providing information to guests about the policy and issuing warnings. When repeated or severe violations of these house rules are reported, guests may also be suspended or evicted from the property.

If a guest violates any of these house rules or any damage/missing items are found with the property, payment may be requested to cover the costs of the missing items or damages.

HOUSE RULES

We kindly ask you to read our house rules carefully and keep them in mind during your stay.

- No parties or events allowed.
- No smoking allowed inside.
- Pets allowed at an extra fee when booking.
- Please don't eat or drink in the bedrooms.
- Please keep noise respectfully low after 12am.
- Please turn off the AC when you go out.
- Please take extra care of the keys and especially the electric gate remote as there is only one and it is costly to replace.
- Please take care of the furnishings.
- Please put dishes in the dishwasher and run a cycle or wash them before you leave.
- Please take the rubbish out before you leave, bin day is Monday morning, so bins go out Sunday night if you are staying then. Bin schedule on the right-hand side of the fridge for which bins to put out.

Cleanliness: Guests should not leave the listing in a state that requires excessive or deep cleaning (moldy dishes, soiled carpets, stains from pets, etc.). Cleaning fees set by hosts are only meant to cover the cost of standard cleaning between reservations (laundry, vacuuming, etc.).

TOWN OF VICTORIA PARK
Received: 13/02/2025

Damage: Where guests cause damage that is beyond normal wear and tear, we expect guests to inform hosts of the damage as soon as possible and work with the host to find a reasonable solution. Guests are expected to pay reasonable requests for reimbursement if they're responsible for damage, missing items, or unexpected cleaning costs.

3.4 USE AND MAINTENANCE

Property maintenance is done by the house owner.

Cleaning service of the property is completed by a professional cleaner before each guest arrives.

3.5 SAFETY, HYGIENE AND SECURITY

3.5.1 SAFETY

The property has 2 alarms that detects and warns about the presence of smoke and fire. One in the entrance hallway and one in the bedrooms/laundry passageway.

3.5.2 HYGIENE AND COMFORT

Food can be stored in the fridge and pantry.

There is one general waste bin and one recycling bin in the kitchen.

The property is serviced by a professional cleaner before each guest arrives where linen and towels are changed.

There are split system reverse cycle air conditioners in each bedroom and one in the lounge room.

Exhaust fans located in the bathroom, toilet and kitchen above the stovetop.

Laundry facilities include a washing machine, iron, ironing board, sink and indoor clothes drying rack.

3.5.3 SECURITY

We have a security camera located at the property's exterior entrance for safety reasons.

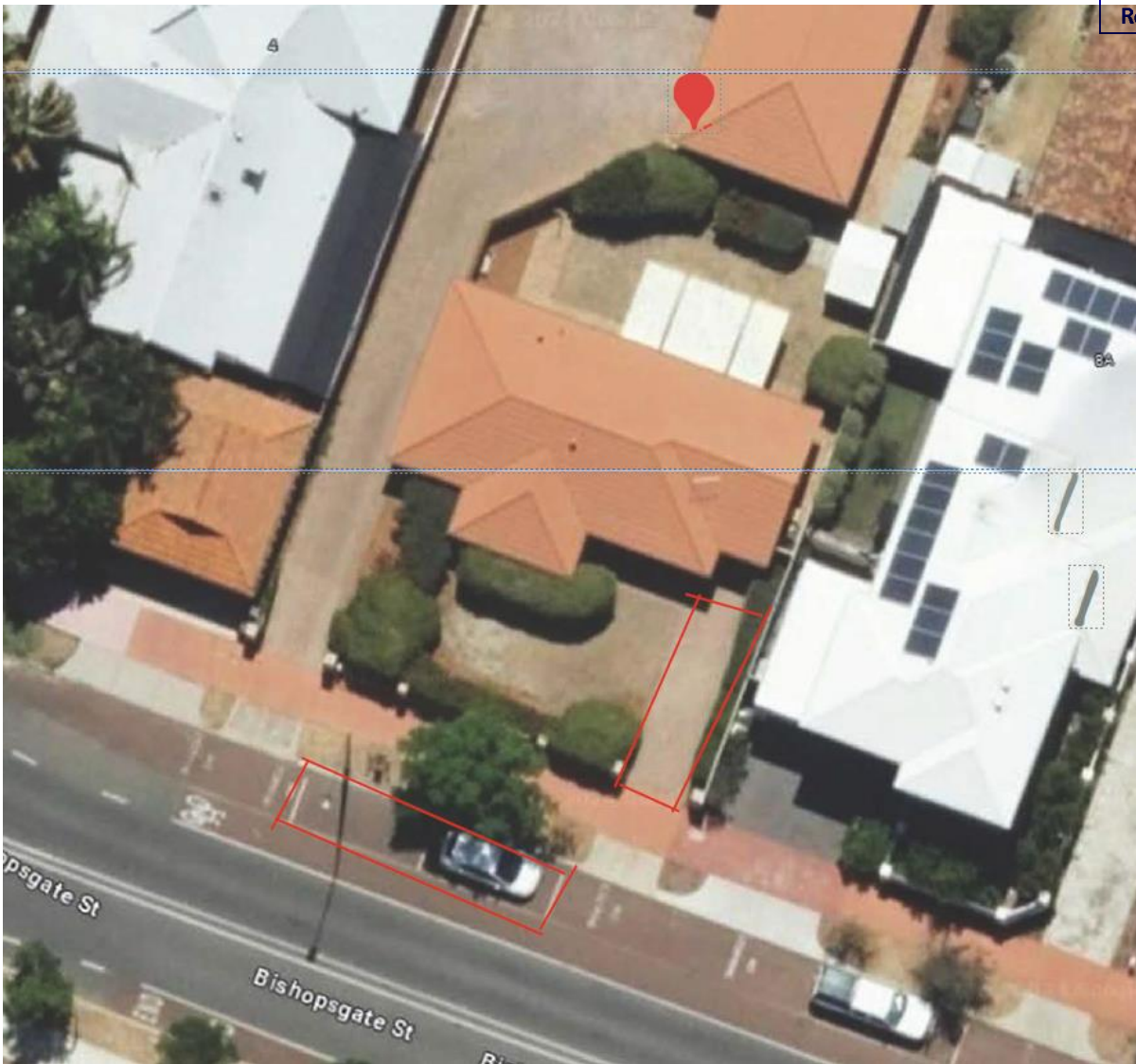
Please note, there are no cameras or recording devices inside the living spaces or in private areas like the backyard.

There is a security screen door and wooden main door with a locking handle and separate deadlock.

The front of the property is completely gated with an electric gate for entrance. A code can be entered via the keypad at the front to operate the gate.

3.6 CAR PARKING

Free parking on premises - can fit 2 cars on the driveway and there is plenty of street parking available if needed. parking bays can be seen in the attached site plan.



Complaints Management Form
Short-Term Rental Accommodation (STRA) at
6a Bishopsgate Street, Lathlain WA 6100

Your full name:	
Your address:	
Your contact telephone:	
Your contact email:	
Date, time & location of incident:	
Type of incident (E.g. noise, parking, litter etc.):	
Details of incident:	
Requested outcome (E.g. what you want to be achieved by making this complaint):	

Complaint management procedure:

For a copy of the Complaints Management Process please refer to Section 3.3 of the Short-Term Management Plan above.

STRA Manager contact details:

Name:
Telephone:
Email:



Name:
Telephone:
Email:



Note: The STRA Manager will be available by direct telephone at all times of operation of the STRA, and be able to respond and be present at the site within one hour of any complaint being received.

House Manual

CHECK-IN AND CHECK-OUT TIMES

Check-in is from 2:00 pm and check-out is until 10:00 am as highlighted on the listing.

If you'd like to request a late check-out, please contact us through Airbnb. However, please be informed that we may not be able to grant your request if we have a same-day check-in.

PARKING INSTRUCTIONS

There's space to fit two cars on the driveway, and plenty of spaces usually free on the street.

WIFI DETAILS

The Wi-Fi network is '6a Bishopsgate 5g' and the password is 'Lathlain6a'.

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- Please take care of the furnishings.
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- No illegal substances allowed on the premises.

Air conditioning:

There is a remote for each aircon in the bedrooms and one in the lounge room. Pretty self-explanatory on how to operate the remotes. Reach out if you need help. Please don't leave the A/C running when you leave the property.

Ceiling fans:

There is a remote in each room to operate the ceiling fans. The light switch must be ON to turn the fans on. You can then turn off the room light with the fan remote.

Washing machine:

I'll usually run the washing machine on the 'cottons' setting but you can select which ever setting best suits. Press the button circled on the left to select a short cycle or it will run for over 3 hours. Detergent can be found under the laundry sink. Please leave the door open after the cycle as the trapped moisture will start to mould.

Iron:

The iron is run off the steamer. Turn on the steamer inside the plastic storage box and the iron will begin to work. Make sure the steamer has water in it.

Dishwasher:

You'll find the dishwasher tablets under the kitchen sink. Just turn it on and press start, the program should already be preset.

Oven:

The oven is a gas-powered oven and is not the best, so I prefer to use the air fryer, it is much more efficient.

Sound System:

To use the sound system with the TV sound, turn the input selector knob on the left till 'TV Audio' is displayed on the display screen, sound from the TV will now be played through the speakers.

You can play music through airplay on Spotify or apple music, click the airplay button on Spotify or apple music and select 'Home Cinema' and you will be able to play music through the speakers.

Please DO NOT change any of the settings on the amplifier, only use the knobs to change the input or adjust the volume.

Hot Water System:

Occasionally in winter the hot water system has trouble reaching temperature, turn the hot water tap to max then turn down low to allow the system to heat the water gradually. The tap can be opened fully once the temperature is very hot.

EMERGENCY INFORMATION

Should you encounter any sort of emergency during your stay, please contact the local authorities immediately.

Emergency telephone number: 000