



Management Plan

This Short-Term Accommodation Management Plan has been prepared to demonstrate to the Council of Victoria Park that if a change of use to Short-Term Holiday Home is approved the 3-bedroom property 91 Hubert Street, East Victoria Park will be professionally managed to minimise any adverse impact on neighbours, nearby residents and the Town of Victoria Park.

17 DEC 2024

Short term rental
accommodation

91 HUBERT ST,
EAST VICTORIA PARK

Location Requirement

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Requirement 1: Easy Access and convenient

Our property is located in convenient, easily accessible spot for their guests, while it's within low density, suburban environments. It helps to minimise potential adverse impacts on the amenity of surrounding residential properties.

Easy access to all essential and facilities:

- Airport--13 mins drive
- Optus Stadium -- 10 mins drive
- City centre -- 15 mins drive/direct bus
- Albany Highway food stripe-- parallel to Albany Highway, 2 mins walk to cafes and the United petrol station

Low density area:

- R30 zoning

Requirement 2: Meeting two location criteria

- **on a Primary, District or Local Distributor road**

91 Hubert Street is locating between Albany Highway and Shepperton Road. It is walkable from the property to Albany Highway, 2 mins walk.

- **within 400 metres of a District Centre zone, Commercial zone or other location providing convenience shopping and access to everyday goods and services;**

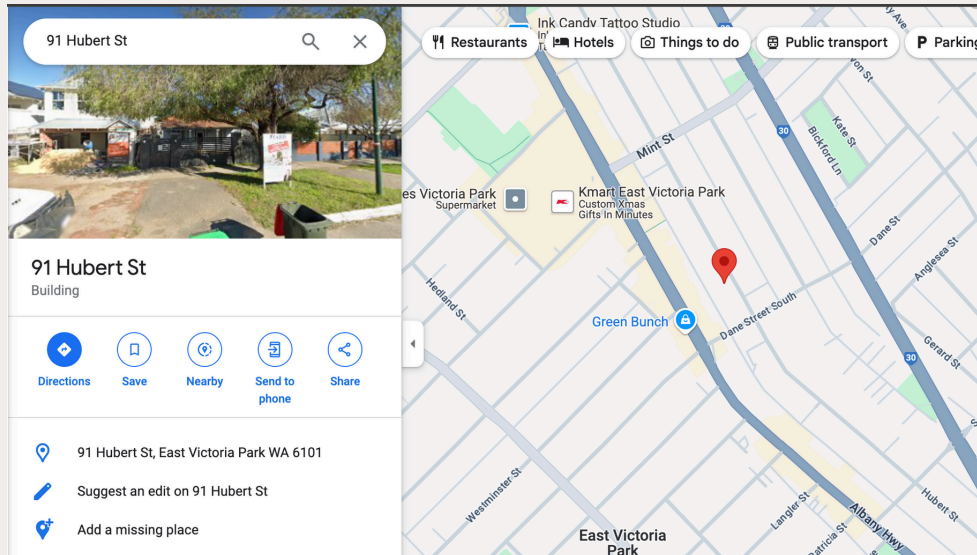
The property is situated in the heart of Victoria Park's vibrant commercial zone, surrounded by an array of local businesses. From charming cafés and diverse restaurants to florists, laundromats, bottle shops, and bars, the area offers a lively and convenient lifestyle. Essential services such as hairdressers, supermarkets, banks, clinics, and a veterinary center are all within easy reach, making it a one-stop hub for everyday goods and services.

Please find the attachments in the following pages.

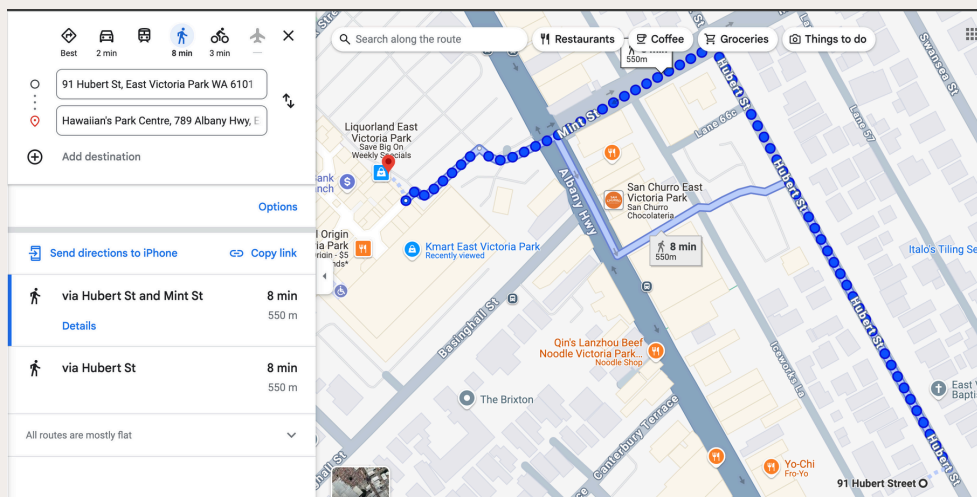
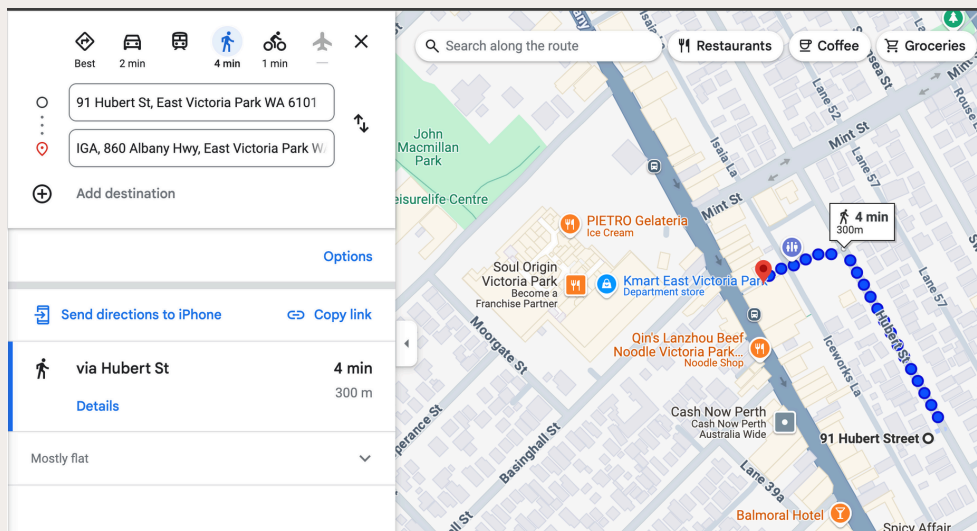
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Parallel between Albany Highway and Shepperton Road



Within 10 mins walk to the all shops and restaurants



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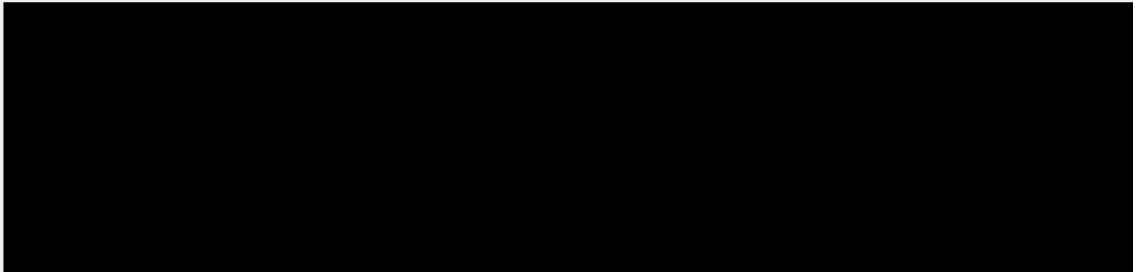
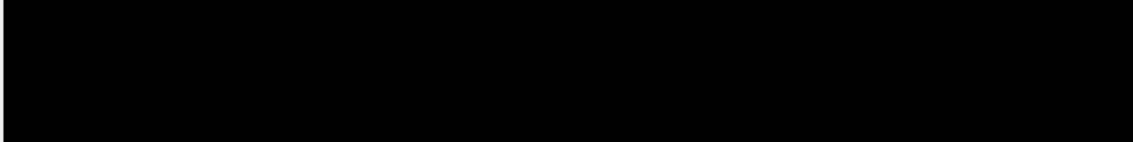
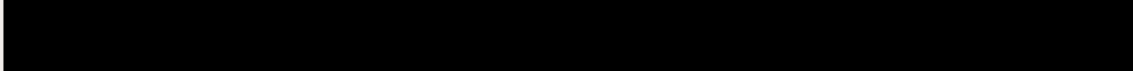
Management Information

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- **Manager's Proximity:** Since the manager lives just 5 minutes away, she can quickly respond to any issue or emergency.



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- A dedicated full-time professional property manager with 8 years of experience specializing in Airbnb management. She is responsible for handling guest communication, ensuring quick responses to inquiries and resolving any issues during the stay. She coordinates smooth check-ins and check-outs, manage housekeeping and any property maintenance or repairs, and oversee cleaning between stays. The manager also ensures that the property meets all local regulations, keeps accurate records, and maintains high guest satisfaction by addressing any concerns promptly. She is also responsible for managing waste disposal, including coordinating bin collection to ensure cleanliness and compliance with local regulations.

House Rules

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Our House Rules/Code of Conduct will be clearly displayed in the listing description, included in the check-in instructions, and sent to guests via message. A hard copy will also be available at the property for guests to review. **Failure to adhere to any of the house rules listed below will result in the immediate termination of the booking without a refund.**

-
- No more than 6 guests.
-
- No Parties or functions are permitted.
-
- No indoor smoking. Smoke in the patio/outdoor area only, and close the sliding door.
-
- No pets allowed.
-
- Quiet time between 10:00pm and 7:00am
-
- Guests are required to comply with the noise regulations of the Environmental Protection Act 1986 and the Environmental Protection (Noise) Regulations 1997 and the Local Laws of the Town of Victoria Park in this regard.
-
- Guests to park their vehicle within the allocated car bay in the house.
-
- Guest to discard daily waste into the correct bin following the instruction.
-

Code of conduct

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The Code of Conduct is provided at the property to ensure that guests and visitors know and comply with specific behaviour governing their permission to enter and occupy the property.

-
- Treat the property as if it is your own home.
-
- Respect your neighbours.
-
- Leave it in the appropriate condition as it was upon occupation.
-
- No visitors or guests other than those who are booked to stay at the property, can stay in the property without first obtaining the Manager's approval.
-
- If the Manager's approval is obtained for visitors, guests are responsible for ensuring that visitors comply with the house rules and this Code of Conduct.
-
- 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 during arrival and departure, and at any time throughout the occupancy.
-
- Offensive noise is prohibited and may result in termination of occupancy rights and the cancellation of the Airbnb booking.
-
- 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.
-

House Guide

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A guide containing the following information shall be prepared for guests and kept in a folder on premises:

- Manager name and contact details.
- Code of Conduct.
- Procedure in the event of the house alarm activating
- Wi-Fi Device name and password.
- Door entry code.
- TV Information.
- Air Conditioner operation.
- Location of the first aid kit.
- Location of extra towels and sheets.
- Hot water systems operation.
- Rubbish bin location and procedure for collection of rubbish bins.
- Check-in time and check-out time
- Local restaurants and shopping
- Local parks, recreation services and other major attractions.
- Important contact numbers
- Any other information as required.

Check In and Out

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Check in time	3PM~10PM
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Check out time	7AM~10AM
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Check in&out instructions:

Self-Check in instructions will be messaged to guests within 3 days prior to their arrival. Guest check-in and check-outs are not permitted between 10:00pm and 7:00am Monday to Saturday, and 10:00pm to 9:00am on Sunday and public holidays.

House Rules will be sent via Airbnb message platform to remind the guests. Guests will be granted access by a door code when their recognition matches their ID on the booking.

All guests are required to leave the property at the end of their stay period by 10:00am. The guests will be sent a message the night before their check out date to remind them about their check out time and to return the keys/remotes back on departure. Our cleaning service arrives at the property at 10:30am to service the accommodation.

Complaint Management

1

DESIGNATED COMPLAINT CONTACT

- Contact Information:
 - Shaomei Ye: 0406854356
 - Email: shaomei.yy@gmail.com
- These contact information will be shared with neighbors and the local council for immediate communication.

2

FILE COMPLAINTS

- A person or neighbour can file a complaint by contacting us,
 1. When guest having exceeding amount of guest in the property.
 2. Excessive noise at the property.
 3. Any issue that related to safety and the peacefulness of the complex and the neighbourhood.

3

COMPLAINT RESOLUTION PROCESS

- To address the complaint about noise or exceed number of guests, we will contact our guest via Airbnb platform messages to give them notice and to remind them to follow our house rule to continue the booking. If our guests do not response to this, we will inform Airbnb to cancel their booking.
- To address complaints about party and safety issues at the property: we will collect the evidence and will inform Airbnb to cancel the booking and guests need to vacate from the premises immediately.
- Surveillance and Monitoring: We monitor the property for any potential disturbances, particularly during the evening, using security cameras in designated areas to ensure guest compliance with neighborhood standards.

Complaint Management

4

COMPLAINT MONITORING AND REPORTING

- All complaints will be documented and available for council review upon request.
- We will provide periodic reports to the council, summarizing any complaints received and the actions taken to address them.
- If requested, we are happy to meet with council representatives or neighbors to discuss any ongoing concerns.

5

COMMITMENT TO COMPLIANCE

- We are fully committed to complying with all local council regulations regarding short-term rentals. Our proactive complaint management plan is designed to ensure that the property operates without causing disturbance to the local community.

Emergency & Maintenance

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EMERGENCY

- For life threatening situations, CALL 000
- Direct message from Airbnb platform
- To make a police report, please call 131 444

MAINTENANCE

Please bear in mind that in relation to the property immediate maintenance needs are:

- Any immediately potentially hazardous to the health and safety of any person at the property
- Any issue that can create the risk of significant damage or additional damage to the property.

If there's any issue that impacts on guests basic needs like no gas, water, hot water, or electricity in the house, guest can also contact these useful phone numbers:

Synergy: 13 13 53

Water Corporation: 13 13 75

Storm Damage: State Emergency Services 132 500

Guests can also access faults via the internet using the following links:

Western Power

www.westernpower.com.au/customer-service-power-interruptioninformation.html

Water Corporation www.watercorporation.com.au/faults/check-for-water-outages

CONTACT

-

Waste Management

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BINS PROVIDED:

- One 240L red lid General waste bin collected weekly;
- One 240L yellow lid Recyclable waste bin collected fortnightly;
- One 240L green lid fogo waste bin collected fortnightly;

BINS LOCATION:

Three bins: outside of the house, before the gate to frontyard

MORE INFORMATION:

- Guests are to be provided with a copy of the Town's current Waste and Recycling Guide on the fridge door.
- For further information please refer to the Waste and Recycling information in the council's website:
www.victoriapark.wa.gov.au/residents/waste-and-recycling/bins-and-collections

FOR GUESTS:

- 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.
- Rubbish and recycling arrangements at the property are in the form of a bin for general rubbish and a bin for recycled goods as per the Town of Victoria Park Guidelines.

FOR PROPERTY MANAGER:

- Bins should not be placed on the verge before 12pm on the day before collection day.
- The manager is to check by 6pm on the evening prior to collection day that the bins have been placed on the verge. In the event that bins are not placed on the verge by 6pm on the evening prior to collection day, the manager will place the bins on the verge.

Parking Management

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- Guests and visitors are to comply with parking regulations and other requirements as set out below and show consideration to neighbours and other vehicles.
- Guests are expected to use the 2 car bays in the property for all parking needs to ensure the safety and security of their vehicles and to minimize any potential disruptions to the neighborhood.
- Vehicles are prohibited from parking on the verge to ensure the safety and aesthetic integrity of our neighborhood. This regulation helps maintain clear pathways for pedestrians and protects the grass and landscaping from damage.

Community Impact



We understand the importance of minimizing the impact on the local community by ensuring strict noise control measures and respecting the peace of our neighbours. Additionally, we provide clear guidelines to our guests regarding appropriate behavior and responsibility to foster a positive relationship with the surrounding area.

NOISE CONTROL

- No parties: we do not host guests who intend to hold a party at the premises
- We apply the house rules of quiet time between 10:00pm and 7:00am. Specifically, guests are required to emit minimal noise (including but not limited to party noise; stereo, radio, and home theatre; musical instruments; and domestic noise)
- We do not provide any entertainment devices that can create noise on the premises like speakers or musical instruments.
- Guests are required to comply with the noise regulations of the Environmental Protection Act 1986 and the Environmental Protection (Noise) Regulations 1997 and the Local Laws of the Town of Victoria Park in this regard.
- Our neighbours around the premises will be provided with our phone number so that they can contact us if they have any questions or any concern about the noise from the premises.
- Noise complaints will NOT be tolerated and will result in a Breach Notice and booking is terminated.

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MINIMIZING DISTURBANCES

- The owner will regularly check in with neighbours to address any concerns and ensure that guests adhere to property rules.
- House rules will be provided to guests both in-person and in writing to ensure compliance with local community standards.
- All guest and visitors' vehicles are required to be parked in the car bays provided on the premises.
- Noise control will be monitored in accordance with the plans outlined above.
- Trash and bins management will be monitored in accordance with the plans outlined above.

Community Impact

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GUEST INFORMATION

Guest screening process

- Only guests with a verified government ID and profile photo can send booking enquiries.
- NO instant booking, all guests need to send their request to book
- Guests must state that they are fully acknowledged and agree to our house rules before we accept the booking.
- Only registered guests are permitted to be on the property.

Preferred Guest

- Guests who are overseas or interstate families who come to visit Perth
- Relocation professionals or students who are looking for temporary accommodation before getting a rental
- Guests who come for medical treatments
- FIFO workers who stays between shifts
- Professional who come for business trip or temporary jobs

CONSEQUENCES OF MISCONDUCT

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Immediate Termination of Stay

- Guests who engage in serious misconduct or breach critical house rules (e.g., unauthorized guests, unauthorized event or parties) may face immediate termination of their stay without a refund. This ensures a prompt response to disruptive behavior and maintains a safe environment for neighbors and future guests.

Charges for Damages and Excessive Cleaning

- If guests cause any damages or leave the property in a condition that requires excessive cleaning, an initial charge will be submitted to the guest through Airbnb. Should the guest not respond or decline to cover these charges, Airbnb's AirCover protection will step in to compensate for the expenses. This process ensures that costs associated with repairs or restoring the property to its original condition are addressed without causing direct financial impact on the host, keeping the property in optimal shape for future guests.

Blacklisting and Future Booking Restrictions

- Guests who have violated house rules may be added to a blacklist, preventing them from booking in the future. This discourages repeat offenses and maintains the property's reputation by restricting bookings from those with a history of non-compliance.

Safety, Hygiene and Security ♦

1

SAFETY

- Smoke alarms and carbon monoxide alarm are installed in compliance with local council requirements and Australian standards. They are regularly checked and maintained.
- The mains electricity RCD's (Residual Current Devices) are located in the property's meter box.
- For guest safety, a first aid kit, fire blanket, and fire extinguisher are conveniently located in the kitchen pantry. In case of an emergency, guests are encouraged to familiarize themselves with these items upon arrival.

2

HYGIENE

- No food will be provided to guests.
- Professional cleaning will be conducted after each stay, and all necessary items will be thoroughly sanitized

3

SECURITY

- Whenever guests are absent from the property they must close and lock all windows and doors to maintain security and prevent rain and water damage.
- Guests are not provided with physical keys or remote controls; access is exclusively digital, and the lock code is updated for each guest.
- Guests shall report any suspicious behaviour to the police and/or to the house managers immediately.
- One security cameras is installed at the front for monitoring purposes.

Insurance

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From Owner

- Landlord insurance has been applied for, covering property damage, theft, and liability related to guest activities.

From Airbnb

- Host liability insurance is a part of Aircover for Airbnb Hosts, with \$1 million USD in coverage in the rare event of place or belongings are damaged by a guest during an Airbnb stay.

Marketing and Booking Channels



The property will be listed on the following platforms:

- Airbnb
- Potential additional channels like Booking.com/Vrbo and other local holiday rental sites may also be considered.

Marketing Strategy:

- The property will be marketed as a convenient and peaceful, well-maintained compact villa suitable for small group or single guest seeking short-term accommodation in Victoria park area.
- Our goal is to attract responsible couple/professional/small visitor group who prioritize safety and tranquility, seeking a peaceful stay in a quiet neighbourhood. By promoting respectful behavior and minimizing noise and community impact, we align with local council regulations and foster a harmonious relationship with neighbors, ensuring compliance with all safety and residential guidelines.

Attachment



Floor plan

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SITE PLAN
SCALE 1:200@A4



FLOOR PLAN
SCALE 1:100@A4

This floor plan is for illustrative purposes only to show the layout of the property.

Bin Location



The rear part of the property is subject to an easement, designated for the shared use of Lane 52.

