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Local Planning Policy 31 – Serviced Apartments and Residential Buildings

APPENDIX 2: Management Plan Template

Short Term Accommodation MANAGEMENT PLAN

11A Hubert St, East Victoria Park, WA 6101

05/07/2025

1. BACKGROUND

The subject property is a single-storey free standing residential dwelling located at 11A Hubert Street, East Victoria Park, with the front entrance and garage access all via Isaia Lane. The property was originally approved as a three-bedroom dwelling; however, one of the rooms is small in size and includes a built-in study desk, that was part of the original construction, making it unsuitable for use as a bedroom. For safety and operational reasons—including the secure storage of spare linens cleaning chemicals (such as household bleach, disinfectants), and gardening tools that must be kept out of reach of guests, particularly children—this room has been designated as a locked staff-only/storage room to ensure they pose no risk to guests. This is clearly identified on the attached floor plan.

Accordingly, the dwelling comprises two bedrooms, two bathrooms, a living area, kitchen, laundry, and courtyard made available for short-term rental accommodation.

The property is situated in a highly accessible location, only 2-minute walk from the vibrant Albany Highway Food Strip (Appendix A), and 3-minute walk from the nearest high-frequency bus stop (Albany Hwy After Sussex St) (Appendix B), providing convenient transport connections to the CBD and surrounding areas.

Due to the central location, the majority of guests are drawn by the walkable access to cafes, restaurants, and shops, and often choose not to drive. Guests frequently comment on enjoying the local food scene and amenities on foot, which not only minimises parking demand but also supports local businesses and contributes positively to the vibrancy of the neighbourhood.

As a local resident of the Victoria Park community, I am committed to contributing positively to the neighbourhood's vibrancy and ensuring that the short-term accommodation is operated respectfully and responsibly, in line with community expectations and council requirements.

2. OBJECTIVES OF MANAGEMENT PLAN

The objective of this Management Plan is to provide a clear and responsible framework for operating short-term accommodation at 11A Hubert Street, East Victoria Park. Specifically, the intent is to use the two available bedrooms to accommodate no more than 4 guests at a time, with bookings to be primarily managed through platform Airbnb.

3. MANAGEMENT STRATEGIES**3.1 MANAGER**

The legal owner of the property is [REDACTED] We (Enze(Enzo) HE, and Wenmeng(Eva) HE) are the day-to-day managers of the short-term

accommodation and have been formally authorised to act on behalf of the legal owner. For any enquiries or urgent matters, please contact Enzo as the primary manager. Eva is also available as a secondary contact if needed.

Contact details:

Enzo (Primary Manager): 0450679835

Eva: 0426610525

Email: enzoenzohe@hotmail.com

We reside locally on a nearby street within East Victoria Park, approximately 2 minutes' drive from the property, and are available to promptly respond to any issues or emergencies that may arise.

3.2 CHECK-IN/CHECK-OUT

Standard check-in time is from 3:00 PM on the day of arrival, and check-out time is by 10:00 AM on the day of departure.

Access to the property is managed via a smart lock installed on the front door. Guests will be provided with a temporary keycode prior to arrival. This code is valid only for the duration of their stay and will automatically expire after the check-out time to ensure security and guest turnover efficiency.

Requests for early check-in or late check-out may be accommodated depending on availability. Guests must contact the manager in advance via email or phone to confirm any such arrangements. The smart lock access time can be adjusted remotely through the management app if required.

3.3 MITIGATION AND COMPLAINTS PROCEDURE

3.3.1 Noise

The subject property is a free-standing, double-brick single dwelling with no shared walls with any neighbouring buildings. The house is fitted with special sound insulation in the walls, double-glazed windows, and both ceiling and roof insulation, providing strong acoustic protection—meaning very little sound enters or escapes the building.

The home is located in a vibrant urban setting, immediately opposite an apartment building car park, rather than facing low-density residential dwellings. On either side of the property are garages: one belonging to the neighbour, and the other comprising this property's garage as well as the garage of a second neighbouring dwelling. This physical arrangement further buffers the home from any nearby living areas.

The rear courtyard is fully fenced, and the gate to Hubert Street has been securely locked, restricting all guest access to Isaia Lane only. The Isaia Lane entrance directly faces a car park, creating a natural separation from other residences and minimising direct neighbour interaction.

To further reduce the risk of disturbance, guests are informed via the Welcome Book that noise must be kept at a respectful level, particularly during quiet hours from 7:00 PM to 7:00

AM. This rule is also clearly listed in the Airbnb house rules section and must be strictly followed by all guests.

3.3.2 Complaints from neighbours

Point of Contact: Neighbours may contact Enzo directly by phone or email if concerns arise regarding guest behaviour or property operations.

Rapid Response: Upon receiving a complaint, we live on a nearby street in East Victoria Park -- can attend the property within approximately 2 minutes by car. This ensures that, if an in-person response is required, the issue can be addressed immediately and directly at the time it occurs.

Complaints Form: If this short-term accommodation use is approved, we will provide all adjoining neighbours with a Complaints Management Form (Appendix D), which outlines the process for lodging a complaint and the expected response timelines.

House Rules and Guest Behaviour:

To prevent issues before they arise, we have implemented a clear and strict set of house rules, which are communicated at multiple stages:

- **Airbnb Listing:** Key restrictions are clearly stated in the “Additional Notes” section prior to booking.
- **Welcome Book:** Sent immediately after booking, reiterates all house rules and includes emergency contact details and expectations for respectful behaviour within the local community.
- **Quiet Hours:** Strictly observed between 7:00 PM and 7:00 AM.
- **Prohibitions:** No parties, no pets, and no unregistered guests are permitted under any circumstances.
- **24/7 Contact:** Guests can reach us at any time via mobile phone or the Airbnb app for assistance or to report any issues.

Guest Screening: The property has a clearly defined house rule policy, and all booking requests are manually reviewed through Airbnb platform by us. Only guests with positive histories and strong reviews are accepted. As such, issues between guests and neighbours are highly unlikely, and the potential for disturbance is proactively minimised before a booking is even confirmed.

Updates: Should any changes occur to the responsible contact person or the complaints procedure, a revised form will be redistributed to neighbours within two weeks to ensure neighbouring residents are always able to reach the correct person in a timely manner.

Record & Review: In the unlikely event that an issue does occur, it will be logged, investigated, and addressed promptly. Where appropriate, we will review our internal management practices and, if necessary, further refine our guest selection criteria or update house rules to prevent recurrence.

3.3.3 Complaints from guests

Our aim is to become a highly rated short-stay accommodation; to do so we will do our utmost to make our guests' stay a pleasant one

Upon booking, guests will receive a Welcome Book that includes:

- Fast Wi-Fi access code
- Front door access instructions
- House rules
- Appliance and amenity user guides
- Emergency contacts
- Recommendations for local attractions, restaurants, shops, and other points of interest — all within walking distance, including some of Perth's best food spots.

The home is fully air-conditioned, and includes high-speed Wi-Fi, Smart TV, a fully equipped kitchen, laundry, and comfortable bedding with quality mattresses — all essential for a relaxing and hassle-free stay.

Both Enzo and Eva uphold a high standard of cleanliness and will apply the same standards to the guest accommodation. If for any reason a guest's expectations are not met or they encounter any difficulty, we are available at any time via mobile or the Airbnb platform to provide prompt assistance.

All guest concerns will be addressed respectfully and efficiently, and guest feedback will be used to help us continuously improve the property and our hosting practices.

3.4 USE AND MAINTENANCE

The premises will be maintained by Enzo and Eva, who will be responsible for cleaning the house after each guest's departure and ensuring the general upkeep of the property. To maintain high standards of hygiene and presentation, new guest bookings will not be scheduled on the same day as check-outs, allowing sufficient time for thorough cleaning, restocking, and inspection. All cleaning and maintenance tasks will be carried out in accordance with the Short-Term Rental Accommodation Code of Conduct, which sets standards for hygiene, safety, and respectful use of residential properties.

Landscaping and garden: Landscaping and garden maintenance, including verge lawns and courtyard areas, and the front garden facing Isaia Lane, will be personally managed by us on a regular basis. This includes mowing lawns, trimming shrubs, removing weeds, clearing fallen leaves, and watering plants as required to ensure that all external areas remain tidy, well-kept, and visually appealing.

Upkeep of common property and facilities: There are no shared facilities between 11A Hubert Street and neighbouring properties. The boundary fences are in good condition and will be regularly inspected. We will also maintain the Isaia Lane entrance path, and external lighting to ensure safety and a tidy street appearance.

Removal of any old or disused furniture: The property is fully furnished with functional and modern furniture. Regular inspections are conducted to ensure that all items are in good

condition. Any worn-out or damaged furniture or appliances will be promptly removed and replaced as needed to uphold quality standards for guests.

3.5 SAFETY, HYGIENE AND SECURITY

3.5.1 Safety

The house is fitted with modern safety features, including hard-wired smoke alarms and a carbon monoxide detector in the corridor of the guest area, as well as RCD protection on all electrical circuits. A fire blanket and a fire extinguisher are provided in an easily accessible location within the guest area.

A fully stocked first aid kit is kept on-site for guest use, and its location, along with emergency contact numbers and evacuation instructions, will be clearly outlined in the Guest Welcome Book.

The premises are also fitted with a smart lock system, eliminating the need for keys and reducing security risks associated with lost or duplicated keys. External lighting is installed at both the driveway and the front door for safe entry after dark.

3.5.2 Hygiene and Comfort

The property is equipped with modern amenities to ensure guests enjoy a hygienic, comfortable, and hassle-free stay.

Guests will be provided with:

- Clean bed linen and fresh towels, prepared prior to each guest's arrival.
- Spare sets of linen and towels for extended stays.
- Hand soap, body wash, shampoo, and conditioner.
- A fully functional kitchen with a fridge, microwave, cooktop, oven and rangehood for safe food storage and preparation
- Cleaning supplies including dishwasher and dishwasher tablets, dishwashing liquid, dish towels, hand soap, surface spray, cleaning cloths, and a handheld vacuum, a mop and bucket set, and a broom with dustpan.
- bins in each room with bin liners provided, plus spare bin liners for guest convenience. Clear instructions on waste sorting and disposal are also included, aligned with council-provided general waste and recycling bins.
- Annual professional pest control treatments, with regular inspections to ensure there is no evidence of vermin
- Exhaust fans installed in both bathrooms to provide proper ventilation and reduce moisture
- Central ducted reverse-cycle air conditioning with zoned control, allowing guests to adjust temperature in each area for year-round comfort
- Laundry facilities including a front-loading washing machine, laundry detergent, ironing board, iron, and outdoor clothes drying rack.

These measures are designed to maintain high hygiene standards and provide guests with everything needed for a clean and enjoyable stay.

3.5.3 Security

For peace of mind for our guests, the front and back entrances come with security cameras. Security screens fitted to all windows and doors in the house. The entrances of the property

are equipped with smart locks operated by unique, time-limited keycodes issued to guests prior to arrival. Guest access is automatically disabled after check-out to ensure security between stays.

3.6 CAR PARKING

The property includes a single secure garage accessed from Isaia Lane at the front of the site. In line with the property's layout and management plan, guests are strictly limited to parking one vehicle within the garage. Verge and street parking are not permitted. This requirement is clearly communicated in the Airbnb listing and reinforced during the booking confirmation process.

To prevent any negative impact on the surrounding neighbourhood, we personally review each booking to ensure the one-vehicle rule is understood and followed. Booking requests from guests intending to bring more than one car are not accepted.

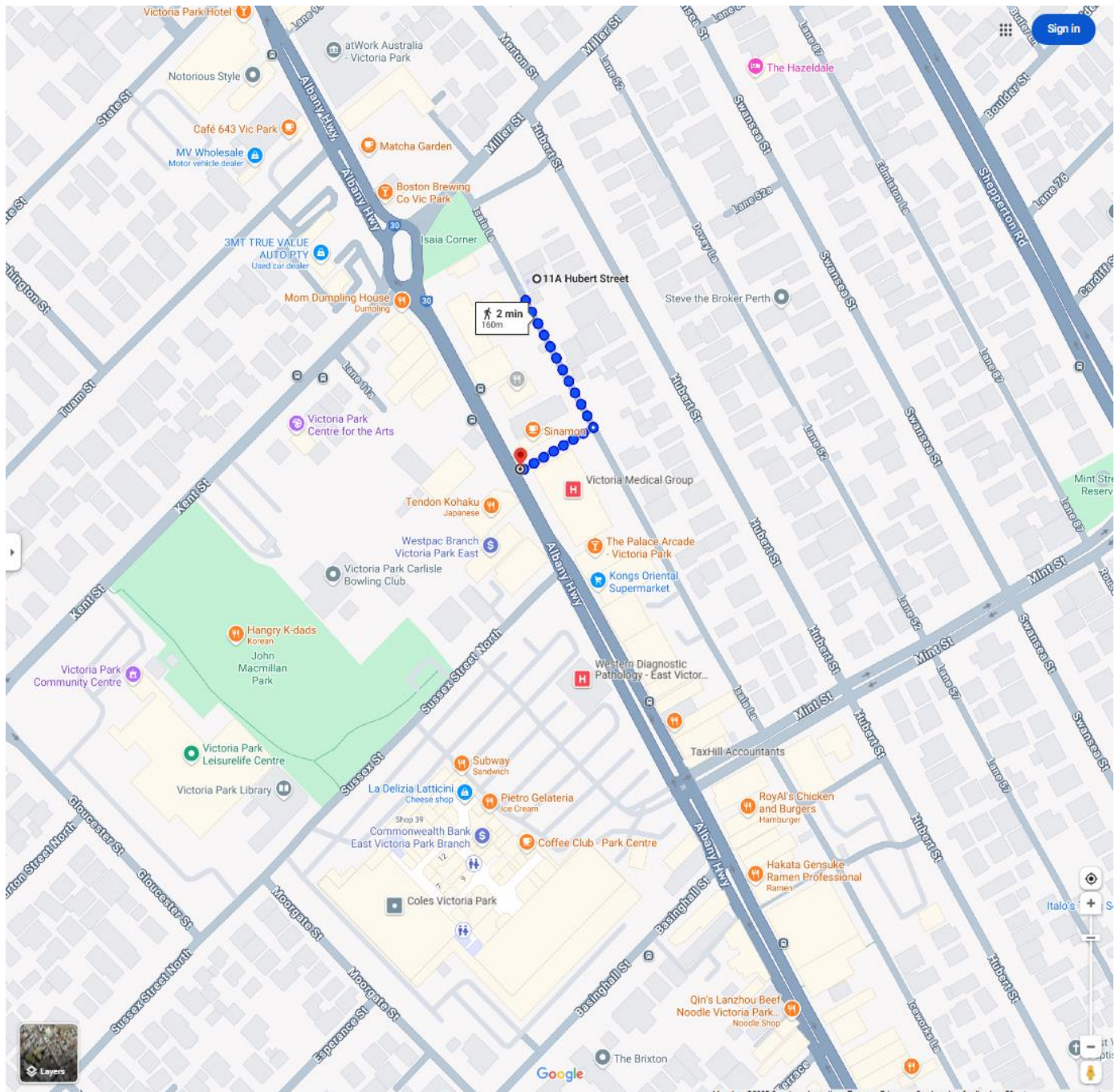
With a maximum occupancy of four guests, most bookings are for groups of three, and some for two or four. Thanks to the property's excellent location—just a 2-minute walk to the Albany Highway food and shopping strip and 3 minutes to high-frequency bus stops—many guests choose not to drive at all. For those who do, one car has always been sufficient for their needs, and no guest has ever required a second vehicle.

Walking and public transport options are actively promoted in the listing to encourage car-free or low-impact travel. Guests are encouraged to explore the vibrant Albany Highway precinct on foot, enjoying the many cafes, restaurants, and shops just a short stroll away. This not only reduces car dependency but also supports local businesses and contributes to the economic vitality and welcoming atmosphere of the Victoria Park community.

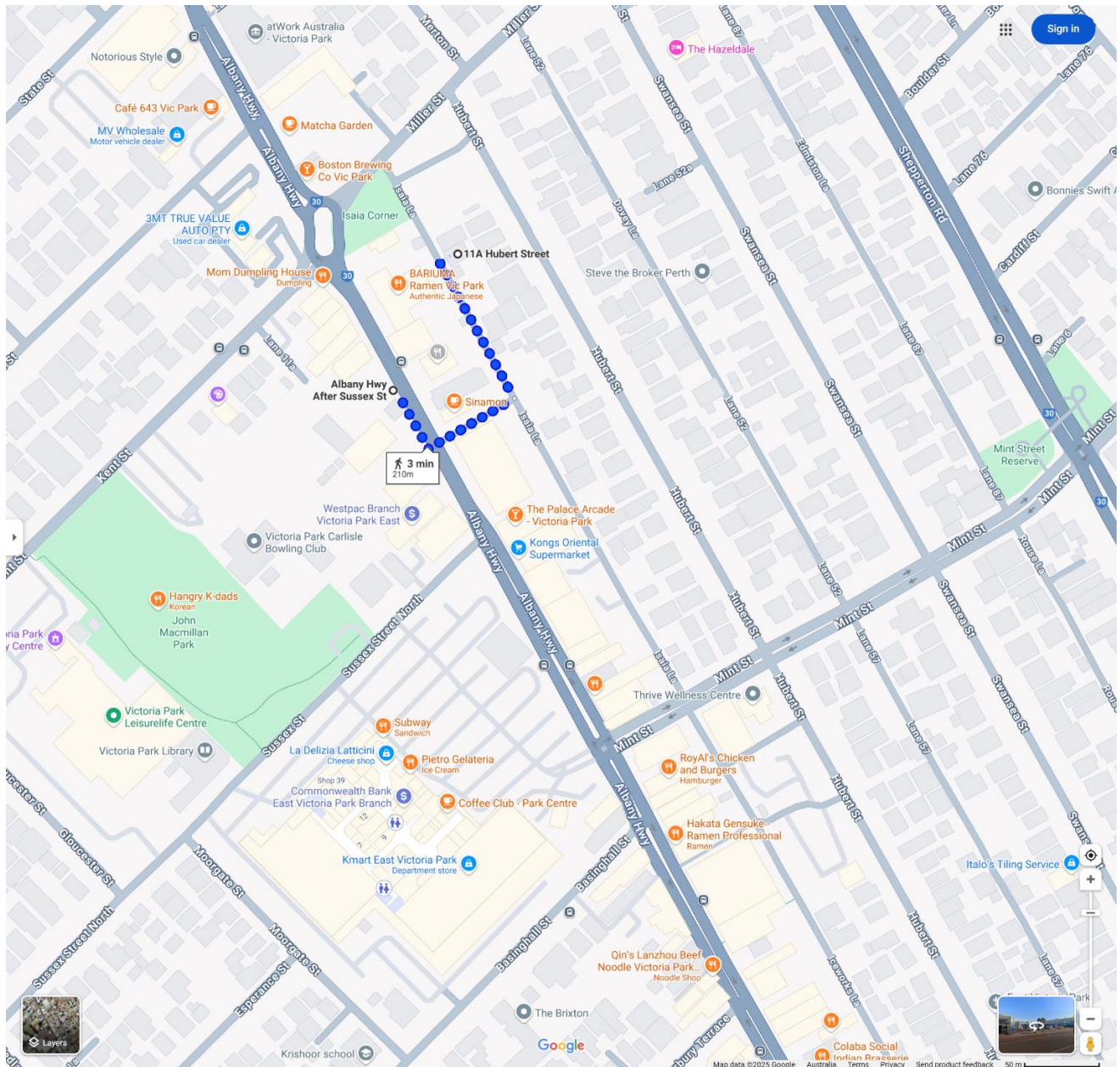


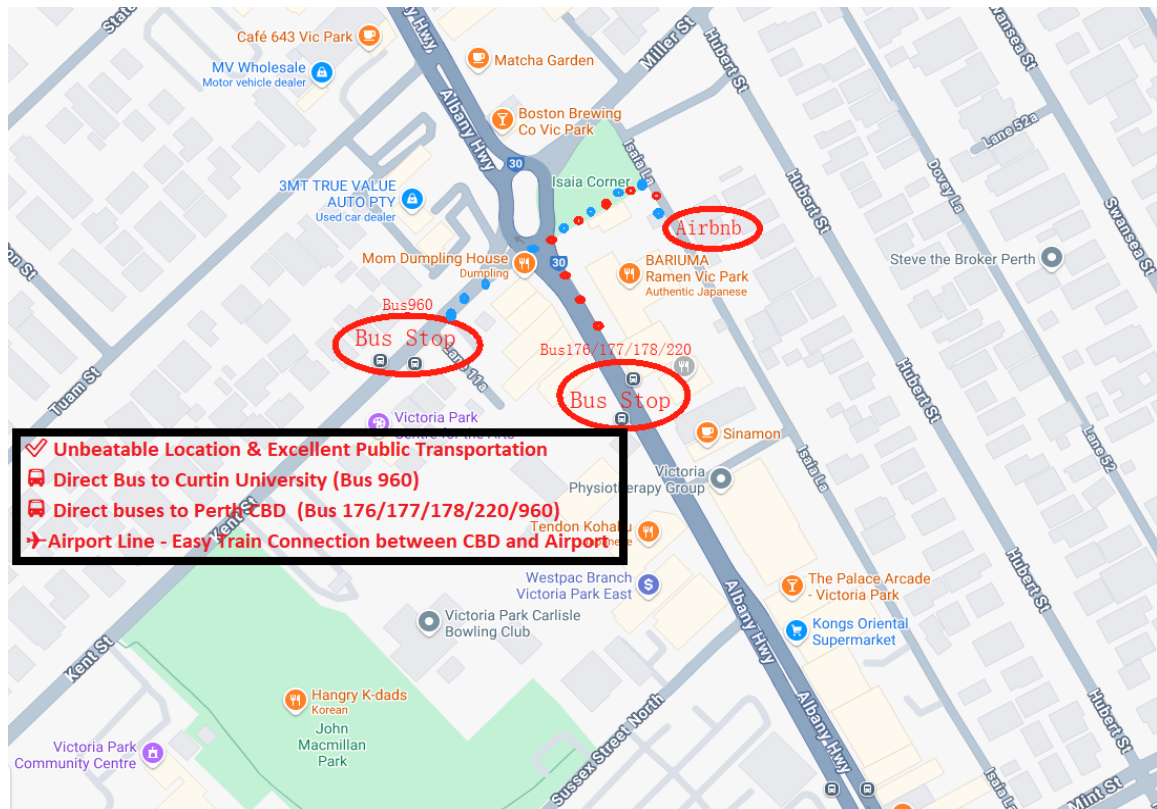
4. APPENDIX

4.1 APPENDIX A – PROPERTY LOCATION & PROXIMITY TO COMMERCIAL ZONE

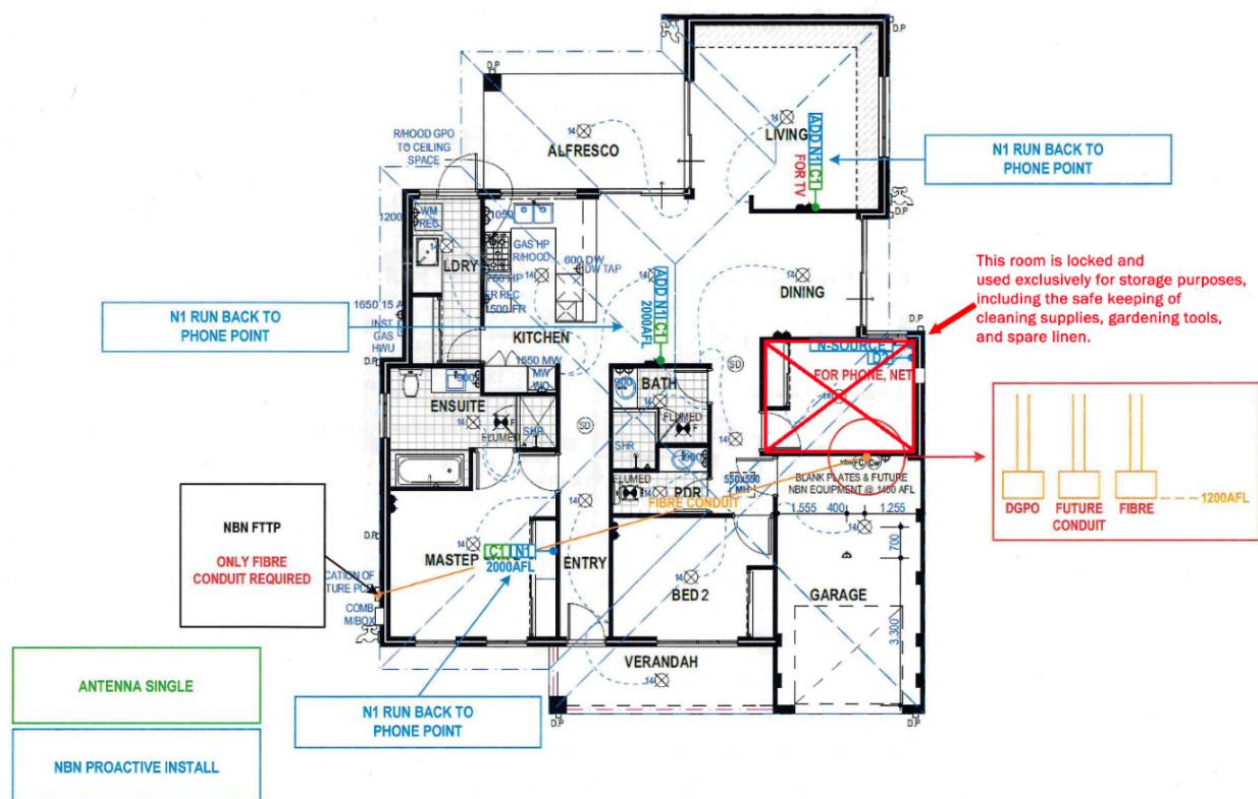


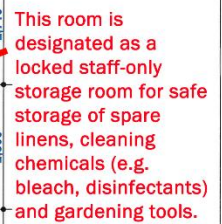
4.2 APPENDIX B – PROXIMITY TO HIGH FREQUENCY BUS ROUTE STOP





4.3 APPENDIX C – HOUSE FLOOR PLAN & SITE PLAN





LEGEND		SEC Dome
		Power Pole
		Phone Pits
		Water Conn.
		Top Pillar/Post
		Top Wall
		Top Retaining
		Top Fence

REWARD TREASURE 10	
SITE PLAN	
DATE: 12/07/2018 SCALE: 1:200	SHEET N°: 03 of 13
REVISION N°: 10	JOB N°: 1703R05R

4.4 APPENDIX D – COMPLAINTS MANAGEMENT PLAN

4.4.1 Complaints Management Overview

The purpose of this complaints management procedure is to provide clear, prompt and respectful processes for addressing any concerns raised by neighbours, the community, or guests regarding the operation of the short-term accommodation at 11A Hubert Street, East Victoria Park.

4.4.2 Contact Details

For any complaints or urgent matters regarding the property or guest behaviour, please contact:

- Enzo (Primary Manager) – 0450 679 835
- Eva (Secondary Contact) – 0426 610 525
- Email: enzoenzohe@hotmail.com

Both Enzo and Eva are local residents (living on a nearby street in East Victoria Park) and can attend the property within approximately 2 minutes by car if an in-person response is required.

4.4.3 Complaints Process

- 1) If the issue is an emergency (e.g. violence, serious disturbance, or immediate threat to safety), please call emergency services on 000 immediately.
- 2) For non-emergency matters.
 - ♦ Contact Enzo directly using the details above.
 - ♦ If Enzo is unavailable, please contact Eva.
- 3) When lodging a complaint, please provide the following information:
 - ♦ Your full name, address, contact details(phone/ email)
 - ♦ Date, Time, Location of the Incident
 - ♦ Nature of the issue (e.g. noise, parking, litter, other)
 - ♦ Description of any persons, vehicles or objects involved
 - ♦ Any supporting evidence (photos, videos) if available
- 4) Acknowledgement:
 - ♦ Your complaint will be acknowledged within 24 hours.
- 5) Resolution
 - ♦ We aim to contact the guest immediately and have the issue addressed without delay.
 - ♦ If initial communication with the guest does not resolve the issue, stronger actions will be taken, including eviction if necessary.
 - ♦ If at any stage police intervention is deemed appropriate, we will contact the police.
- 6) Follow-up:
 - ♦ You will be informed of the actions taken and the outcome once the matter is resolved.
 - ♦ We value neighbour feedback and are committed to addressing all concerns in a respectful and timely manner, supporting the wellbeing of the community.

4.4.4 Complaints Management Form

Alternatively, neighbours may submit complaints via email, the following format is suggested:

Complaints Management Form

Required Information	
Full Name:	Address:
Contact Number:	Email Address:
Date, Time, Location of the Incident:	
Nature of the issue (e.g. noise, parking, litter, other):	
Description of any persons, vehicles or objects involved (any supporting evidence, e.g., photo, videos, if applicable):	
Requested outcome you are wanting to achieve by making this complaint:	

4.5 APPENDIX E – CODE OF CONDUCT

11A Hubert Street, East Victoria Park
Short Term Accommodation Code of Conduct

1) Respect for Neighbours

- Guests must conduct themselves in a manner that respects the peace, comfort and privacy of neighbours.
- No excessive noise at any time.
- Strict quiet hours: 7:00 PM – 7:00 AM. During this time, noise must be kept to a minimum both indoors and outdoors.

- 2) Parking
 - Guests are permitted to park one vehicle only, inside the secure garage accessed via Isaia Lane.
 - No verge parking or street parking is permitted at any time.
- 3) Number of Occupants
 - The maximum number of guests permitted to stay overnight is 4.
 - No unregistered guests or visitors are allowed on the property without prior approval from the manager.
- 4) Parties and Gatherings
 - Parties, events, and large gatherings are strictly prohibited.
- 5) Use of Outdoor Areas
 - The courtyard is to be used quietly and respectfully, particularly during quiet hours.
 - No amplified music or noisy activities are permitted outdoors at any time.
- 6) Waste Management
 - Guests must dispose of rubbish in the bins provided and follow the recycling guidelines in the Welcome Book.
 - Bins are to be kept tidy and not overloaded.
- 7) Security and Safety
 - Please ensure the property is locked when unattended.
 - Guests are responsible for the security of the property during their stay.
- 8) Smoking and Pets
 - Smoking is not permitted inside the house.
 - No pets are allowed on the premises.
- 9) Reporting Issues
 - Any issues (e.g. maintenance, safety concerns) should be reported promptly to the manager via phone or Airbnb messaging.
- 10) Contact Details
 - Primary Manager: Enzo – 0450 679 835
 - Secondary Contact: Eva – 0426 610 525