

Local Planning Policy 31 – Serviced Apartments and Residential Buildings

Short term rental MANAGEMENT PLAN

ADDRESS:

62 Geddes Street, Victoria Park, 6100

DATE: 22/05/2025

1. BACKGROUND

This is a free standing home, located in Victoria Park, with 2 bedrooms and 1 bathroom – suitable for no more than 4 guests.

2. OBJECTIVES OF MANAGEMENT PLAN

1. To ensure the safe and responsible operation of the short-term rental property.
2. To minimise any potential disturbance to neighboring residents.
3. To establish clear procedures for property maintenance and guest management.
4. To comply with the Town of Victoria Park's Local Planning Policy No. 31.

3. MANAGEMENT STRATEGIES

3.1 MANAGER

5. Owner: [REDACTED]
6. Owner Contact:
Mobile: [REDACTED]
Email: [REDACTED]
7. Manager: [REDACTED]
8. Manager Contact:
Email: [REDACTED]
Office: [REDACTED]
24/7 line: [REDACTED]
9. Address: [REDACTED]
10. Availability: Available 24/7 for emergencies. Typically respond to guests within one hour for urgent matters.
11. Any changes in management will be updated in a revised management plan within two weeks and submitted to the Town.

3.2 CHECK-IN/CHECK-OUT

Standard check-in time: 3:00 PM

Standard check-out time: 11:00 AM

Guests will receive self-check-in instructions via a secure online link to retrieve keys from an on-site lockbox.

Early check-in/late check-out may be granted upon request, subject to availability.

3.3 COMPLAINTS MANAGEMENT PROCEDURE

- Quiet hours are enforced from **10:00 PM to 7:00 AM**.
- No loud music, parties, or excessive noise are permitted at any time.
- Complaints may be made directly to the Manager via phone or email.
- **Response procedure:**
 - Complaint acknowledged within **1 hour** of receipt.
 - Immediate contact with guests to resolve the issue (within **2 hours**).
 - Where necessary, guests will receive a written warning.
 - Repeat or serious breaches will result in termination of the booking and eviction.
 - Resolution of complaints to be confirmed with the complainant within **24 hours**.
 - **Complaints Management Form** will be provided to all adjoining property owners and tenants.

3.4 USE AND MAINTENANCE

- Guests must follow the House Rules, which include restrictions on noise, waste disposal, and appropriate use of shared spaces. (SEE 3.7)
- Regular cleaning and maintenance will be scheduled between guest stays.
- Any damages must be reported by guests immediately and will be addressed promptly.

Maintenance responsibilities

- Internal property: managed by housekeepers after each stay. Adhoc maintenance carried out by tradesmen as and when needed.
- Landscaping/gardens: maintained monthly by professional gardeners.
- Waste bins: set out and returned by housekeeping staff.

3.5 SAFETY, HYGIENE AND SECURITY

3.5.1 SAFETY

- Smoke alarms are installed and tested regularly.
- Fire extinguisher and fire blanket available in the kitchen.
- First aid kit provided in the bathroom.

3.5.2 HYGIENE AND COMFORT

- Fresh linen and towels provided for each guest stay.
- Proper waste disposal measures in place carried out by the housekeeper.
- Kitchen equipped with refrigerator and safe food storage options.
- Air conditioning and heating available for guest comfort.

3.5.3 SECURITY

- Secure door locks with key.
- Secure parking is accessible via remote operated parking gate.
- Guests are required to lock doors when leaving the premises.

3.6 CAR PARKING

Only one vehicle per guest booking permitted. Guests are instructed to park at the rear of the home and they're informed to not obstruct other vehicles or public pathways. No street parking is permitted.



Visual and written instructions will be provided to guests upon check-in date.

3.7 HOUSE RULES / CODE OF CONDUCT

All guests must comply with the following rules:

1. Noise & Disturbances:

- Quiet hours 10:00 PM – 7:00 AM.
- No parties, large gatherings, or events permitted.

2. Waste & Rubbish:

- General waste and recycling must be disposed of in designated bins.
- Guests must not leave rubbish outside of bins or on the verge.

3. Gardens & Outdoor Areas:

- Outdoor areas to be used respectfully.
- Guests must not damage or interfere with garden beds, landscaping, or common property.

4. Furniture & Property Care:

- No removal of furniture or property from the home.
- Any damages must be reported immediately.

5. Parking:

- One vehicle only, parked in the designated rear space.

6. Neighbour Consideration:

- Guests must respect the amenity of neighbouring properties at all times.