

Applicant's email response to submissions received

Thank you for your email regarding our short-term rental application. Please see our detailed response to the matters raised below:

1. Management Plan Implementation:

Yes, the management strategies outlined in our plan have been fully implemented. These include:

- A designated property manager who is contactable 24/7 for any urgent matters.
- House rules issued to all guests covering noise, waste disposal, parking, and guest limits.
- Clear signage and waste management protocols aligned with local regulations.
- Quiet hours enforced from 10pm to 7am, supported by internal (non-recording) noise sensors for monitoring.
- A dedicated staff member is assigned to manage rubbish and bins, particularly on collection days, ensuring that all waste is properly set out for pickup and that the area around the bins is kept clean and tidy.
- In addition, a 24/7 monitored external security camera is in place. A staff member regularly checks the footage to ensure compliance with guest limits, cleanliness, noise regulations, and parking requirements.

2. Addressing Community Concerns:

We take community feedback and objections seriously. In response, we have:

Implemented stricter guest vetting, including ID verification and platform-level booking controls.

Limited occupancy to 6 guests per stay, in accordance with the management plan.

Strengthened pre-arrival communication to reinforce parking rules (on-site only) and waste disposal procedures.

Engaged a local cleaner and inspector to regularly monitor the property between stays for compliance.

To foster positive relationships with our neighbours, we have adopted a structured complaints management process. This ensures that all concerns are acknowledged and addressed promptly, supporting a harmonious environment.

Management does not take breaches of house rules lightly. We apply appropriate action based on severity, which may range from verbal warnings to guest eviction if necessary.

3. Upcoming Bookings Concern:

We acknowledge the Town's observations regarding upcoming bookings. We are actively contacting guests to amend or cancel reservations exceeding the 6-guest limit. Moving forward, all booking platforms have been updated with a strict 6-guest cap to ensure full compliance.

4. Responses to Specific Questions:

a. How do you propose to restrict occupancy to students only?

This clause is under review for clarity. If required, we can implement a process requiring student ID verification at the time of booking and check-in. However, we are happy to follow the Town's guidance on this matter.

b. What is the anticipated length of stay for students?

Typical stays range from 3 nights to 3 weeks. For student guests, we anticipate longer durations between 1 to 6 weeks. All bookings will be logged and monitored to ensure transparency.

c. How do you propose to restrict bookings to a maximum of 6 guests?

We have configured all booking platforms to reflect a maximum of 6 guests. Automated filters are now active, preventing bookings that exceed this limit. This is further reinforced through manual checks by our management team.

We trust this comprehensive response addresses the Town's concerns and reflects our commitment to responsible short-term rental operations. Please don't hesitate to reach out if further clarification is needed.