

Management plan

1. Introduction

Property address and overview of the short-term accommodation you wish to conduct at the property.

31 Francais Road, Pickering Brook WA 6076.
Carnaby Cottage will provide short-term accommodation for couples who are seeking to experience peace and quiet, close to the bush and walk trails, surrounded by an abundance of wildlife.

2. Check in

Carnaby Cottage will be available for check-in from 3.00PM

3. Check out

Check-out from 11.00AM

4. Complaints management

How will you deal with complaints how do you wish for complaints to be received and whom to?

All issues including maintenance and/or general complaints to be directed to Vincent and Josephine Eynaud, both mobile numbers provided from booking day and in the house manual provided. Bookings will be made through the Airbnb website, where complaints can also be directed.

5. Use of premises

How many people will the property be rented to at any given time and for how long?

Carnaby Cottage will provide short-term accommodation to couples, as it will be a single room dwelling. The chalet will allow booking of a minimum of 2 nights and a maximum of 14 day stay.

6. On-site register

All guests will need to provide ID with their full name, usual place of residence and check in and out dates.

We currently operate Redtail Cottage through Airbnb.

All guests have their identity verified by Airbnb and management will further screen guests' previous reviews. All information regarding guests is available through the Airbnb application.

7. Maintenance

Maintenance of the gardens and the buildings

Cleaning will be done by both Vincent and Josephine, while general maintenance to be conducted by Vincent, and licensed work to be done by local electricians and plumbers.

8. Guest guide

Information to be provided in the guest manual

We have been operating Redtail Cottage as a hosted short-term accommodation for the past two years and the same procedures will apply to Carnaby Cottage. As hosts, we are always on hand to assist our guests with any information they require during their stay or any unforeseen issues.

A house manual will be provided in the chalet with all the required information for their stay, including rules regarding noise and visitors. This will also be provided through Airbnb, as well as our website.

Management plan (cont.)

9. Managers guide

A guide shall be prepared for the manager and kept in a folder by the manager, documenting tasks and processes for the following:

General hosting (Including liaisons with clients, providers and Local Government)

- Immediate response to guests on urgent matters.
- All other incoming communication to be responded to within 48hr.

Cleaning information between occupants

Redtail Cottage, which we have been running now for over 2 years, is maintaining a 4.99 star rating with over 124 reviews. The way we are cleaning and maintaining Redtail Cottage will be applied to Carnaby Cottage.

- All floors to be vacuumed and mopped with anti-bacterial cleaner.
- Bathroom cubicle and toilet to be cleaned with appropriate cleaners. All surfaces to be wiped down with hospital grade disinfectant.
- Kitchen and eating area to be wiped down with spray degreaser.
- Appliance cleaned and checked for damage and fixed or replaced as needed.
- Cupboards emptied and cleaned monthly.
- Dusting and clearing cobwebs done as required.
- Windows cleaned fortnightly.
- BBQ and gas bottle checked between guests and cleaned, bottle replaced if required.

Laundry requirements

- All linen to be removed and replaced after each booking with fresh laundered linen.
- Extra linen and towels will be provided on long stays (more than 7 days) in the bathroom cabinet.

Garden preventative maintenance

- All rubbish removed or blower vac.
- Irrigation system checked (summer).
- Pruning and removal of excessive foliage and dead matter.
- Grass will be slashed and wippersnipped as required.

Building preventative maintenance

- Check all light globes are functioning.
- Check smoke alarm operates.
- Check windows and doors open and close correctly and locks.
- Air conditioner maintenance undertaken bi-annually.
- Gas bottles checked weekly and ordered if required.
- Clean gutters (quarterly)

10. Code of Conduct for Guests and Visitors

10.1 General Principles

Short-term accommodation is a unique experience and the guiding principles of this are?

We have lived on our property in Pickering Brook for over 30 years and love the peace and quiet that the area has to offer. We are surrounded by bush which offer trails for hiking and mountain biking and other amazing attractions such as Victoria Dam, Lesmurdie Falls just around the corner.

We encourage wildlife onto our property with nesting boxes and native plants. The birdlife is amazing and with the build of Carnaby Cottage we will be planting more natives, to increase habitat and food sources that have been lost on surrounding orchards. We are members of the Nature Reserves Preservation Group.

Our accommodation will be aimed at people with a love and respect for nature, a desire to explore the beautiful Perth hills and discover the agri-tourism businesses based in and around Pickering Brook, whilst enjoying a comfortable stay, in a well maintained and equipped chalet, overlooking the forest.

Management plan (cont.)

10.2 General requirements

General requirements guests must adhere to.

- Guest of Carnaby Cottage will be encouraged to explore sections of the property. A lookout will be developed near the chalet for guests to sit and enjoy the views available.
- Guests will need to respect surrounding bushland.
- Guests will be expected to leave the premises as they find it.
- No feeding of wildlife will be permitted.

10.3 Noise and residential amenity

We will stipulate on our website and through Airbnb, there is to be no loud music and no parties. Respect for our neighbours will be our priority as we appreciate the peace and quiet of our neighbourhood.

We will contact the guests if we find they are in breach of this. And evict them if after a warning they continue to disrupt the peace.

10.4 Visitors

Will visitors other than those who have booked be able to stay or visit the property?

Only the people whose identity has been verified through Airbnb are to be on the premises. There are to be no third party bookings.

10.5 Gathering or functions

Are gathering or functions allowed at the property?

We will stipulate on our website and through Airbnb, no parties, no gatherings, no functions.

10.6 Parking

How much parking is provided for guests?

Parking for up to two cars will be provided.

10.7 Garbage and recycling

How will rubbish and recycled goods be disposed of?

Application for bins to be made to the City of Kalamunda. With separate bins inside the kitchen for recycling and FOGO.

10.8 Security

What security measures will be at the property?

- A single camera at the front gate.
- All windows and doors will have locks and security doors.
- The gate to the accommodation will be able to be closed and locked if required.
- This will be hosted short-stay accommodation, so managers are onsite if any issues arise.

10.9 Smoking

Will smoking be tolerated at the property?

No smoking or vaping inside.

10.10 Pets

Will pets be allowed at the property?

No pets allowed.

10.11 Damages and Breakages

How will damages and breakages be dealt with at the property?

- Communication directly with guests.
- Business insurance.
- Airbnb insurance.

10.12 Compliance

How will breaches of this code of conduct be dealt with?

- Management to communicate with guests and request for compliance.
- Airbnb to communicate with guests.
- Police to communicate and/or evict guests.