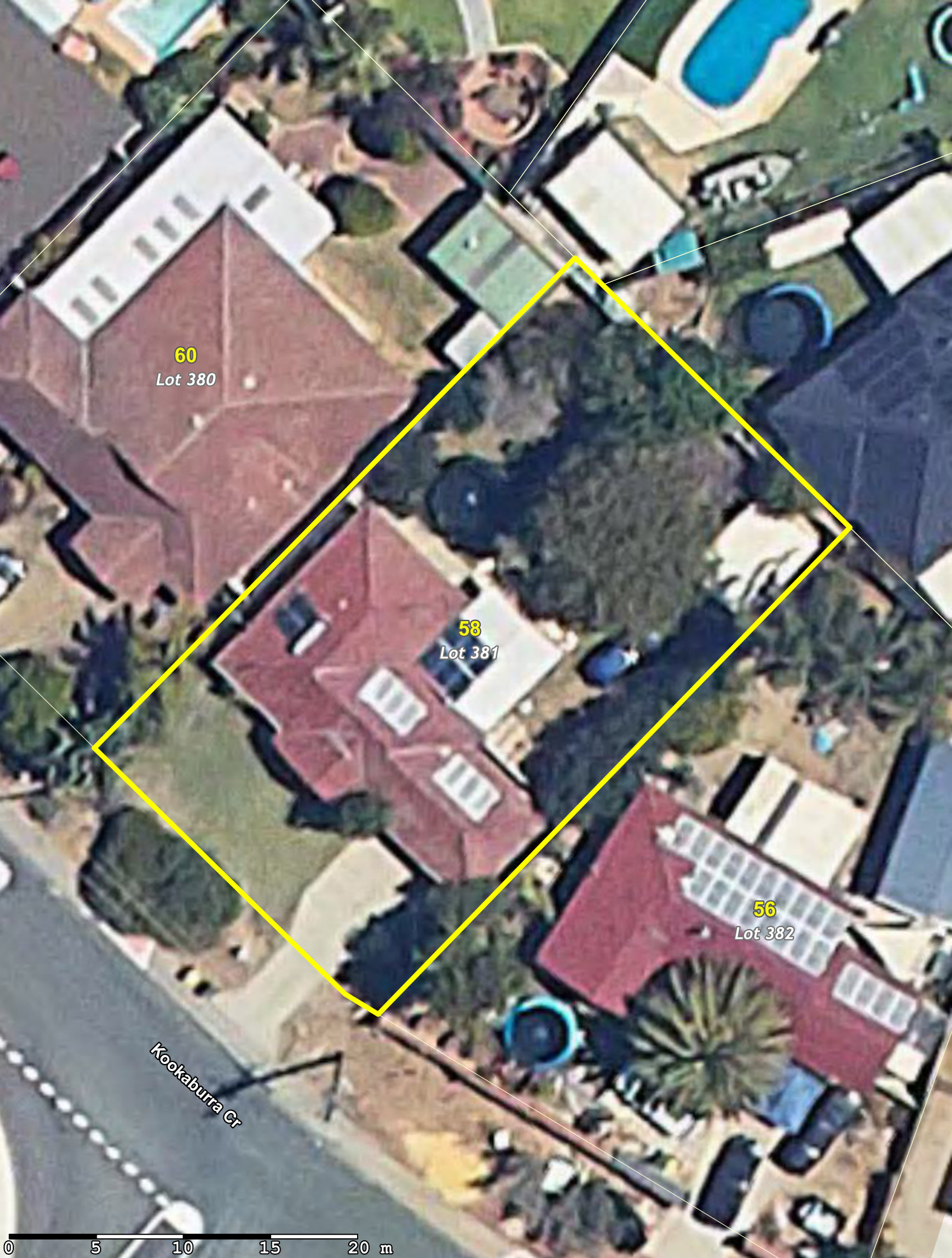




Operational Management Plan

Property Address: 58 Kookaburra Crescent, High Wycombe WA

Prepared by: Jaimee Peasley & Daniel Gawned

Date: 17 July 2025

1.0 Introduction

We intend to continue operating 58 Kookaburra Crescent as a pet-friendly, short-term rental accommodating up to 5 guests. The property is our principal place of residence and only rented out while we travel or stay temporarily with family. It is not a commercial investment or secondary residence. We ensure all guests respect the house and neighbourhood.

2.0 Check-In

Check-in is from **3:00pm** onwards. Guests will access the property using a secure key lockbox.

3.0 Check-Out

Check-out is required by **10:00am** to allow for cleaning and preparation between guests.

4.0 Complaints Management

All complaints can be directed to the hosts via:

- **Mobile:**
 - **Email:**
We are contactable **24/7** via telephone the airbnb app while guests are staying. We will respond to all concerns within 2 hours. If we are out of the area, we have a family member on-call locally to assist.
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5.0 Use of Premises

- Maximum occupancy: **5 guests**
- Minimum stay: **2 nights**

The premises will not be used for commercial events or parties. Guests are screened via Airbnb's verification process.

6.0 On-Site Register

An onsite register will be maintained, either digitally or physically, with the following details:

- Full names of all adult guests
 - Usual place of residence
 - Check-in and check-out dates
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7.0 Maintenance

- **Gardens:** Maintained fortnightly by owners
 - **Buildings:** Regular inspections conducted by owners. Issues reported by guests are actioned immediately. Preventative maintenance is scheduled quarterly.
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8.0 Guest Guide

A printed and digital guest guide is provided, including:

- Host contact details
- Guest Code of Conduct
- Wi-Fi network and password is on the fridge.

- The Lockbox code is updated between guests.
 - TV & air-con instructions
 - First aid kit location
 - Towels, linens, hot water instructions
 - Bin days & location
 - Local dining, shops, parks
 - Emergency contacts
 - Nearby attractions and walking trails
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9.0 Manager's Guide

We manage the property, however, a manager's folder is maintained with instructions for:

- Guest communication protocols
 - Cleaning between stays
 - Linen & laundry procedures
 - Garden maintenance schedule
 - Building upkeep checklists
- This guide ensures consistency if management duties are temporarily delegated.
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10.0 Code of Conduct for Guests and Visitors

10.1 General Principles

Guests must treat the property with care and respect. This is a residential area and inappropriate behaviour or disturbance is not permitted.

10.2 General Requirements

- No smoking inside or outside the property
- No excessive noise
- No illegal activity

10.3 Noise & Residential Amenity

Quiet hours are from **9:00pm to 8:00am**. Guests are instructed to keep noise to a minimum, especially outdoors and near shared boundaries.

10.4 Visitors

Guests may have a maximum of **2 daytime visitors**. No additional overnight guests allowed beyond the booking.

10.5 Gatherings or Functions

Gatherings, events, or parties are **strictly prohibited**.

10.6 Parking

- **2 off-street parking spaces** available in driveway
- No verge or street parking allowed
Parking instructions are included in the guest guide and booking confirmation.

10.7 Garbage & Recycling

- General waste: Red lid bin
- Recycling: Yellow lid bin
- Bins are clearly labelled and located beside the garage
Guests are required to place bins out on Sunday evening if staying over the collection period.

10.8 Security

- Lockbox access only. Code is changed between guests.

- Outdoor sensor lights at entrance
- First aid kit in kitchen
- Guests reminded to lock all doors and windows when leaving

10.9 Smoking

Smoking is **not permitted** on the property.

10.10 Pets

The property is **pet-friendly**. Guests must declare pets in advance and follow these rules:

- Guests must clean up after pets
- Excessive barking or disturbance is not tolerated

10.11 Damages & Breakages

Guests must report any damage or breakage immediately. Charges may apply depending on severity. Airbnb's resolution centre is used where applicable.

10.12 Compliance

Any breach of this Code of Conduct may result in:

- Immediate termination of stay
- Removal from the premises
- Notification to the City of Kalamunda if necessary