
MANAGEMENT PLAN

SHORT TERM RENTAL ACCOMODATION

2 TRAFALGAR ROAD
LESMURDIE 6076



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1. INTRODUCTION

This Management Plan and House Rules has been designed to comply with council application for Development Approval Form for a Change of Use from 'Single House' to 'Use Not Listed – Holiday House' at Lot 20 (2) Trafalgar Road, Lesmurdie.

The operation of short-term accommodation at the subject site shall be in accordance with the Management Plan provisions below.

These provisions do not apply to permanent occupation of the premises.

This Short-Term Accommodation Management Plan has been prepared to demonstrate to the City of Kalamunda that if a change of use to Short-Term Holiday Home is approved for 2 Trafalgar Road, Lesmurdie, the property will be professionally managed to minimise any adverse impact on neighbours and nearby residents. The residential owners of the property are self-managing the property as JLT Property Management and therefore have a vested interest in maintaining a high standard of guests and will follow a guest screening process to avoid hosting parties and events. JLT Property Management have the processes in place to screen guests, have guest identification verified and only accept bookings from guests with a minimum 4 star rating.



2. PROPERTY DESCRIPTION

2 Trafalgar road is a 4 bedroom, 2.5 bathroom house situated on the scarp in Lesmurdie and sits on a 2498m² lot. The property is located within The City of Kalamunda, with no flood or heritage overlays detected.

Guests will have access to the entire stand-alone tri-level home offering 5 beds and sleeping up to 8 adults.



3. ACCOMMODATION MANAGER

The premises is listed by the residential owners who will be managing the property.

JLT Property Management

Accommodation Manager – Kimberley Williams

Ph: 0408951161

2 Trafalgar Road, Lesmurdie, WA 6076

Email: Kimberley.jw@outlook.com

4. GUEST BOOKING PLATFORM AND PROTECTION

Guest bookings are made via Airbnb's online platform. A bond/security deposit is required to be paid by guests to Airbnb. This deposit is to ensure guests recognise their responsibilities to maintain and respect the property and the facilities including the building and surroundings. The bond is applied in the following scenarios:

- Excessive cleaning and rubbish.
- Damage to any of the contents in the property and common areas e.g. scratching of wall paint, marks and stains on carpet, broken glasses and utensils, stained sheets.
- Loss of remote controls or keys.
- Deliberate damage or vandalism to the property.
- Noise disturbance to neighbours.
- Additional guest numbers beyond the stated maximum.

The owner is responsible for cleaning the property and ensuring that all functional components of the premises are regularly maintained by specific contractors. Records of all guests staying at the property are retained by the Accommodation Manager.

5. AIRBNB BOOKPLATFORM PROVIDES HOST DAMAGE PROTECTION

Host damage protection: a part of AirCover for Hosts (owner of property/accommodation manager), provides Hosts with \$3 million USD in insurance coverage in the rare event the property or belongings are damaged by a guest during an Airbnb stay. Host damage protection provides covers for:

- Damage to the property or belongings caused by a guest (or others).
- Unexpected cleaning costs incurred due to the behaviour of a guest (or others) during an Airbnb stay.
- Income lost if the host needs to cancel confirmed Airbnb bookings due to damage caused by a guest (or others).

6. MINIMUM/MAXIMUM LENGTHS OF STAY

The minimum stay is two (2) nights, and the maximum stay is three (3) months.

7. GUEST SCREENING PROCESS BY THE HOST (ACCOMMODATION MANAGER)

The residential owners of the property are also self-managing the property and therefore have a vested interest in maintaining a high standard of guests and will follow a guest screening process to avoid hosting parties and events. The screening process is as follows:

- Only guests with a verified government ID and profile photo can send booking enquiries.
- All guests must go through a host pre-approval process, instant bookings are disabled.
- Guest must disclose if they are booking on behalf of others and provide purpose of trip, name of guests and contact details.
- Preferred guests will be West Australian locals looking for a quiet weekend getaway in the hills, overseas or interstate families coming to visit and sightsee generating tourism in the area and supporting local businesses and professionals who are relocating.
- Guests will need to book for 2 or more night's stay. Bookings will not be accepted for 1 night.
- Guests will need to have a 4-star review or higher for booking to be accepted.
- For guests who would like to make a booking but do not have a review yet, property manager will do reference check and telephone call to verify the purpose of stay.

8. MAXIMUM OCCUPANCY LIMIT

The property may have a maximum number of eight (8) adults at any one time.

9. GUEST ACCESS TO ACCOMMODATION

Persons occupying the accommodation will be able to access the property 24 hours a day, 7 days a week, in accordance with the House Rules which will be displayed in the main room of the residence.

10. GUEST ARRIVAL AND DEPARTURE PROCEDURES

To minimise any disruption to residents, tenants may check in between the hours of 3:00pm to 8:00pm and no later than 10:00pm on any day of the week. Self-check-in instructions will be emailed to guests 24 hours prior to their arrival, guests will check in between 3:00pm to 8:00pm and check out between 8:00am to 10:00am. House Rules will be emailed and sent via Airbnb chat dialogue to remind the guests of polite behaviour and noise consciousness. Guests will be granted access to a lockbox on-site for collection of the keys to the accommodation. All guests are required to leave the property at the end of their stay period by 10:00am. The guests are to deposit the keys

back into the lockbox on departure on the last day of their stay. The cleaning service arrives at the property at 10:30am to service the accommodation.

11. CAR PARKING MANAGEMENT

The double carport is accessible from Trafalgar Road. There is an extensive driveway from Trafalgar Road to the carport which can easily accommodate 4 more vehicles. There is also additional guest parking in a recessed parking area on the property along Trafalgar Road where there is a front gate for guest access. All vehicles must be parked within the property boundary in the car parking area in front of the house, on the driveway or in the carport.

12. NOISE CONTROL

Guests are required to comply with the noise regulations of the Environmental Protection Act 1986 and the Environmental Protection (Noise) Regulations 1997; and the guidelines set by the City of Kalamunda. Specifically, guests are required to emit minimal noise (including but not limited to party noise; stereo, radio and home theatre; musical instruments; and domestic noise) from the premises before 7:00am and after 9:00pm in the evening. The Airbnb platform holds a bond/security deposit as part of the booking fee which is applied in circumstances related to unacceptable noise nuisance. The contact details of the Accommodation Manager are to be provided to the neighbouring property owners.

The property will be fitted with a noise monitoring system. The property manager can access noise levels at any time via an app and is notified if the noise level reaches a set decibel. Guests will receive a warning regarding noise. If the noise continues, they will be asked to leave the property with no refund. If the noise monitor is tampered with, guests will be asked to leave the property immediately with a loss of bond.

13. HOUSE RULES

The house rules have been prepared by the owners of the property. The aim is to create a harmonious place to live and stay that is safe and enjoyable for all residents. To achieve this, the following guidelines have been prepared and we hope through open and honest communication a close community atmosphere is maintained. The following House Rules are posted in the listing description of the property and are agreed upon at the time of booking.

1) **Security** - It is important to ensure the property is secure by properly closing and locking all gates and doors after passing through. It is important that you report any suspicious behaviour to the police and/or the Property Manager immediately.

2) **Noise** - Please be considerate of your neighbours during your stay. Music must always be kept at a reasonable volume (no noise before 7:00am and after 9:00pm in the evening). Noise complaints will NOT be tolerated and will result in a Breach Notice. Please ensure all noise complaints are lodged with the Council Ranger, Police and then the Property Manager.

3) **Pets** – No pets are allowed at the property.

4) **Rubbish** - Appropriate bins are provided within the property. Collection is undertaken by Council's waste contractor. General rubbish is to be bagged and placed in the red lid bin. The yellow lid bin is for recycling. The green lid bin is for all FOGO waste. A blue bin is provided for all 10c recycled containers. The dumping of large items that do not fit within the bins will be on billed to the guest/s. General household waste to be placed inside sturdy rubbish bags before being deposited into the rubbish bins. Cartons are to be broken down to a sufficient size before placing in wheelie bin. Wheelie bins are not to be removed from the property. If guest/s are staying at the property on a Thursday night, please ensure bins are taken out for road side collection on Friday morning.

5) **Light Globes** - Please immediately report any outages to the Property Manager and they will have the contractor attend site to remedy the fault.

6) **Smoking** - No guest/s or invitee shall smoke any tobacco, vape or other substance in or on any part of the property. All areas are monitored by hardwired smoke detectors. Smoking will trigger the smoke alarm. Smoking inside the house will result in a loss of bond.

7) **Parking** - All guest/s and visitor cars are to be parked within the property or in the parking area alongside the property. No caravan, trailer, float or boat is permitted to be parked in the carport. It is an offence to park or leave any vehicle in such a position where it is likely to be a nuisance or obstruct public footpath, or any part of the street.

13.1. HOUSE RULES

The following House Rules will be displayed in the main living room of the home.

- ❖ This is our home, please treat it as your own.
- ❖ Respect your neighbours.
- ❖ Please keep your noise down before 7:00am and after 9:00pm in the evening.
- ❖ Park your vehicle in the parking spots allocated.
- ❖ When you leave the property, please leave it as you find it. If you require assistance or have any issues, please contact the Accommodation Manager who is available 24/7 to respond. The details of the Accommodation Manager are listed below: Kimberley Williams Mb:0408951161 Email: Kimberley.jw@outlook.com

14. COMPLAINTS MANAGEMENT

Complaints process for alleged contraventions of the House Rules

- a) A person may lodge a complaint with the property manager about an alleged failure by a person to comply with any obligation under the House Rules.
- b) The property manager may determine the form in which a complaint must be made and the supporting information that must be submitted.
- c) The property manager may obtain information relevant to a complaint from a guest who is likely to have access to that information.

Notification of complaints

- a) Upon receiving a complaint about a guest or the premises, the property manager must give the guest/s notice about the complaint. The notice must include:
 - i. Details about the alleged House Rules contravention as provided within the complainant.
 - ii. The potential consequences if a House Rules contravention is found.
 - iii. Instructions on how to provide evidence and submissions to the Property Manager.
 - iv. The next steps in the process, including opportunities to appeal the outcome.
- b) The property manager must deal with a complaint fairly and as quickly and reasonably possible.

Dismissing complaints

- a) The Property Manager may dismiss a complaint if satisfied:
 - i. The complaint is frivolous, vexatious, trivial, misconceived or without substance,
 - ii. The complaint has been previously determined under the House Rules.
- b) If the Property Manager is satisfied that a complaint should be dismissed, the property manager will issue a written notice to the complainant. The notice will include the reasons for the decision.

Evidence

- a) The Property Manager is to consider any submissions and/or evidence provided by the complainant about the guest/s or premises who is the subject of the complaint before deciding on the complaint.

Decisions

a) The Property Manager will decide, on the balance of probabilities, whether the guest/s or premises that is the subject of the complaint contravened the House Rules in the manner detailed in the complaint.

b) The Property Manager will give all parties to the complaint notice of their decision about the complaint. The notice must include a basic statement of the reasons for their decision.

15. EMERGENCY PROCEDURES

The following information is provided to guests in the Welcome Book. The Welcome Book is emailed 24 hours prior to check in and hard copies are available at the property.

EMERGENCY MAINTAINENCE

Please contact the Property Manager immediately if you have an emergency in relation to the property, urgent maintenance or any occurrence that is immediately potentially hazardous to the health and safety of any guest/s or visitors or puts the property at risk of significant damage or additional damage. Such instances include but are not limited to; electrical power outage, loss of hot water and glass damage.

Synergy 13 13 53

Water Corporation 13 13 75

Storm Damage

State Emergency Services 9323 9300 or 132 500

BUSHIFRE EMERGENY PROCEDURE

THIS PREMISES IS SUBJECT TO BUSHFIRE ALERT WARNINGS

Pre-emptive evacuation is advised during Fire Danger Ratings of CATASTROPHIC. Refer to Bushfire Emergency Information poster displayed in the house.

OTHER IMPORTANT CONTACTS

Police General enquires (non-emergency situations) 13 14 44

Emergencies (life threatening situations) 000

Crime stoppers to report illegal or suspicious criminal activity In the event of noise and behaviour complaints, they should first be reported to the police and/or the Property Manager. 1800 333 000

Fire and Emergency Services General enquires (non-emergency assistance) 9395 9300

Emergencies (smoke, fire or life threatening situations) 000

Ambulance Emergencies (injury or life threatening situations) 000

Please note that if the matter is NOT an emergency or does not relate to the common property then you may be responsible for the costs.