

Management Plan Template

1.0 Introduction

The management plan addresses the transformation of properties located at 19 & 17 Calophylla Way and 12 & 14 Hybanthus Avenue in High Wycombe. Originally designated as aged/dependent dwellings, these properties are being reconfigured into a lodging house setup. This transition involves dividing each property into four distinct quadrants, each operating like a separate unit within the addresses. This reconfiguration is part of our strategic initiative to help alleviate the local rental crisis by increasing housing availability.

These properties are intended for residential tenancy, offering leases ranging from 6 to 12 months. It is important to clarify that this setup does not constitute 'short-term letting.' Each tenancy will be formalized through a lease agreement that complies with the duration stipulated. By operating within these parameters, we ensure adherence to the Residential Tenancy Act (RTA) guidelines and uphold the real estate code of conduct.

This change aims to contribute to alleviating the rental crisis by accommodating more residents.

Address: 19 Calophylla Way, High Wycombe, WA 6057

Bedrooms: 6

Bathrooms: 2

Parking: **3 bays**

Common Areas: Garden (similar to that of strata apartment or town houses)

Includes a kitchen, living, and dining area

Furnishing: 70% furnished

Lease Terms: long term tenants 12-month lease

This large dwelling is ideal for accommodating multiple tenants, with ample living and private space, making it suitable for shared living arrangements among professionals or students and families.

Address: 17 Calophylla Way, High Wycombe

Bedrooms: 5

Bathrooms: 2

Parking: **3 bays**

Common Areas: Includes a kitchen, living, and dining areas

Furnishing: 70% furnished

Lease Terms: 12-month lease

The slightly smaller 5-bedroom house offers a comfortable and spacious living environment suitable for families or groups wishing to share a house in a community-focused area.

Address: 12 Hybanthus Avenue, High Wycombe

Bedrooms: 6

Bathrooms: 2

Parking: 3 bays

Common Areas: Garden (similar to that of strata apartment or town houses)

Includes a kitchen, living, and dining area

Furnishing: 70% furnished

Lease Terms: long term tenants 6 - 12-month lease

This large dwelling is ideal for accommodating multiple tenants, with ample living and private space, making it suitable for shared living arrangements among professionals or students and families.

Address: 14 Hybanthus Avenue, High Wycombe.

Bedrooms: 5

Bathrooms: 2

Parking: 3 bays

Common Areas: Includes a kitchen, living, and dining areas

Furnishing: 70% furnished

Lease Terms: 6- 12-month lease

The slightly smaller 5-bedroom house offers a comfortable and spacious living environment suitable for families or groups wishing to share a house in a community-focused area.

Rental Details

Segmented Layout:

The properties located at 17 and 19 Calophylla Way, and 12 and 14 Hybanthus Avenue, are each divided into four distinct quadrants, functioning almost like four separate properties within each address.

Lease Arrangements:

Each quadrant within the properties is designated under a single lease agreement. This structure ensures that there will be a maximum of four lease holders per property at any given time. The leaseholder could vary from a family—typically consisting of two adults and three children—to a corporate lease arrangement. In the case of a company lease, the company holds the lease and may place up to six approved applicants per quadrant, reflecting the needs of their employees.

Car parking arrangements are carefully managed. Each lease grants access to three parking bays within its designated quadrant. This allocation takes into account the anticipated number of cars, with a cap of three cars permitted per quadrant, ensuring adequate parking while maintaining accessibility for all tenants.

The properties are versatile in their rental possibilities, catering to both residential families and corporate needs. This flexibility allows for a diverse tenant base and can be particularly appealing in markets with high demand for varied housing solutions.

Target Tenants:

Families seeking a substantial, self-contained living space.

Corporations looking for comfortable, convenient accommodations for employees, whether for 6 month or 12 month projects placements.

Corporate Tenants: We will be targeting corporations looking for comfortable and convenient accommodations for their employees. Whether for 6 months or long-term placements, the properties are equipped to meet the demands of corporate housing, offering flexible lease terms and facilities that support a productive living and working environment.

Compliance with RTA: In line with the Residential Tenancy Act, our property management practices adhere strictly to non-discrimination policies. We ensure equal opportunity in housing and do not discriminate on the basis of age, race, color, religion, sex, national origin, family status, disability, or any other protected class as defined by local, state, or federal law.

Application and Vetting Process

Prospective tenants will undergo a standard application process that involves submitting necessary documents and proof of eligibility to rent.

Tenant Vetting: The vetting process will include background checks to ensure the reliability and compatibility of tenants with the lodging house environment.

Management and Interaction

On-site Management: Initial meetings with new tenants or property viewings will be handled by a management agent from Centurion Real Estate to provide a personal touch and ensure all questions are addressed.

Maintenance and Inspections: Regular inspections will be conducted to maintain the quality and functionality of the properties. Any issues identified during inspections will be addressed promptly to ensure the properties remain in good condition.

2.0 Check In

Given the structured lease terms, there are no check-in or check-out processes like those found in short-term rental properties. Tenants will sign a lease for a minimum of six months, enhancing stability and community continuity within each property.

3.0 Check out

Given the structured lease terms, there are no conventional check-in or check-out processes like those found in short-term rental properties. Tenants will sign a lease for a minimum of six months, enhancing stability and community continuity within each property.

4.0 Complaints Management

Should there be an issue with noise complaints, our first step is to acknowledge the concern and communicate directly with the involved tenants. Sam Harris, our Property Management Agent, will discuss the matter respectfully with the tenants to seek a resolution. All complaints should be directed to the designated Property Management Agent. This will be Sam Harris.

About Sam Harris:

Professional Background: Sam has over three years of experience in property management. His background as a former police officer in the UK contributes to his meticulous attention to detail and his punctuality in addressing concerns.

Strengths: Known for his thoroughness, Sam is extremely detail-oriented and committed to resolving any concerns raised by tenants or neighbors swiftly and effectively.

Legal Adherence: We want to note that we are bound by the [Residential Tenancy Act](#) and are committed to exercising our rights and responsibilities in accordance with the Act. This ensures that all actions taken in response to tenant issues are legally sound and fair.

5.0 Use of Premises

Number of Rooms and Guests: Each bedroom within the property is designated to be used. However, the total occupancy must be considered in light of available parking bays and the overall living environment. This approach helps manage the density of residents and maintains a comfortable living space for all.

Compliance with Regulations: Adherence to occupancy limits is also crucial for ensuring that the property remains in compliance with safety and health regulations, which are outlined in the Residential Tenancy Act. This includes provisions related to the adequate provision of services and facilities for the number of residents.

Duration of Tenancy:

Minimum Lease Term: Consistent with the stability goals of both tenants and property management, the properties are available for lease with a minimum commitment of six months. This term supports residential security and allows for better management of rental relationships.

Maximum Lease Term: Leases are typically offered for up to 12 months. This duration is in line with the Residential Tenancy Act's provisions, which encourage lease terms that support housing stability while allowing flexibility for both parties. Renewals beyond this term are subject to mutual agreement and compliance with tenancy conditions, reflecting a balance between tenant stability and flexibility for property management to make necessary adjustments.

Use of Premises:

Permitted Uses: The premises are to be used solely for residential purposes as defined by the Residential Tenancy Act. This includes the tenant's right to quiet enjoyment and use of the property for living purposes without undue interference from the landlord or other parties.

Restrictions: Any use of the premises for purposes other than residential (such as commercial activities) must be explicitly approved by the property management in writing, ensuring that such uses do not conflict with zoning laws or create nuisances that could affect the welfare of other residents.

Enforcement and Compliance:

Monitoring and Enforcement: Property management will monitor compliance with these use provisions and take appropriate actions for any breaches, as per the guidelines set in the Residential Tenancy Act. This may include notices of non-compliance, mediation, and other legal remedies provided under the act.

Tenant Cooperation: Tenants are expected to cooperate with property management in maintaining the designated use of the premises and adhering to all occupancy and usage guidelines. This cooperation is essential for maintaining the quality and safety of the living environment.

As part of the leasing process we maintain comprehensive records of all residents. This includes recording their full names, contact details such as mobile numbers and email addresses. The contact information is essential not only for routine communication but also allows residents to report maintenance issues directly. This system links tenants to the property, ensuring prompt and efficient service delivery.

7.0 Maintenance

Initial Inspections:

Frequency: Initial inspections are conducted every 6 weeks for the first 6 months of a new tenancy.

Purpose: This frequent inspection schedule is crucial for identifying and addressing any **maintenance** or compliance issues early in the tenancy, ensuring that the properties remain in top condition and that tenant needs are promptly met.

Ongoing Inspections:

Frequency: Following the initial period, inspections are scheduled every 4 months.

Objective: These regular checks are vital for maintaining the quality and safety of the property. They ensure that all aspects of the premises continue to meet our high standards over the course of the tenancy.

Benefits of Integrated System:

Efficiency and Documentation: The integration of Bricks & Agents with our routine inspection practices allows for efficient management of tenant issues and thorough documentation of the property's condition over time.

Tenant Satisfaction: This system enhances tenant satisfaction by providing a clear, accountable method for reporting and resolving issues, thereby fostering a well-maintained and harmonious living environment.

8.0 Guest Guide

Ingoing and Outgoing Assessments: Unlike short-term rentals that may utilise guest guides for brief stays, our management approach involves conducting detailed Property Condition Reports (PCRs) both at the start and end of each tenancy.

These reports are crucial for documenting the state of the property when tenants move in and ensuring they leave the property in the same condition upon vacating.

Ingoing Report:

Initial Assessment: Upon commencement of the lease, a thorough ingoing PCR is conducted. This report captures detailed descriptions and photographic evidence of

the property's condition. It serves as a baseline for both the tenant and the property manager to reference throughout the tenancy.

Tenant Acknowledgment: Tenants are required to review and agree to the initial PCR, acknowledging their understanding of the property's condition and their responsibilities.

Ongoing Maintenance:

Responsibility: Tenants are encouraged to maintain the property according to the standards noted in the PCR and to report any issues or damages immediately. Our use of Bricks & Agents software streamlines this process, allowing tenants to easily communicate and document maintenance needs.

Outgoing Report:

Final Assessment: At the end of the lease, an outgoing PCR is conducted to assess the property's condition. This final report is compared against the ingoing PCR to ensure that the property is returned in the same state, accounting for normal wear and tear.

Security Deposit: The outcome of the outgoing PCR can impact the return of the tenant's security deposit. Any discrepancies or damages may result in charges that are clearly communicated and documented.

Benefits of PCR Use:

Clarity and Fairness: PCRs provide a clear and objective record of the property's condition, promoting transparency and fairness in the handling of security deposits.

Protection of Property: Regular assessments and the formal documentation process help protect the property by encouraging good maintenance practices and prompt reporting of issues.

9.0 Managers Guide

Purpose and Storage:

A detailed guide will be prepared for the property manager, Sam Harris, to provide a structured approach to managing the property. This guide will serve as a central reference for all managerial tasks and processes.

The guide will be kept in a physical folder accessible to the manager on-site and will also be available in a digital format to ensure it can be updated and accessed remotely as needed.

Contents of the Manager's Guide:

General Hosting:

Client Liaison: Protocols for regular communication with tenants, ensuring their needs are met and issues are promptly addressed.

Provider Coordination: Steps for coordinating with service providers, including cleaning, maintenance, and emergency services.

10.0 Code of Conduct for Guests and Visitors

Purpose: This code of conduct or a set of ' House Rules/Bylaws' establishes the expectations for behaviour and responsibilities of all guests and visitors at the properties. It ensures a harmonious and respectful environment for all residents and neighbors.

Respect for Property:

Guidelines: Guests and visitors are required to respect the property's facilities, furnishings, and landscaping. Any damages caused by guests or visitors must be reported immediately by the host tenant.

Management Actions: Regular inspections and security deposits from tenants will be used to enforce this policy, with costs for any damages incurred by guests being potentially recoverable from the tenant's security deposit.

Noise Control:

Guidelines: Quiet hours will be enforced from 10 PM to 7 AM daily. During these hours, guests and visitors are expected to keep noise levels to a minimum to not disturb other residents.

Management Actions: Complaints regarding noise are taken seriously and can result in warnings to the tenants. Persistent noise violations may lead to further action, including non-renewal of leases or eviction in accordance with the lease agreements.

Parking Regulations:

Guidelines: Guests and visitors must use designated visitor parking areas and adhere to all posted signage regarding parking. No parking in unauthorized areas is allowed.

Management Actions: Regular monitoring of parking areas will be conducted to ensure compliance. Unauthorized vehicles may be subject to towing at the owner's expense.

Security:

Guidelines: All guests and visitors must check in with the property management if visiting for more than a short period. Tenants must inform the property manager of any long-term guests in accordance with the lease agreements.

Management Actions: Waste disposal areas will be clearly marked and monitored. Improper disposal of waste by guests or visitors can lead to penalties for the hosting tenant, reinforcing the importance of adherence to waste management protocols.

10.1 General Principles

This isn't short term rental.

All management practices and tenant interactions are grounded in the principles set forth by the Residential Tenancy Act. This ensures that both tenants' and landlords' rights are protected and responsibilities are clearly defined.

10.2 General Requirements

Communication Standards:

Transparency: Maintain transparency in all communications with tenants. Ensure that all policies, changes, and updates are communicated clearly and promptly.

Documentation: Keep detailed records of all communications with tenants as required by the RTA. This includes lease agreements, notices, maintenance requests, and any other correspondence related to tenancy.

Step-by-Step Enforcement: Establish a clear, step-by-step process for enforcing rules, including initial warnings, formal notices, and, if necessary, legal action in accordance with the RTA.

Staff Training: Ensure that all property management staff are trained on the RTA and understand how to communicate and enforce policies in a manner that complies with the law.

Commitment to Legal Compliance and Fair Practices: By adhering to these communication and enforcement guidelines, the property management commits to upholding the rights of tenants as outlined in the RTA, ensuring a respectful and legally compliant housing environment.

10.3 Noise and Residential Amenity

Quiet Hours: Quiet hours will be established from **10 PM to 7 AM** daily. During these hours, noise should be kept to a minimum to prevent disturbances to other residents.

Daytime Noise Levels: Reasonable noise levels must be maintained during the day to ensure that all residents can enjoy a tranquil and harmonious living environment.

Special Events: Residents must notify the property manager in advance if they plan to host events likely to generate higher levels of noise, even during daytime hours, to coordinate and mitigate potential disturbances.

Handling Noise Complaints:

Immediate Reporting: Residents are encouraged to report noise directly to the property manager, Sam Harris.

Response Procedures: Upon receiving a noise complaint, the property manager will assess the situation and engage with the offending party to rectify the issue promptly. If the noise continues, further measures, such as warnings or penalties, may be applied according to the lease agreement and residential tenancy act

Communication and Education:

Awareness Campaigns: Regular feed back and updates will be used to educate residents about noise control policies and the importance of maintaining residential amenities.

Welcome Packet: New tenants will receive a welcome packet containing a detailed explanation of noise regulations and amenity usage policies.

10.4 Visitors

Purpose: These guidelines are established to ensure that all visitor interactions at the property adhere to the provisions set forth by the Residential Tenancy Act (WA), safeguarding both the rights and responsibilities of tenants and landlords.

Right to Quiet Enjoyment:

Tenant Rights: Tenants have the right to quiet enjoyment of their rented premises, which includes hosting visitors. This right is protected under the Residential Tenancy Act (WA), ensuring tenants can have guests without undue interference.

Visitor Limitations: While tenants are allowed to receive visitors, this right does not extend to causing disturbances or violating the terms of the lease regarding noise and occupancy limits.

Notification and Approval for Overnight Stays:

Informing Property Management: Consistent with maintaining security and community order, tenants are encouraged to notify property management about any overnight guests, which exceed consecutive nights.

10.5 Gathering or Functions

Tenant Rights: Under the Residential Tenancy Act (WA), tenants have the right to use the property for lawful purposes, which includes the right to host private gatherings or functions.

Conditions: While tenants are allowed to host gatherings, they must ensure that these do not disturb the peace, comfort, or privacy of their neighbors. Functions should not contradict any specific terms outlined in the lease agreement regarding noise, maximum occupancy, and usage of common areas.

Notification Requirements:

Advance Notice: Tenants are encouraged to notify the property manager in advance about any large gatherings or functions. This allows the property manager to ensure that the event complies with property rules and lease agreements.

3. Duration and Timing of Events:

Reasonable Hours: Events should be held during hours that are considerate of other residents' comfort. Typically, this means concluding activities by a reasonable hour, often aligned with local noise ordinances or property-specific quiet hours.

Guest Conduct and Responsibilities:

Responsible Hosting: Tenants hosting the gathering must ensure that their guests adhere to all property rules, especially those concerning noise and conduct.

10.6 Parking

19 & 17 Calophylla Way , High Wycombe : (6x bays)

12 & 14 Hybanthus Avenue, High Wycombe: (6x bays)

Tenant Priority: Since there are more rooms than parking bays, priority for parking spaces should be given to tenants based on the lease agreement terms. Consider factors such as the tenant's need (e.g., families with children, disabled access) and the order in which tenants signed their leases.

Unit-Specific Parking: Visitors are permitted to park in the parking bay allocated to the specific unit they are visiting. This ensures that each tenant manages their allocated space responsibly and that visitors do not occupy parking bays designated for other tenants.

No Verge Parking: To maintain the aesthetic and safety of the property, parking on the verge is strictly prohibited.

10.7 Garbage and Recycling

Bins and Collection: Each unit will be provided with designated garbage bins that must be used for all non-recyclable waste. Garbage collection will be conducted weekly by local waste management services. Tenants are responsible for ensuring their garbage bins are taken out to the designated collection points on the specified day and brought back within 24 hours after collection.

Recycling Bins: Separate bins for recyclable materials (e.g., paper, plastics, metals, and glass) will be provided. These bins will be clearly labeled to avoid contamination of recyclable materials with regular waste.

Collection Schedule: Recycling will be picked up bi-weekly. Tenants will be provided with a schedule of recycling days and are required to adhere to this schedule to ensure efficient recycling processes.

10.8 Security

Overview: The security measures implemented at the property adhere to the minimum standards as defined by the Residential Tenancy Act. These standards are designed to ensure the safety of the tenants and the security of the property.

Mandatory Security Features:

Locks on All External Doors: Install and maintain high-quality deadlocks on all external doors as required by the Residential Tenancy Agreement. This includes front, back, and side doors leading into the property.

Window Locks: Secure all accessible windows with locks that meet regulatory standards to prevent unauthorized entry from the outside.

Lighting: Provide adequate external lighting around the property to enhance visibility and deter potential intruders, especially in entry areas, walkways, and parking lots.

Additional Security Measures:

Smoke Alarms: Ensure that smoke alarms are installed and maintained in accordance with the law, providing early warning in the event of fire.

10.9 Smoking

No Smoking Rule:

Smoking is strictly prohibited on all grounds of the property, including inside individual units, balconies, common areas, and outdoor spaces. This policy is in place to ensure a healthier environment for all residents and to prevent fire hazards and litter associated with smoking.

Tenant Agreement: Include the no-smoking policy in the lease agreements to ensure that all tenants are aware of the rules before moving in. This agreement will clearly state that smoking is a violation of their lease.

10.10 Pets

General Policy: Due to the layout of our strata complex and the absence of adequate fencing, pets are strictly prohibited on the property. This policy ensures the safety and comfort of all residents and maintains the cleanliness and order of the common areas.

2. Policy Rationale:

Safety and Maintenance: The decision to prohibit pets is based on ensuring the safety of both the pets and the residents. Without adequate fencing, there is a significant risk of pets escaping or causing disturbances.

Allergies and Cleanliness: Additionally, a no-pets policy helps in managing allergies among residents, reduces noise levels, and maintains the overall cleanliness of the property.

10.11 Damages and Breakages

Reporting Damages:

Initial Reporting: Tenants are required to report any damages or breakages within the property to the property manager as soon as they are noticed. This prompt reporting is crucial for timely repairs and to prevent further deterioration.

Contact Details: Provide all tenants with clear contact information for the property manager, making the reporting process straightforward and accessible.

Assessment and Documentation:

Inspection by Property Manager: Upon receiving a report of damage or a breakage, the property manager will inspect the affected area to assess the extent of the damage and determine the cause.

Documentation: The property manager will document the damage in detail, including photographs and descriptions, which will be filed for reference during repair processes or lease reviews.

Responsibility and Liability:

The property manager will determine liability based on the nature of the damage. Normal wear and tear are typically the landlord's responsibility, while damages caused by negligence or misuse by the tenant will likely be the tenant's responsibility.

Notification to Landlord: After assessing the damage, the property manager will notify the landlord and provide all relevant documentation and an assessment report.

Repair Process:

If the tenant is found liable, they may be required to cover repair costs. The property manager will coordinate with approved contractors to ensure repairs are carried out promptly and to an acceptable standard.

Tenant Repairs: In some cases, with prior approval from the property manager, tenants may be allowed to undertake minor repairs themselves or choose a contractor, particularly if they are responsible for the damage

10.12 Compliance

Ensure that every tenant receives a copy of their lease agreement and 'House Rules/Bylaws' at the start of their tenancy. Require tenants to acknowledge in writing that they have received, understood, and agreed to abide by these rules as part of their lease agreement.

Monitoring Compliance:

Regular Inspections: Conduct regular inspections to ensure compliance with their lease agreement, particularly focusing on areas such as noise levels, property cleanliness.

Tenant Feedback: Encourage tenants to report any breaches they observe. Provide multiple channels for communication, such as a dedicated hotline, email, or an online portal, ensuring tenants feel comfortable and secure in reporting issues.

Handling Breaches:

Immediate Action: Upon notification of a breach, the property manager will promptly investigate the issue. This may involve speaking directly with the tenant or witnesses and reviewing any available evidence.

Documentation: Document all breaches thoroughly, including the nature of the breach, the tenants involved, witness statements, and any other relevant information. This documentation is essential for tracking patterns of behavior and providing evidence if escalation is necessary.

Resolution Procedures:

For minor first-time breaches, handle incidents informally through verbal warnings or written notices to the tenant, clearly explaining the violation and reminding them of the code of conduct requirements.

Formal Actions: For repeated or severe breaches, escalate the response to formal actions. These may include official warnings, fines (if applicable), and, in extreme cases, proceedings for eviction in accordance with the Residential Tenancy Act and real estate regulations. Ensure that all formal actions are documented and communicated clearly to the tenant.

Legal Compliance:

Ensure that all procedures for handling breaches comply with the Residential Tenancy Act and applicable real estate laws. This includes respecting tenants' rights during the investigation and resolution of incidents and adhering to proper eviction processes if necessary.

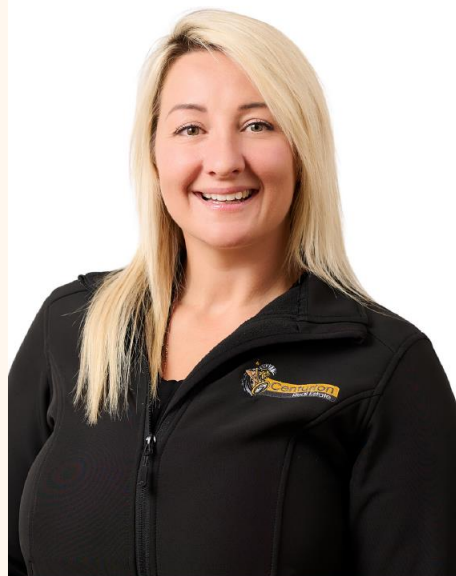
Tenant Education and Re-Education:

Ongoing Education: Provide ongoing education to tenants about the importance of the code of conduct and the implications of breaches. This could be done through regular meetings or updates to the tenant portal.

Reinforcement of Rules: Reinforce the rules periodically to all tenants to ensure new tenants are aware and existing tenants are reminded of their responsibilities.

Conclusion:

Commitment to Fairness and Safety: This approach to managing breaches of the code of conduct demonstrates a commitment to maintaining a fair, safe, and respectful living environment for all tenants. By enforcing these rules consistently and fairly, the property management helps ensure that all residents can enjoy a high *quality of life at the property*.



*I'm hoping the additional peace of mind,
higher level of service, experienced
managers and all the other benefits of
being part of our Centurion Community
are worth engaging our services.*

Justine Valender

#Sam Harris

🌐 12/530 Kalamunda Rd,
High Wycombe WA 6057

☎ 08-94542237

<https://www.centurionrealestate.net.au/>