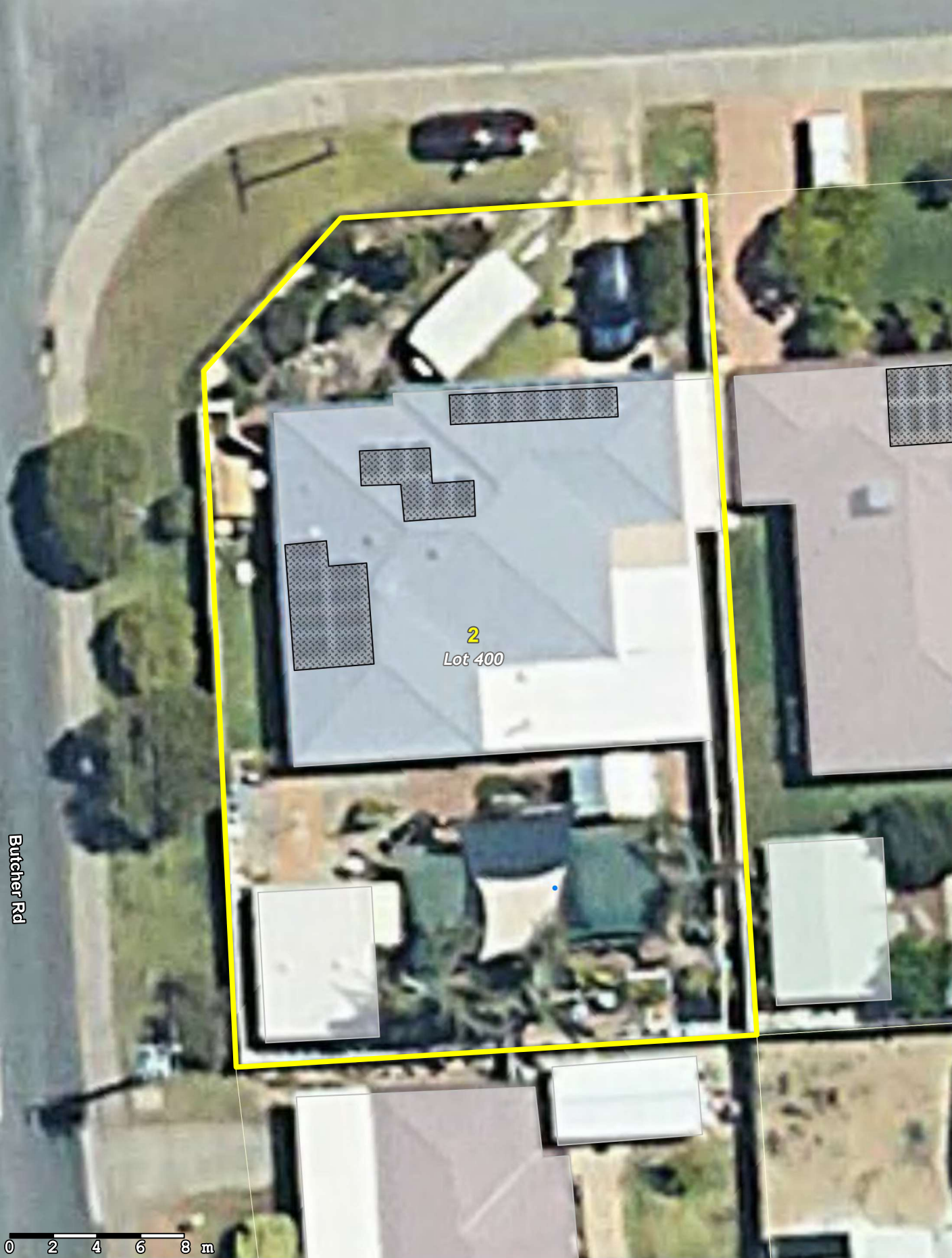




Management Plan

This Management Plan has been developed to demonstrate compliance with local council rules and regulations around short-term accommodation.

Staycay Pty Ltd is a local, Perth focused family business developed to manage short-term accommodation as professional hosts on behalf of a landowner. Our portfolio of properties aim to increase availability of accommodation to a diverse range of people of all ages and to attract people to the City of Kalamunda in particular.

As Perth residents ourselves, we are committed to working with the Local Council to ensure all requirements are met and maintained, the Property is well cared for and neighbors are not unduly impacted by an approval for change of use.

Contents

1.0	Introduction	3
1.1	The Property's Address	3
1.2	The Property's Use	3
1.3	The Property's Manager	3
2.0	Check-In.....	3
3.0	Check-Out.....	3
4.0	Complaint Management	3
4.1	Complaint Mitigation	4
4.2	Addressing Concerns (Prior to Complaints)	4
4.3	Receiving Complaints	5
4.4	Addressing Complaints	5
5.0	Use of The Premise	5
5.1	Number of People	5
5.2	Length of Stay	5
6.0	On-Site Registration	5
7.0	Maintenance	7
8.0	Guest Guides & Information	7
8.1	Welcome Folder Contents	7
9.0	Manager's Standard Operating Procedure	8
10.0	Code of Conduct for Guests and Visitors	8
10.1	General Principles	8
10.2	General Requirements	9
10.3	Noise and Residential Amenity	9

10.4 Visitors	9
10.5 Gathering or Functions	9
10.6 Parking	10
10.7 Garbage and Recycling	10
10.8 Security	10
10.9 Smoking.....	11
10.10 Pets	11
10.11 Damages and Breakages.....	11
10.12 Compliance.....	11
10.13 Outdoor Areas	11
10.14 Health and Safety	11
10.15 Hygiene and Comfort	12
10.16 Management of The Property	12

1.0 Introduction

As required for the property at the location of 2 Birt Court High Wycombe to be used as short-term rental accommodation, Director of Staycay, Sarah Luxton, (“The Manager”) has developed this Management Plan on behalf of Nik Stephen (“The Owner”) in accordance with what is required by the City of Kalamunda (“The City”).

1.1 The Property’s Address

The property in question is located at 2 Birt Court High Wycombe. The nearest cross street intersection is Butcher Road.

1.2 The Property’s Use

The property in question is seeking permission to be used as short-term accommodation, falling into the category of “Unhosted Short Term Rental Accommodation” under The City’s current Local Planning Policy.

1.3 The Property’s Manager

The property will be managed by Sarah Luxton – Director, Staycay Pty Ltd. The Manager and the business are located in Perth and specialize in high-quality, short-term accommodation in the Perth Metropolitan Area. All enquiries should be made to The Manager as the person responsible for its use as short-term accommodation for the Approval Period (as stipulated in the Local Planning Policy).

2.0 Check-In

The guest(s) will have an opportunity to check into the property from 3.00pm on the date of “Check-In”.

3.0 Check-Out

The guest(s) will have an opportunity to check-out of the property at any time until 10.00am on the date of “Check-Out”.

4.0 Complaint Management

In the unlikely event that a complaint does occur at The Property, we have developed a proactive, structured approach to address and eliminate the concern.

4.1 Complaint Mitigation

Rather than wait for complaints to occur, we have a proactive system in place to mitigate risk. This is done through:

- Each neighboring resident should be provided with The Manager's contact details if an issue arises and needs formal resolution.
- Prior review by the Manager, maintenance and facilitation of all necessary adjustments to the Property will be put in place prior to Guests arrival to ensure noise issues and amenity impacts are limited for neighbors in close proximity.
- Guest Vetting: The use of guest vetting processes commonly used in the industry to ensure guests are appropriate for short term accommodation lets, includes procedure for reviewing past stays with other providers, reviews and feedback, and identity verification. Guests with previous issues in violation of Property House Rules are not invited to stay. Includes ongoing dialogue with Guests as to the reason for their stay, what brings them to Perth, number of guests and other relevant information.
- Agreement and definition of House Rules: All guests are required to have read, understand and accept the Property House Rules. Verification of identity is an important aspect of this component so that guests are held responsible for violation of terms.
- Security & monitoring of the Property: the Manager ensures the Property is in an appropriate area for the Guest's stay/need and tasks her Guest Experience Team to monitor communication with the Guest prior to, during and post stay; the Maintenance Team are tasked with general upkeep, rubbish and repair tasks and are regularly sent to the Property to monitor use of the Property.

4.2 Addressing Concerns (Prior to Complaints)

If The Manager is notified of any concerns prior to a complaint being lodged, we will do so in the following manner:

- An initial conversation with the Guest: This will notify the guest of our initial concerns with regard to noise, occupancy, continuation of reservation. An initial conversation with a Guest in our professional management experience stops any further escalation of the complaint. (Frequency: sometimes)
- A Visit to The Property: If the concern is not addressed and resolved via discussion and/or messaging, The Manager is responsible for immediate attendance at the property to resolve the concern. (Frequency: rarely)

4.3 Receiving Complaints

All official complaints should be received by The Manager. The Manager can be notified via mobile phone call, SMS text message or email – whichever is most practically possible.

4.4 Addressing Complaints

If an official complaint is not captured by our complaint mitigation process, The Manager is responsible for addressing the complaint with the guest. This occurs through:

- Attending The Property to notify the guests of the complaint by The City and its residents.
- Each neighboring resident should be provided with The Manager's contact details if the source of the complaint happens to continue.
- If so, The Manager will return to the property and request that the guests leave the premise – providing other alternative forms of accommodation to be paid by the guests. If the guest is unable to pay, The Manager is responsible for payment and should request compensation from the guest at a later date.

5.0 Use of The Premise

The premise or The Property will be used for the purposes of short-term accommodation in the category of "Unhosted Short Term Rental Accommodation" under the Local Planning Policy guidelines.

5.1 Number of People

The maximum number of persons staying at The Property at any given time is 8 in accordance with the Local Planning Policy guidelines.

5.2 Length of Stay

The minimum length of stay for any person residing at The Property is 2 nights and a maximum of 90 (ninety) days in accordance with the Local Planning Policy guidelines.

6.0 On-Site Registration

Staycay conducts and stores on-site registration details of all guests that stay at The Property. This registration is a requirement for all guests prior to being accepted as a Guest of the Property. All details are verified using our in-house management software and are available for inspection with authorized approval by a City Officer at any time upon request from The City.

Registration details captured:

- Full Legal Name
- Verified Mobile Phone Number
- Verified Email Address
- Verified Government ID (non-expired, photographic identification driver's license or passport)

7.0 Maintenance

Property upkeep and maintenance is an essential component of effective short-term rental management and is an aspect that we take a serious and proactive approach to. The Manager will inspect the property after each guest leaves the premise to allow for rapid repair of maintenance items within (or outside) The Property. The Property is inspected by our Cleaning, and Property Inspection Teams in addition to the Maintenance Team.

The Manager and her teams are responsible for the maintenance of the building and the gardens of The Property using our relevant contracting professional partners. All maintenance is to be conducted promptly to ensure The Property exceeds the requirements and expectations of The City and its residents.

8.0 Guest Guides & Information

Each resident of The Property will be provided with physical and digital welcome folder of details that provides them with all of the information required for an enjoyable, safe and compliant stay.

8.1 Welcome Folder Contents

Each welcome folder is developed by Staycay and presented in a format developed by our team and connected to our online software partner, Hostfully. The contents of both the online and physical welcome pack and access details include:

- Manager and contact details
- Other important contact numbers
- Code of Conduct
- Directions to and from the property
- Parking details
- Wi-Fi Device name and password
- How to use appliances safely and effectively
- TV Information
- Air Conditioner operation
- Location of safety equipment
- Rubbish bin location & waste management protocols

- Check in time
- Check out time
- Quiet Hours
- Local restaurant and shopping recommendations
- Local Planning Policy guidelines
- Local parks
- Recreation opportunities
- Other major attractions relevant to the area

9.0 Manager's Standard Operating Procedure

Staycay has developed its own internal SOP outlining all processes necessary for The Manager and Team of staff to conduct their roles to the level required by the guest, the Owner and The City.

This guide includes (but not limited to):

- General hosting (Including liaisons with clients, providers and Local Government)
- Cleaning information between occupants
- Laundry requirements
- Garden preventative maintenance
- Building preventative maintenance

10.0 Code of Conduct for Guests and Visitors

The Code referred to by Staycay as "The House Rules" outlines the requirements for guests and visitors when at The Property. This Code of Conduct will be sent and agreed to by all guests prior to invitation to stay at The Property. Additionally, This Code of Conduct will be displayed in a prominent place within The Property, so that it can be easily viewed by all guests and visitors.

10.1 General Principles

The general principles of staying and visiting The Property include:

- Treat this property as your own.
- Treat its contents as your own.
- Respect your neighbours.
- Leave it as you found it.

10.2 General Requirements

The general requirements of staying and visiting The Property include:

- All guests and visitors must comply with this Code of Conduct or “House Rules” and any additional instructions from The Manager during their stay.
- Guests must notify The Manager of any disputes or complaints from neighbours or residents of The City as soon as practical.

10.3 Noise and Residential Amenity

- Guests and visitors must not create noise which is considered offensive to residents of neighbouring properties especially between 10pm and 7am Monday to Saturday and 10pm – 9am on Sunday and public holidays, during arrival, and during departure, and at any time throughout the occupancy.
- Offensive noise is prohibited and may result in termination of permission to occupy the property, eviction, loss of monies paid and extra charges for security and other expenses, which may be deducted from the security deposit or bond under the terms and conditions of the Guest’s stay.
- Guests and visitors must not engage in any anti- social behavior and must minimize their impact upon the residential amenity of neighbours and local community.

10.4 Visitors

- No visitors or guests other than those who booked to stay at the property can stay in the property without first obtaining The Manager’s approval.
- Guests who have booked The Property are fully responsible for actions and behaviours of visitors.
- Guests are responsible for ensuring that visitors comply with the Code of Conduct.

10.5 Gathering or Functions

It is imperative to note that The Property is not a premise for conducting any form of party where residents of The City are subject to antisocial behaviour from any guests or visitors.

Where the Manager is informed of a violation of this policy, the Manager will take the appropriate immediate steps to resolve the situation. This is clearly advised to Guests prior to arrival and wherever possible, flagged in our vetting process before an invitation is made.

10.6 Parking

Guests and visitors are to comply with parking regulations and other requirements set out below and show consideration to neighbours and other vehicles:

- Parking arrangements on the Property are restricted to the driveway designated parking bay on the Property only. The parking bays are part of the Owners property.
- There will be no increased volume of traffic caused to the Property or surrounding areas as the parking is limited to 3 cars on the Property.

10.7 Garbage and Recycling

Rubbish and recycled goods are to be disposed in accordance with the usual practice at The Property in the allocated bins, and excess rubbish must not be left in a public area. Rubbish and recycling arrangements at The Property are an indicated red top wheelie bin for general waste, yellow top wheelie bin for recycled goods & green top wheelie bin for compostables as per the City Guidelines. There will be no impact to the amenity as rubbish will be removed and collected as per usual guidelines.

Guests are informed that:

- Rubbish is collected every Mondays. Please assist by placing bins on the verge for collection and return them on the same day to the allocated place on the property after they are emptied.
- If excess waste is accumulated, guests should notify The Manager who will arrange for disposal to a designated waste collection site as soon as practically possible.
- The Manager will send the Maintenance team to ensure rubbish is removed and disposed of appropriately in a timely manner.

10.8 Security

Staycay takes the security of both the guest's and the Owner's belongings with the upmost seriousness and have implemented the following to reflect this:

- Whenever the guest is absent from the property, they must close and lock all windows and doors to maintain security and prevent rain and water damage.
- At all other times, secure doors and windows, as required.
- The mains electricity RCD's (Residual Current Devices) are in the property's meter box.

10.9 Smoking

No smoking including vapes within The Property or common areas is permitted at anytime.

10.10 Pets

No pets are permitted within The Property, except appropriate & pre-approved by The Manager service animals.

10.11 Damages and Breakages

All damages and/or breakages must be reported to The Manager as soon as practically possible.

10.12 Compliance

Breach of this Code of Conduct is a breach of The House Rules, and permission for occupancy of the Property. The Owner and The Manager reserve the right, in accordance with the law, to terminate the permission to occupy and to evict from the property guests or visitors who refuse to follow the Code of Conduct or who cause a nuisance.

10.13 Outdoor Areas

Guests are required at all times to respect the privacy of residents of The City when utilizing outdoor areas. They must also act in accordance with section 10.3 of this plan (Noise and Residential Amenity) and all House Rules when residing in the outdoor spaces of The Property.

10.14 Health and Safety

- The property is fitted with a residual-current device and smoke detectors.
- The Manager will have a register of all guest names and contact numbers in the case of an emergency.

10.15 Hygiene and Comfort

- All food storage and preparation should be conducted in the kitchen and dining area only.
A kitchen garbage bin is provided with extra garbage bin liners available for guests.
- All bathrooms are provided with a lined garbage bin.
- The house is cleaned thoroughly at the end of each guest's stay by a professional cleaning team.
- Guests have the option to request additional cleans throughout their stay.
- There is a washing machine, clothesline and pegs available.
- The Property has appropriate air conditioning units which services the main living & dining areas.

10.16 Management of The Property

The Property will be managed for the duration of the approval period by Staycay Pty Ltd.

Specific details surrounding management can be found below:

- The Manager: Sarah Luxton
Director
Mobile: 0437 537 307 or 0490 822 649
Email: sarah@staycay.com.au
- ABN: 87 632 368 846
- Website: www.staycay.com.au
- The Manager or Team will be available 24/7 to attend to any complaints.
- The Manager or Team can generally be at The Property within 20 minutes of any complaint.
- These details and any further information can be provided to guests and residents of The City at any time upon request.