

COMPLAINTS MANAGEMENT PROCEDURE

COMPLAINTS & MANAGEMENT

Should guests or neighbors have a complaint regarding noise, the following process will be implemented:

- Noise complaint is received by Property Manager Anna Hanson either by phone or in person on site (Property Manager lives in main residence adjoining Studio).
- The Property Manager will address directly with the guest as soon as feasible.
- If it is found that the complaint is justified the guest will receive a verbal and written warning via text regarding the complaint, and a reminder regarding the House Rules.
- It is expected that the guest would eliminate the noise immediately.
- Should the behavior continue the guest will receive a second verbal and written warning via text regarding the complaint, a reminder regarding the House Rules and a warning of eviction should the noise not cease immediately.
- Should the guest continue to make unreasonable amounts of noise and the warning of eviction is ignored the Property Manager would call local police to assist with dealing with the guest and their eviction.
- Property Manager would make formal apology to affected neighbor and ensure grievances are resolved.

Should guests or neighbors have a complaint regarding antisocial behavior, the following process will be implemented:

- Antisocial behavior complaint is received by Property Manager Anna Hanson either by phone or in person on site (Property Manager lives in main residence adjoining Studio).
- The Property Manager will address directly with the guest as soon as feasible if safe to do so.
- The guest will receive a verbal and written warning via text regarding the complaint, and a reminder regarding the house rules.
- It is expected that the guest would eliminate the antisocial behavior immediately.
- Should the behavior continue the guest will receive a second verbal and written warning via text regarding the complaint, a reminder regarding the house rules and a warning of eviction should the behavior not cease immediately.
- If the behavior was to continue the guest would be asked to leave the premises immediately, regardless of time.
- If required, local police would be contacted to support the Property Manager in controlling the guests behavior and eviction.
- Property Manager would make formal apology to affected neighbor and ensure grievances are resolved.

Should guests or neighbors have a complaint regarding parking, the following process will be implemented:

- Parking complaint is received by Property Manager Anna Hanson either by phone or in person on site (Property Manager lives in main residence adjoining Munro Pool Studio).

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- The Property Manager will address directly with the guest as soon as feasible.
- Guests will be reminded of parking policy, including parking in property driveway (up to 2 cars). Should they need overflow parking we ask guests to park at the bottom of the street on Locke Crescent as it has no residential houses and does not affect our neighbors and their access.
- It is expected that the guest would move their vehicle immediately as per above instruction.
- Property Manager would make formal apology to affected neighbor and ensure grievances are resolved.

Every complaint will be dealt with on a case by case basis, and the Property Manager is committed to ensuring that any complaint received will be dealt with swiftly and professionally.

As the Property Manager is also the Property Owner and lives on site in the main residence it is unlikely that the above behaviors would have the opportunity to escalate past the initial complaint of local residence.

Management Contact Details:

Property Manager: Anna Hanson, 0404 355 403

Standby Property Manager: Andrew Hanson, 0410 571 759

Emergency Contact should above not be reachable: Sarah Bolitho, 0410 727 248

Neighbor Contact Details:

Paula #8: 0423 282 651

Nora Norman #12: (08) 9339 1305 or 0408 859 140

Claire Terry #3: 0475 974 094

Local Services Contact Details:

Fremantle Police Station: 13 14 44

East Fremantle Council: (08) 9339 9339