

Management Plan for Airbnb at 55 Canning Highway East Fremantle 6158

1) The Number of Guests

The Unit is ideally suited for 2 Adults but a maximum number of guests allowed at any one time is 4. Comprising of 2 Adults and 2 Children or as 2 Couples.

2) Car parking/Public Transport

There is No Off street Parking but there is Street Parking Available with 7 bays right outside the corner of Hubble and 55 Canning Highway.

When the Unit is approved to be Listed on the AirBnB Web site, it will State in that Listing that there is NO OFF STREET PARKING.

The Public Transport Bus Service has 2 Stops about 100 meters away from the Rear Unit on Canning Highway between the Port Liquor Store and the Tradewinds Hotel and also on the Opposite side of the Highway in front of the Infant Health Centre.

3) Code of Conduct and Complaints and Dispute Resolution Process

I - A code of conduct will be placed in the kitchen of the Unit detailing the expected behavior and obligations of guests. The house rules are in Annex A.

II - Complaints and dispute resolution procedure, Guests are obliged to report any problems or incidents promptly to the owner. All complaints will be responded to promptly and professionally an effective action will be taken to stop any problems.

III. Neighbors have been informed and they have my Contact details in case of guest noise or bad behavior I may miss so that action can be taken to resolve the problem. However I will be Staying on site in the front heritage registered building.

IV - A log or related communication and actions to resolve disputes or complains will be made and maintained. It will record the following particulars of each complaint:

- a) Date and time received;
- b) Name and designation (e.g. Guest, neighbor, council, police etc.) of complainant and contact details of complainant;
- c) Nature of complaint;

d) Action taken (by whom and when); and

e) Outcome and/or further action required (e.g. community consultation, meet with council, meet with local police, review management systems or issue resolved.)

4) - Guest Register

AirBnB require that every guest provide identification to Airbnb before booking with you. I'll also have the opportunity to review reservations in advance or add extra controls over who can book.

As a further check, every Airbnb reservation is scored for risk and they cancel any bookings that appear suspicious.

Once suitable Guests have been vetted and details recorded Only then bookings are confirmed,

Check-in times is between 2pm and 7pm, Check-out is 10am Guests will be met by the owner upon arrival, shown the house rules regarding expected and unacceptable behaviour, Shown emergence exits and evacuation plan, location of the First Aid kit, Fire Blanket and Fire extinguisher, Guests will then be asked to sign the guest register, detailing the names, checking in check out times, the guests will be asked how they enjoyed their stay and asked if they have any complaints or suggestions about any improvements that can be made. The property will then be inspected for any damage, and registered with AirBnB insurance should any damage occur.

The guest register can be seen in Annex B. The guest register will be constantly updated to note the time and date of arrival and of departure of all guests. This guest register will be made available for inspection if requested.

5) - Garbage and household waste

Guests are to dispose of garbage and recycling in accordance with the usual practice at the Property with food scraps and other biodegradable waste being placed in the green bin and all other Recycleable waste being placed in the yellow bin. Bin collection is once a week on Wednesdays, guests are Not required to take out the wheelie bins as this will be done by the owner as required.

6) –Amenities

Central Fremantle is a 10 minute walk away, from the local shops, River Cafes, Pubs, Shopping and medical centre, restaurants and bars including George street which is 1 minute walk away. Paying

guests will enhance the viability of these businesses by providing additional patrons. It is so close to public Transport that it opens up easy travel to Perth Hillaries, Mandurah and Rottneest. Almost all of that by Sea

The presence of four people in the house at any one time does not in any way reduce the amenity of the suburb or negatively affect the enjoyment of the amenities by my neighbours and Locals, In fact it increases the amenity of the suburb by supplying needed custom to the local businesses.

Annex A

HOUSE RULES

1. – Please Keep noise to a minimum after 10.30pm.
2. - There shall be NO SMOKING inside the home. Extra cleaning fees to remove odor and stains may be applied. Smoking is permitted in the Court Yard and an ash tray provided.
3. - PLEASE Wash any Dishes and Utensils after use.
4. - PARKING: There is No Off Street Parking, Street Parking available outside the Premises.
5. No pets
6. No EXTRA Guests or Adults or children as overnight visitors.
7. NO parties or events, no illegal activity or inappropriate anti-social behaviour. Authorities and Airbnb will be contacted for your removal. - If any of these events results in extra cleaning, guests will be responsible for extra cleaning charges.
8. All Recycleable Rubish to be placed into the Yellow Top Bin and trash in the Green Bin,
9. Fire Extinguisher and Fire Blanket under the Sink.
10. - Lastly, this is an Airbnb community not a Hotel, and my home in East Fremantle, please be respectful of the property and keep it clean before you leave. (Please Respect our property and our things)
11. If you have read it this far, THANK YOU for being a SUPER GUEST! Please leave any comments about your stay in the Guests Register.
12. Have FUN.

