

Management Plan Short-term Rental Accommodation

Applicants: Anthony & Tiffany Alps (Owners)

Address: 52 East Street, East Fremantle

Code of Conduct:

- Guests to adhere to check-in time unless approved by owners (2.00pm onwards)
- Guests to adhere to check-out times unless approved by owners (by 11.00am)
- Guests not to leave belongings at property past check-out time unless approved by owners
- Guests to return keys upon check-out
- Guests to leave property in a decent and tidy state
- No smoking inside house
- All external windows and doors to be locked when leaving the property
- Any damage to the property to be reported immediately to owners
- Pets only allowed upon approval by owners
- Guests to be mindful of our neighbours:
 - No disruptive noise before 8.00am and after 10.00pm (eg. loud music, shouting, slamming doors etc)
 - Utilise street parking directly in front of property if available (one car space)
 - Do not obstruct neighbours' driveways on either side of property
 - Adhere to approved number of guests (max 2 adults & 4 children)
 - No parties
 - No engaging in illegal activities anywhere on the property
 - Trash & debris to be placed in designated receptacles* & to be mindful of excessive amounts of trash that exceed neighbourhood norm
- The above expectations will be clearly outlined in the Airbnb property listing, through our Airbnb message threads with guests, as well as being displayed in a prominent position on the kitchen bench.

**A FOGO bin system is set up in the drawer under our kitchen sink. Guests will be provided with a generous supply of colour-coded bin liners & instructions on how to use the FOGO system effectively, including which large bins to be placed out for collection.*

Complaints Management Procedure:

- If our guests are not following local regulations, we would prefer our neighbours to communicate directly with us to address their concerns. This would be the fastest way to resolve any issues. Both sets of immediate neighbours have previously been provided with our contact details:
 - Anthony Alps M 0408 855 221
 - Tiffany Alps M 0422 938 841
 - Email: pulse@pulsefinancial.com.au
- Neighbours can also use the Airbnb 'Neighbourhood Support' page to send a message (non-urgent) or request a phone call from the Airbnb Neighbourhood Support Team for more urgent matters: <https://www.airbnb.com.au/neighbors>

Control of Anti-Social Behaviour & Potential Conflict Between Guests & Permanent Residents of the Area:

- The expected behaviour of guests regarding control of noise, privacy, security and correct parking locations is detailed in the above Code of Conduct which is provided to guests three-fold (Airbnb listing, Airbnb messaging & hard copy on display in kitchen)
- Rather than approaching guests directly with complaints, we would advise neighbours to contact us first and Airbnb 'Neighbourhood Support' page as a secondary option

Check-in & Check-Out Times & Procedures:

- Check-in 2.00pm onwards. Guests are directed to a key lock box in order to access the property. Guests are to provide an estimated time of arrival.
- Check-out prior to 11.00am. Guests are required to leave the property in a decent and tidy state, returning keys to the key lock box. All exterior doors and windows to be locked.

Management of Car Parking:

- The property will only be rented as the entire property (not individual rooms). The property can only accommodate up to two adults and four children, therefore appealing to couples and families (ie. single vehicle guests).
- Car parking availability will be clearly communicated to guests via our Airbnb listing, Airbnb messaging & a hard copy on display in kitchen.
- In the event guests have visitors, there is ample street parking available.

Cleaning & Waste Management:

- A FOGO bin system is set up in the drawer under our kitchen sink. Guests will be provided with a generous supply of colour-coded bin liners & instructions on how to use the FOGO system effectively, including which large bins to be placed out for collection.
- Guests to leave property in a decent state, not requiring excessive or deep cleaning (eg. soiled soft furnishings, mouldy dishes, excessive trash etc).
- Cleaning & waste management will be clearly communicated to guests via a hard copy 'Code of Conduct' on display in kitchen (see above).

Fire & Emergency Response Plan:

- A Fire & Emergency Response Plan will be displayed in the laundry (near rear door):
 - Front and rear door emergency exits (rear door has access to easement accessing street).
 - A combined smoke & carbon monoxide detector is hard wired (battery back-up) in the hallway, central to all rooms of the house
 - A first aid kit is available for guest use in the rear bathroom, off the laundry

Fire Extinguishers:

- A fire blanket and domestic AS approved fire extinguisher is provided in the laundry, out of reach of children, near the rear door & maintained in proper working order.
- Garden hoses are available adjacent to the front and rear doors.

Outside Barbeque:

- A gas Webber Q barbecue is provided in rear entertaining area.

Maintenance of Premises:

- Property will be cleaned by ourselves following each guests' departure & prior to the arrival of new guests.
- We will continue to maintain the property and gardens to an extremely high standard.

Security of guests, residents and visitors:

- All doors and windows to the property are lockable (guests provided with keys)
- Property is fully enclosed & secured by fencing to the front and rear
- Public liability and property insurance is provided through AirBNB. We have additional 'short stay home & contents' cover through private insurance.