

PRIMATE STEERS - NO RESTRICTIONS

#### Details of Management Plan for 24 Regina Loop, Currambine, WA6028

#### **Details of Short - Term Accommodation Offered**

I generally rent 1 bedroom with inclusive en-suite bathroom and table and TV therefore fully self-contained with the exception of the kitchen. A second bedroom is offered on occasion with TV facilities and use of private bathroom as well.

I don't offer breakfast but do offer coffee/tea which is located in the room itself. The kitchen is exceptionally rarely used due to the nature of the travellers; usually they eat out and are here for a very short time so want to experience Perth and the surrounding areas.

I am residing in the property as I have my own bedroom and en-suite.

## <u>Justification as to how and why the proposed accommodation will be</u> <u>compatible with the adjoining area and is consistent with the objects of this</u> Policy

I set out very clear expectations for the guests upon arrival at my property, this includes noise expectations, parking restrictions and behaviour generally. I sit down with my guests on the first day they arrive and run through the guest the welcome list and expectations list (attached) and provide an opportunity for any questions or queries in this regard.

- My property is not attached to any other properties on either side and does not have any restrictions in terms of access for the neighbours to their own property, this includes car parking etc.
- I have a large back garden, sitting area and pergolas outside which provides ample space for guests to experience guiet enjoyment;
- Quiet time commences at 9.00pm by all guests;
- Alcohol is not permitted to be consumed by guests whilst residing at my property;
- I do not allow motor vehicles nor any vehicles that have a high noise, have loud exhausts or have been modified in any way from the original design;
- My guests are expected to be quiet and respectful of the beautiful area they are visiting;
- I live in my large property on my own with no children or family members permanently living with me. The property can easily accommodate visitors due to the 4 bedrooms, 3 bathrooms, each room individually prepared and self contained and two living areas plus a separate dining area if required.

#### Car Parking Location/Standards

My property has a double garage which can accommodate 2 cars and a large drive that can accommodate 2 further cars (a total of 4 vehicles). I currently own one vehicle for the property and have no other family members living in this house therefore there are 3 car parking spaces available on my property without the use of the verge. — Check out property plans on your system which will show you the garage size and the large drive. There will be no requirement of to use the road of verge for parking of my guests.

#### The code of conduct for a guest includes:

- Taking care of my home;
- Leaving the areas used to the same standard it was provided (unless agreed cleaning to be paid for);
- Respecting property that is being used;
- Guests to provide details of arrival prior to arriving at property if delayed with perhaps flight delays etc. advise the host accordingly;
- Guests to be honest in the number of people who are arriving;
- If additional items are required for eg linens or towels, please ask the host and they will be provided for you rather than taking items yourself
- Follow the house rules provided at check-in;
- Don't allow pets please respect this requirement;
- No parties are allowed;
- Do not use outside areas after 10.00pm;
- Do not make excessive noise such as singing, clapping, cheering etc.
- Do not act aggressively to neighbours in the area;
- No smoking is allowed to please adhere to this rule;

#### Details of check and check out procedures

The visitors are required to:

- 1. Advise in advance when they are intending to arrive, this cannot be before mid-afternoon;
- 2. I (or a representative on my behalf) meet the guests at the property;
- 3. Arrange for the sign in of the visitors register;
- 4. Provide a key and show around the property;
- 5. Explain the details of the expectations required of the guests and provide a written document confirming the behaviours and requirements whilst they are staying in my property;
- 6. Provide opportunity for any questions or queries;
- 7. When the guests leave it has to be before midday;
- 8. Guests will sign out of the visitors register;
- 9. Return the key.

### Details of waste management which must include specifying the expectations on guests with regard to general rubbish and bin collection (if applicable)

Each bedroom and bathroom has its own small bin. The expectation on the guest is to:

- 1. Use the bin appropriately;
- 2. When full, empty the bin into the larger bin for general waste which is located in the kitchen;
- 3. Keep recycled waste separate and use the bin facility for recycled waste only located in the kitchen;
- 4. The guest is also shown the different bins outside and their individual uses should they wish to put their rubbish directly into the outside bins.
- 5. The guests are informed of bin empty day so they know the bins may be out on the bottom of the drive.

#### **Complaints Procedure**

Please note that as a guest at my property, should you have a complaint, you have the opportunity to progress that complaint. There are two steps you can follow:

- 1. A verbal complaint this can be raised with me (as the property owner) at the time and we will work together to resolve, if this cannot be resolved, please can you put your complaint in writing;
- 2. A written complaint you have the option to send your complaint directly to Airbnb, who have a full complaints procedure for their guests and this procedure can be accessed via their website.
  - Airbnb will contact myself (as the property owner) to address the specific issue and nature of your complaint. If this cannot be resolved, there are a number of actions that Airbnb can take should your complaint be determined to be valid. Please go to the Airbnb website on Airbnb.com.au and follow the prompts.

#### Management of car parking

The management of car parking is very clear:

If you have a vehicle, please park it on the drive on either the left or right side (not the middle) to allow access from within the garage should it be required.

No parking in the street or on the verge is allowed.

# How I will control any anti-social behaviour and potential conflict between guests and permanent residents in the areas detail the expected behaviour of guests and control of noise

The control of anti-social behaviour will be strictly adhered to, guests are required to commit to the expectations discussed and provided upon their arrival. These expectations are none negotiable. My neighbours have my private mobile number and we also have a street facebook page that the neighbours can use anytimne to communicate. Should I receive any complaints from the neighbours regarding noise, anti-social behaviour etc. the guests will be advised to leave with immediate effect, this is always made clear upon their arrival.