



MANAGEMENT PLAN

SHORT-TERM ACCOMMODATION

Separate dwelling – Self-contained unit

11 Crowther Elbow
OCEAN REEF WA 6027

September 2023

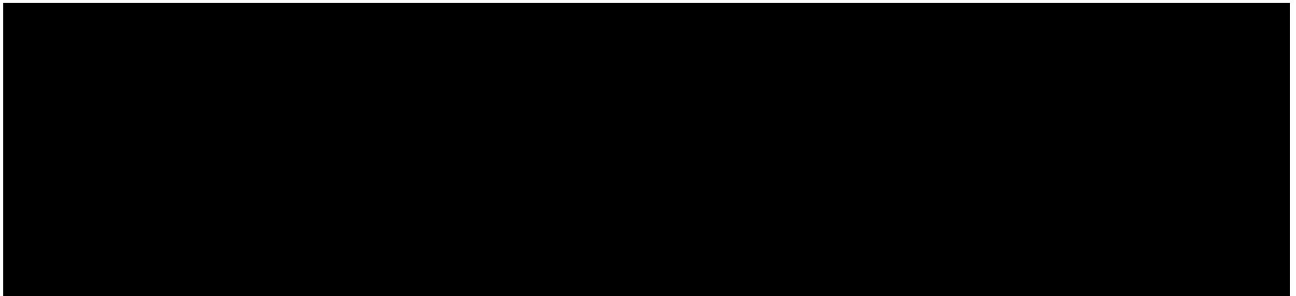
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1. Property Overview

The Management Plan, overseen by **Reef Ocean Stay**, covers various aspects of short-stay accommodation including property accommodation and parking, house rules, noise management, booking procedures, complaint handling, and other related matters.

The proposed short-term accommodation is an existing one-bedroom self-contained unit located separately from the main residence at 11 Crowther Elbow in Ocean Reef.



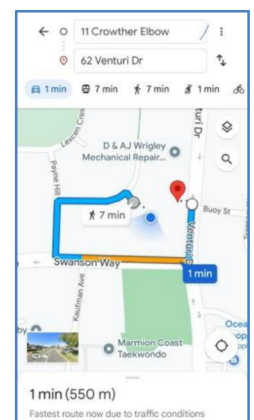
Reef Ocean Stay



The accommodation is intended for couples and families, who are seeking a relaxed, home-like stay away from home. The one-bedroom unit has the addition of a pull-out Queen-size bed and can accommodate up to four people, with the ideal configuration being two adults and two children. This space is not designed nor suitable for large gatherings, parties, or late-night activities.

The guest handbook at the accommodation will include not only management procedures and rules but also recommendations for local businesses and attractions. This is done to support the local economy and help businesses within the City of Joondalup to flourish and expand their operations.

The property is conveniently located just 550 metres (a 7 minute walk) away from the Venturi Drive, Ocean Reef bus stop. From there, guests can catch any of the three bus services (460, 461, 462) that will take them directly to Joondalup Lakeside shopping centre, where the Joondalup train station is also located. This provides easy access to the Perth CBD and airport.



Perth is considered one of the most profitable cities in Australia for Airbnb and short-term rentals. The city is surrounded by natural beauty that is picturesque and enchanting, including national parks, striking rivers, and wineries. With pleasant weather conditions and an array of cultural and natural attractions, Perth draws the attention of national and international travellers alike. The proposed short-term accommodation at Reef Ocean Stay will bring great benefits to local businesses, residents, tourism sector, and more broadly the adjoining area.

The property will be managed like an ordinary residential dwelling. The number of guests and car bays will match the number of bedrooms and car bays designed for the property. Multiple car spaces for guests will be on-site. The unit has its own exclusive outdoor space, driveway, entrance separate from the main residence. There will be no shared communal space and the short-term accommodation does not form the predominant land use.

Property Address	Self-contained unit, 11 Crowther Elbow, OCEAN REEF WA 6027
Number of Bedrooms	One (1) bedroom
Max Number of Guests	Four (4) guests
Car Parking Location	On-site, secured parking behind an electric gate
Car Parking	There is more than one car space exclusively allocated to the unit, located on-site. This is separate to the main dwelling driveway and car parking
Outdoor Use	No use of outdoor areas (Alfresco etc.) between 10pm and 7am
Visitors	Consent from management is required for visitors. No overnight visitors allowed
Pets	No pets permitted at the property
Parties & Gatherings	No parties or gatherings permitted
Music & Noise	No loud music, movies etc. to be heard outside the property between 10pm to 8am
Smoking	No smoking or vaping permitted at the property or on the premises

2. Code of Conduct

When renting short-term accommodation, guests are expected to abide by certain rules of conduct, which include but are not limited to:

- i) Not engaging in any activities that violate criminal laws.
- ii) Adhering to all terms specified in the short-term rental agreement and house rules

Obligations to Neighbours:

During an occupancy period, it is forbidden for a guest and visitors to:

- i) create noise that disturbs neighbours and other occupants of the premises (*in this connection it is important to note the other occupants of the premises are the registered proprietor and owners of Reef Ocean Stay*),
- ii) act violently or threateningly towards neighbours or other occupants of the premises,
- iii) cause alarm or distress to neighbours or other occupants of the premises,
- iv) use the premises in a way that unreasonably interferes with the use or enjoyment of common property by neighbours and other occupants of the premises, or
- v) intentionally, recklessly or negligently damage premises, any common property or other communal facilities within the immediate vicinity of the premises, or any public property in the vicinity of the premises.

Guest Responsibility for Conduct of Visitors

Guests are responsible for the actions of their visitors during their stay and must ensure that their visitors comply with the outlined in the code and house rules, as if they were a guest themselves.

Guest Responsibility to Host

As a guest staying at a host's premises, it is important to:

- i) Treat the host's property with care and respect,
- ii) Follow any rules or guidelines set by the host,
- iii) Keep the premises clean and tidy,
- iv) Inform the host or their representative of any issues or complaints,
- v) Respect privacy of other occupants of the premises,
- vi) be mindful of noise levels, and
- vii) communicate with the host in a respectful and courteous manner.

3. Management of Complaints

Reef Ocean Stay offers hands-on management services for the short-term accommodation. We will communicate clear expectations to guests and guarantee quick resolution for any issues that may arise. Our conflict resolution protocol includes hearing out all parties involved, maintaining a calm demeanour, addressing the issue promptly, communicating clearly, and terminating the stay if necessary.

Guests and neighbours can reach us anytime for assistance for the property under our management. We will provide our contact details to all guests and adjoining neighbours for us to be even more effective in managing our properties in the rare chance of any unforeseen issues.

Any complainant will be kept informed throughout the process and will be encouraged to provide evidence to support the cause of us taking swift action following receipt of a complaint.

4. Noise Control

We can also install an internal intuitive decibel device connected to the existing new AJAX security system which monitors the decibel level within the household and is customised wirelessly advise the relevant guests and/or us if levels peak and persist at certain pre-set decibel ranges which will allow mitigation of noise and compliance with the noise policy, particularly between hours of 10:00.p.m – 8:00. a.m.

This helps us to address any noise issues as soon as feasible. The house rules will stipulate:

- i) No loud music, movies etc. to be heard outside the property between 10.00.p.m to 8.00.a.m
- ii) No use of outdoor areas (Alfresco etc.) between 10.00.p.m to 7.00.a.m
- iii) No parties or large gatherings permitted.

5. Property Maintenance

Reef Ocean Stay will routinely perform maintenance tasks inside and outside. We will maintain the property at a level that is consistent with visitors' expectations and those of nearby properties in between guest stays. This will include keeping the garden and paths clear, pruning of shrubs and trees where applicable and removal of debris. Between visits, the unit will receive thorough sanitation and upkeep. All linens and towelling will be washed at above 60 degrees Celsius. We will sanitise all high-touch locations throughout the cleaning process. For instance, sanitisation of cupboards, light switches, and doorknobs with disinfectant. Refill hand soap will be readily available to guests. The unit has been renovated and is well looked after by us, as owner operators.

6. Security & Safety

The self-contained unit is fitted with an alarm system for security as well as fencing that divides the unit from the main residence (please see plans for details). Compliant smoke alarms have been installed by a qualified electrician. We also offer a first aid kit and if required by Joondalup Council, will supply a fire extinguisher, fire blanket, and an emergency safety plan in case of a fire. Our detailed guest handbook will provide the contact details of the local police station, hospital, fire station, our contact numbers and the emergency number being '000'.

7. Storage

A shed is located adjacent to the unit and will be used for storage of items relating to the unit. This may be but is not limited to, cleaning products, gardening and grounds maintenance equipment etc.

8. Parking – Car Spaces

There will be more than one on-site parking space available, located behind an electronic gated fence on the property and available in front of the gate, within the property grounds.

These bays are additional to existing car bays and garaging on site for the main residence where the owners reside.

Guests and their visitors will not be allowed to park on the street as there is sufficient on-site parking available.

9. Waste Management

We have an additional bin service with the City of Joondalup and this will be used for the short-term self-contained unit. Separate from the main resident bins, the bins are conveniently placed adjacent to the unit in a prominent location. Items that need to be recycled and/or disposed of properly must be done so in accordance with Joondalup Council policies. Such policies will be clearly outlined in our guest handbook as well as signage inside the unit and specified in the 'house rules'.

Guests are notified will be reminded to place all rubbish and recycling in the allocated bins at the property.

Any excess rubbish must not be left in sight of a public area and is removed by housekeeping.

The kitchen in the property has a fridge and pantry, and no history of pest issues. If that changes, we will take immediate action.

10. Hygiene Management

The linen and towels are removed following each check out clean and washed in hot water above 60 degrees Celsius to kill all bacteria and germs. Hotel grade linen is used.

The reverse air conditioning unit has been cleaned by a professional air conditioning service company and it will continue to be maintained professionally on a regular basis.

It is also encouraged for guests to report any issues to the host immediately so that a swift resolution can be reached.

A washing machine will be provided for guest convenience to use during their stay to wash their clothes as required with a clothes line affixed to the unit.

11. Check-in & Check-out Procedures

When a guest requests or books a stay at this property, we can view or determine whether the guest's profile includes their required verification steps, including:

- i) Contact details including full name(s), phone number & e-mail address
- ii) Acceptance of our house rules
- iii) Confirmed payment
- iv) Profile photo (if set)
- v) Government issued ID (such as driver's licence or passport)
- vi) Total number of guests
- vii) Their reason for visiting Perth & booking the property

Check-in is from 2:00 pm until 7.00 pm, this is because guests can arrive off long haul flights late at night or arrive after work as they have travelled by car. We will obtain from the guests their arrival time.

A secure tamper-resistant lockbox is installed at the property for guests' convenience when checking in and out. A 'meet & greet' service is also available, and we'd like to find out when their estimated arrival time is so we can meet them to welcome them to the property if necessary.

Three (3) days prior to their arrival, our check-in instructions are emailed to guests. A detailed check-in guide will be provided to the guests to assist them throughout the process. Their stay will be accompanied by a photo of the property they are staying at, instructions on how to access the front electric gate and the lockbox, a photo of their allocated parking spots, and directions to the use of the council bins.

In addition, each guest will be supplied with unique security access codes for the AJAX security system (applicable only for the duration of their stay). This will ensure security of the premises is maintained following vacating the accommodation.

In addition to our extensive guest handbook found inside the property, we display our house rules on the online listing. Guests are encouraged to read our guest handbook which will provide them with all the important information that they need to know to have an enjoyable, safe and respectful stay. The house rules are printed and affixed in a prominent place at the dwelling.

A guest register of all persons occupying the short-term accommodation will be kept and be readily available for viewing. Such register will include the following:

- i) The name and address of every occupant staying at the premises,
- ii) The arrival and departure dates of occupants

12. House Rules

The following House Rules are displayed at the property:

1. No smoking or vaping. Smoke odour will incur a deodorising fee.
2. No pets allowed.
3. No unregistered guests allowed – all visitors must be approved by the host.
4. Please don't eat or drink in the bedrooms.
5. Please respect the neighbours and the noise curfew. Quiet time is between 10 pm and 7 am
6. Please turn off the air conditioner and all indoor lights when you go out
7. Respect check-in and check-out times. Check-in between 2.00 pm and 7.00 pm, check-out before 10.00 am.
8. Take extra care of your keys. Lost keys incur a replacement fee.
9. Please take care of the furnishings. You must pay for damage that exceeds the security deposit.
10. Don't rearrange the furniture.
11. Please do your wash your dishes.
12. Please remove all rubbish before you leave and remove all food items from the fridge.
13. No illegal substances allowed on the premises.
14. Car parking is to be on-site in the allocated car spaces. Guest must not block access to neighbouring driveways / properties.
15. Please do not flush anything other than toilet paper down the toilet.
16. All doors and windows should be locked when property is not occupied, and the security alarm used. The security gate will automatically close maintaining perimeter security for the premises.

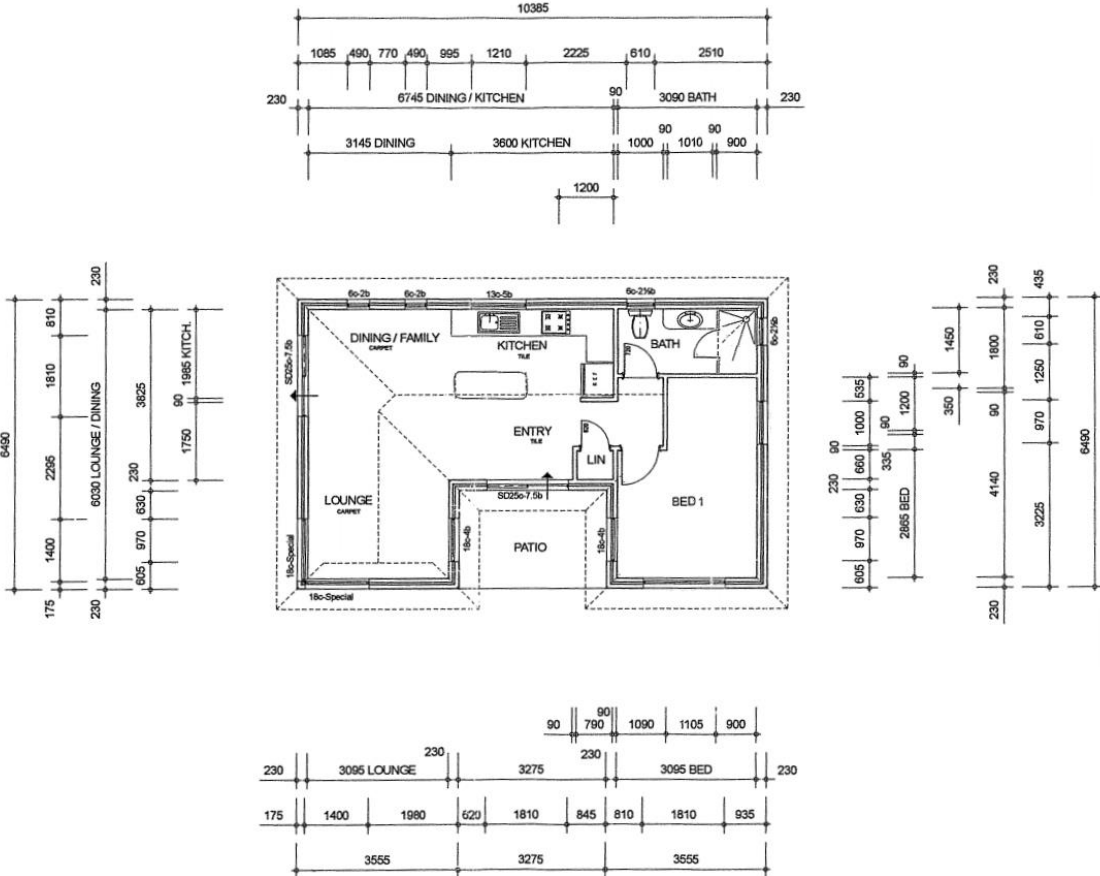
17. Please use the make up removal pads/towels specifically provided for this use.

13. Site Plans



Site plan showing main residence and self-contained unit. As detailed above, the unit has a separate driveway and entry, and parking spaces available. A fence runs along the driveway to the back of the property providing safety and security.

Self - Contained unit floor plans for short term accommodation.



14. Images

Inside of the unit – New paint and flooring to be included in basic renovating and updating for short-term accommodation.



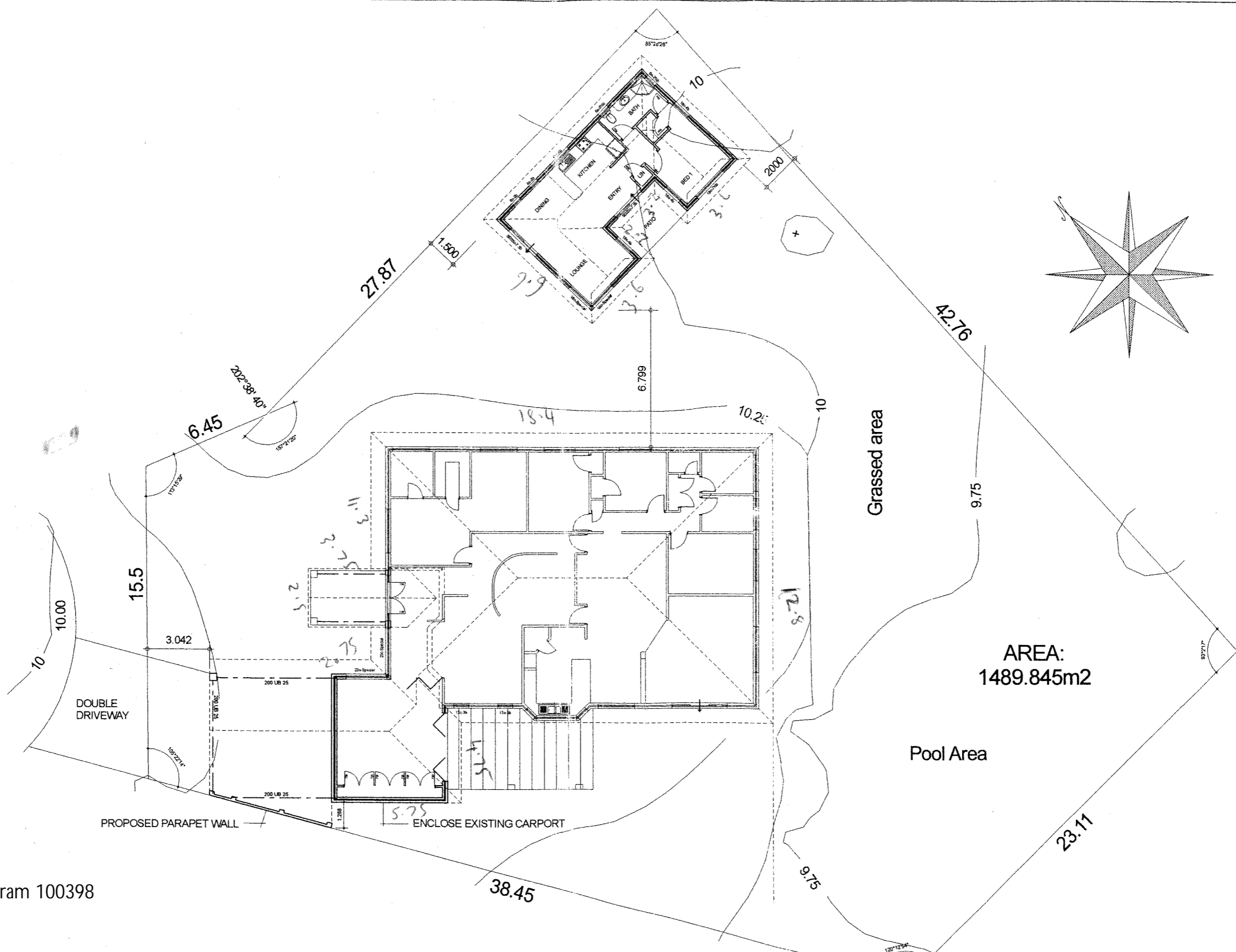
Separate driveway and entrance to the unit is located on the left. The main residence is on the right. An electric gate provides security.



Viewpoint from unit driveway towards the street



CROWTHER ELBOW




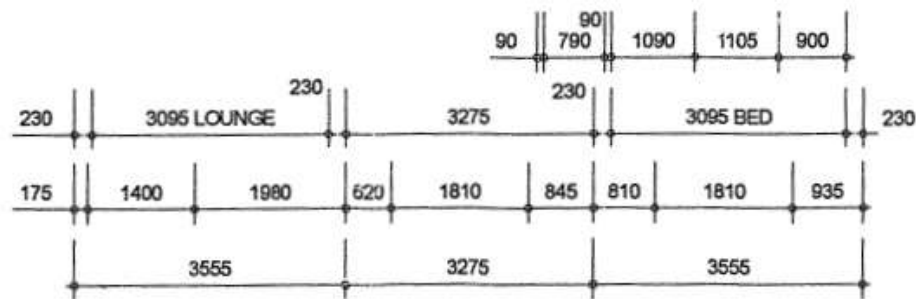
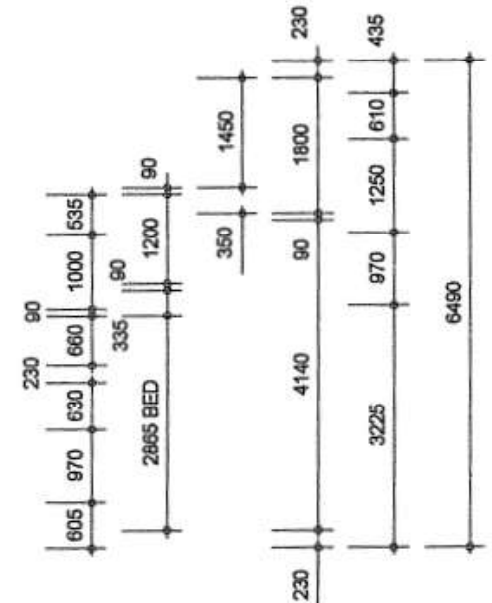
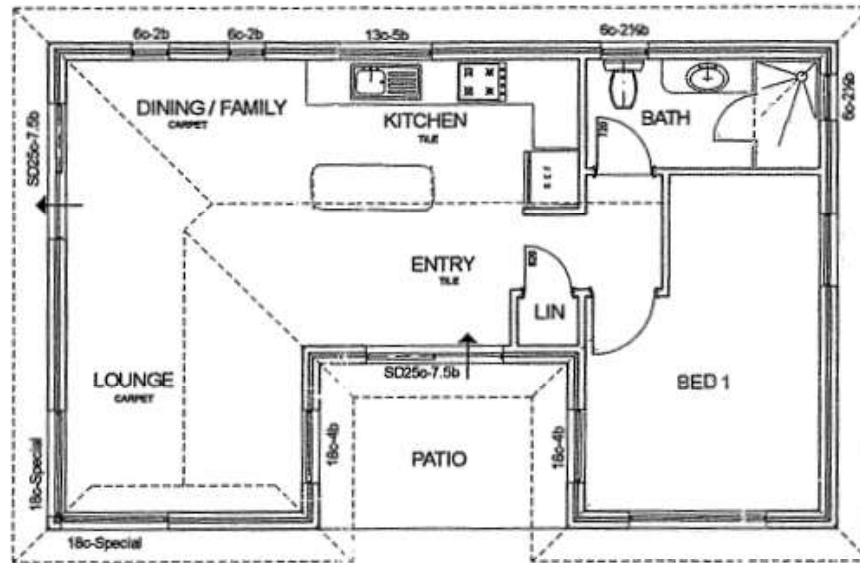
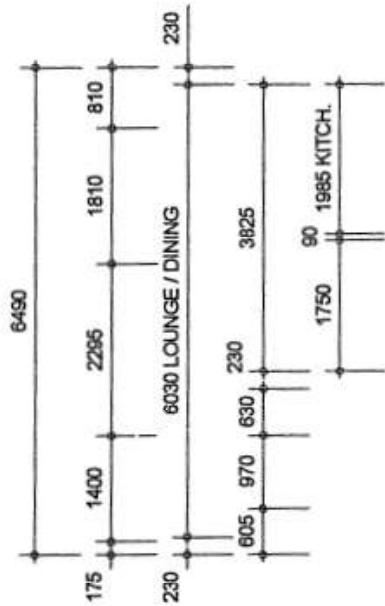
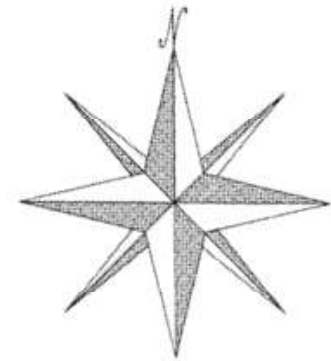
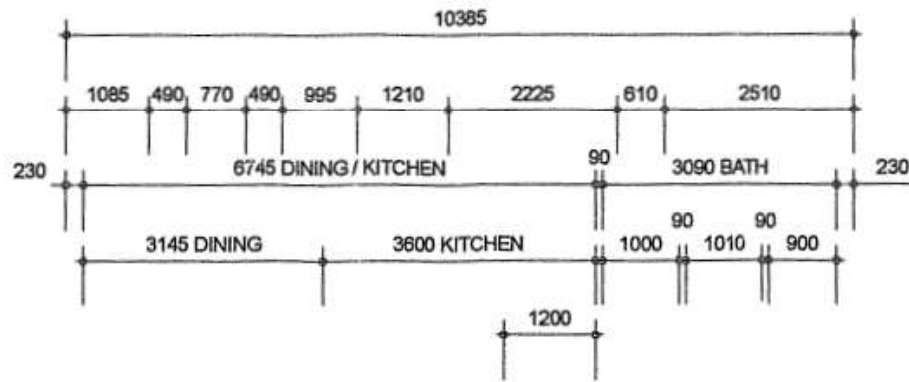
Lot 292 on Diagram 100398
C/T 2507/732

AREA:
1489.845m²

Pool Area

Grassed area

 <p>63 Eddystone Avenue CRAIGIE WA 6025 Phone: 9403 0133 Fax: 9403 0177 Mobile: 0412 670 451 email: ltdesign@ca.com.au</p> <p>Let's Talk Design</p>	<p>NAME SHORT TERM ACCOMMODATION APPLICATION Rebecca Moran - 0400 345 008</p>	<p>TITLE SITE PLAN 11 CROWTHER ELBOW OCEAN REEF</p>	<p>DATE 21 Oct 2002</p>	<p>DRAWN BY LES THOMAS</p>
			<p>SCALE 1 : 200</p>	<p>ANCILLARY 001</p>
			<p>SHEET No. 1 of 10</p>	<p>© COPYRIGHT</p>



FLOOR PLAN - SHORT TERM ACCOMMODATION
 11 Crowther Elbow, Ocean Reef
 Lot 292 on Plan 100398