

**MANAGEMENT PLAN**  
**SHORT-TERM ACCOMMODATION**

Residential Property Address:

15 Woodswallow Close,

Joondalup, 6027

20 October 2023

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## 1. Property Overview

This Management Plan applies to the short-stay accommodation requirements and will address the criteria as specified below.

### 1.1 Residence and planned area for Bed and Breakfast use

The residence is a brick double story 3 bedrooms, 2 bathrooms building with kitchen, 3 lounge areas, study, laundry, double garage and rear access from Wattlebird Loop, Joondalup.

The Bed and Breakfast will be using one of the bedrooms, the study as a lounge, one bathroom and laundry (with washing machine, tumble dryer). A kettle, toaster, microwave and bar fridge will be provided. Guests will also be provided with a range of cereals, milk, coffee, tea, sugar, bread and a range of spreads. Fresh fruit in season will be available. A coffee machine and coffee pods will also be provided. The guests will have access to the back patio and washing line, as well as the side patio to enter the residency (See Floor Plan). Parking will be on the premises adjacent to the garage (See Site Plan). The patios will be shared space with the resident owner.

### 1.2 Location

The residential dwelling is a tranquil setting bordering Neil Hawkins Park and conveniently located in the heart of Joondalup. It is located 100m to Neil Hawkins Park, 250 m to Yellagonga National Park, 850 m to Lakeside Shopping Centre and Hoyts Movies, 1.4 km to Joondalup Train station, 1.1 km to Joondalup Hospital, 1.2 km to Edith Cowan University, 1.2 km to Western Australia Police Academy, 500 - 800 m to restaurants (Dome, Paper Avenue, Lion Thai, Kulcha, Risq bar, Nando's, Coffee Club to name a few), 7.2 km to Mullaloo Beach, 4.3 km to Joondalup Golf Resort and 3.1 km to the HBF Arena. The location is ideal for guests that would like to be within walking distance from the city centre. The location of this Bed and Breakfast enables guests to be part of the tranquil nature of the Yellagonga National Park and walking distance from all the amenities that the City of Joondalup has to offer. The Police Academy, ECU, TAFE, Joondalup Hospital, the Golf Resort (to name a few) and a thriving shopping and entertainment city centre will continue to grow and expand and will be drawing more visitors that will require accommodation.

In line with **Clause 5.1.5** of the City's Short-term Accommodation Policy, this Bed and Breakfast will be part of the solution in providing good quality accommodation in the heart of the City. Special events make this location ideally located for spectators. It is a one-bedroom apartment that will accommodate a maximum of 2 people sharing a queen size bed. The 'human traffic' footprint in the neighbourhood will therefore be small. The front of the property has a cul-de-sac road separating it from Neil Hawkins park (no front neighbours). It therefore enables guests to discover the ambience of Lake Joondalup, Neil Hawkins Park, as well as the natural bushland, fauna and flora at the front door of the property. There are neighbours on both sides of the property that are aware and supportive of my application. Across the street at the back entry of my property on Wattlebird Loop is a neighbour with his property's side wall facing my garage. It will therefore have minimal impact on the whole neighbourhood, yet allow guests to enjoy both the tranquility of the location and the excitement of the City Centre.

### 1.3 Owner Occupancy

The Owner will be living in her house and utilising the upstairs bedroom, bathroom and lounge area, as well as downstairs the kitchen, 2 lounge areas, double garage and front yard. The 3<sup>rd</sup> bedroom downstairs will be locked and used as a storage room. The patios will be shared space. In line with **Clause 5.2** of the City's Short-term Accommodation Policy, the Bed and Breakfast will only operate when the Owner is resident to ensure the smooth management of the rental. The laundry will be utilised by Owner when there are no guests booked in.

### 1.4 Target Group

The accommodation is intended for individuals and couples who are seeking a relaxed, quiet and tranquil retreat-like stay close to nature and in the heart of Joondalup. This Bed and Breakfast will be marketed to individuals and couples looking for a relaxed, quiet and tranquil retreat-like stay that will extend the "quiet time" requirement of 9.00 pm - 9.00 am to a "quiet retreat stay". It is not intended for parties and late-night activities. It lends itself to individuals visiting the City of Joondalup for either medical treatments, academic and business meetings, family catch-up or a quiet, leisure weekend away. No smoking, pets or visitors will be permitted. No loud noise to be heard outside the building from 9.00 pm to 9.00 am. The maximum number of guests will be 2 people.

### 1.5 Parking

The one car bay is on the premises adjacent to the garage. Guests will be entering the premises from the house rear entry on Wattlebird Loop through the remote gate. Local guests will be aware of available car parking and limitations in the local streets prior to booking. As the property is walking distance to the centre of Joondalup and all amenities the City has to offer, Owner expects no excessive number of vehicle trips to and from the property.

### 1.6 Building works

It will require no building works to increase capacity beyond the typical residential dwelling.

## 2. **Owner Background**

The single Owner will be living at her residence, has been living at her property since 2014 and has well-established good neighbour relationships. This ensures a quiet ambience as she is available for hands-on management and prompt resolution of any issues. Her contact details (mobile phone number) are made available to all guests and to all adjacent neighbours in the rare chance of an issue arising. She is contactable 24/7 and typically able to attend in person immediately.

## 3. **Guest Screening & Booking Process**

The Owner anticipates approximately:

- One booking per week
- Average trip length between 2-5 nights
- Mandatory minimum stay length of two (2) nights
- Booking cut-off time after 3.00 pm so that Owner can't allow last minute and late-night bookings to occur from opportunistic and likely undesirable guests

Prospective guests will not be able to do an automatic booking and will need to request a booking. When a guest requests a stay at this property, the Owner will view or determine whether the guest's profile includes their required verification steps by completing a 'pre-booking questionnaire' requesting applicable responses in relation to the following:

- Contact details including full name(s), phone number & e-mail address
- Acceptance of Owner's stipulated house rules
- Confirmed payment

- Profile photo (if set)
- Government issued ID (such as driver's licence or passport)
- Written reviews/recommendations from other hosts
- Their overall star rating which can be categorised for items such as observance of house rules, cleanliness & communication
- Total number of guests
- Their reason for visiting Perth & booking the property
- Once Owner carried out a thorough check of the prospective guest, she then has a right to refuse, accept or cancel the reservation. Owner will not accept a booking if she feels uncomfortable to be in the same residence with prospective guest(s).
- Prior or after acceptance of the booking, Owner also sends her "no visitors and noise after 9.00 pm and requirement of a silent time" message which essentially reiterates her stance on no gatherings to be hosted at the premises and encourages guests to cancel their booking if that is their intent.
- I will inform prospective guests again regarding 'no visitors and noise' which reiterates my stance on no gatherings or noise that may disturb the ambience, the neighbours or the Owner and potentially damage the marketing and branding of the Bed and Breakfast as a relaxing, retreat-like stay in nature.
- Owner's set of house rules is displayed both on the online listing and in her comprehensive guest handbook which is located inside the property in the lounge.
- The owner can add additional house rules to suit the property, location, neighbourhood, or her desires.
- Once a guest is confirmed, Owner's direct phone numbers are automatically exchanged for any further required communication.
- The Bed and Breakfast platform is currently the only platform Owner intends listing on and most of her communication will be done through the application itself.

#### **4. Check-In & Check-Out Procedure**

- Check-in is from 3.00 pm until late.
- The property includes detailed visual and written easy check in instructions and guests find them extremely easy to follow and do not cause any disruption in checking in or out of the residence.
- Check-out is at 10.00 am or earlier on their departure date.
- A secured lockbox will be installed at the property rear gate off Wattlebird Loop and also next to the entry door so guests can easily access the property with ease.
- The check-in instructions are issued to guests three (3) days prior to their arrival and are issued through a booking platform for safety & security. The guests will be issued with detailed check-in instructions to guide them through the whole process; they

will receive a photo of the property they are staying at, how to access the lockbox, how to access the front door, a photo of their parking spot and where the council bins are located.

- If needed, a personal check-in with the Owner in attendance can be organised.

### 5. **Guest Handbook**

When a guest checks in, they are encouraged to read the 'Guest Handbook' which provides them with all the important information they need to know to have an enjoyable, safe & respectful stays.

- The Handbook includes the Owner's contact details, emergency contact details, emergency plan, house rules, parking rules, public transport, nearby amenities, sights, and attractions in the area and more.
- Guests will also always have access to the booking platform during their stay and are required to communicate with the owner on this platform so all details pertaining to their booking are documented. The booking platform also provides guests with the hosts contact details.
- Included in the Guest handbook is the Code of Conduct – which summarises the house rules for all guests and any approved visitors. It also provides property management and emergency contact details.
- The Code of Conduct is printed on a one-page, laminated document and affixed in the kitchenette at the residence.
- There is also a guest register which must be filled out showing the names of all guests at the property and the arrival and departure times.

### 6. **House Rules, Code of Conduct and Complaints Management Procedure**

The following House Rules are displayed at the property:

- Parties & Gatherings – This property has a strict no visitor and party policy.
- Music & Noise – All guests must not create excessive noise that may disturb Owner and any surrounding properties. Amplified music, loud movies, or other such entertainment must not be audible from outside the property between 9.00 pm to 9.00 am every day. "Quiet Time" will be a non-negotiable.
- Outdoor Use – Outdoor area and courtyard use is strictly between the hours of 7.00 am to 9.00 pm every day. All guests must make their way inside the property and keep noise to a minimum from 9:00pm.
- Car Parking – Car parking is to be on-site in the allocated car bay only. Guests must not block entry to owner's garage or access to neighbouring driveways / properties.

- Smoking - This property has a strict no smoking policy. If there is a clear odour of any smoking odour upon checkout or cigarette butts have been found, guests will be charged a deodorising fee.
- Pets - We have a strict no-pets policy. If there is a clear animal odour and/or if pet hair has been discovered upon checkout, guests will be charged a deodorising fee.

Priority is given to adherence of Owner's **noise and parking policy**:

- If guests fail to adhere to the house rules, they will be at risk of having their booking cancelled immediately.
- Owner, police, security, rangers, or other engaged professionals may attend in person to have the guest/s removed, lockbox code and door lock/s may also be required to be changed depending on the circumstances.
- If Owner receives any noise or anti-social behaviour complaints about guests, especially between 9.00 pm and 9.00 am Monday to Saturday and 9.00 pm – 9.00 am on Sunday and public holidays, during arrival, and during departure, and at any time throughout the occupancy, they will be dealt with immediately upon receipt of said complaint.
- Owner will inform the guests through the booking platform and attend in person informing them of the situation. Any breach of house rules and based on severity of the breach the reservation may be terminated.
- Adjacent neighbours will be provided with Owner's mobile number and will be reachable 24/7 in case of any complaint.

### 7. Hygiene, Comfort and Waste Management

General waste (red lid), recycling (yellow lid) and garden organics (green lid) are to be disposed in accordance with the local council policies & procedures and in the correct allocated bins available to guests. Resident owner will be responsible for the bin pick-up on a Friday.

The linen and towels are removed from the property following each check out, washed clean and dried before returning to the property. Exhaust fans & air conditioning/heating appliances are regularly checked and repaired or replaced if required. Guests are encouraged to report maintenance issues to Owner immediately upon discovery so that swift resolution can be made. A washing machine and tumble drier are provided for guest convenience to use during their stay to wash their clothes as required.



### **8. Safety and Security**

The property includes compliant RCDs and smoke alarms. Property also has a fire blanket located in the kitchenette pantry for emergency situations. In the detailed guest handbook, guests are provided with the contact details for the local police station, hospitals & fire station and that the emergency contact number is '000'.

The property has external CCTV cameras installed to monitor the perimeter of the property and recording to hard drive in case of a break in. This is to ensure the safe and comfortable stay of all guests and owner. Ring surveillance, doorbell video recording camera will be installed and will be located on the patio front door and have the ability to regularly monitor CCTV footage if this is desired. The footage may provide an expansive view of the patio door of the property which is the only entry point; this is to further ensure compliance and observance of house rules. Windows and doors are to remain dead locked when the premises is left unoccupied.

### **9. Use and Maintenance**

The Owner will regularly schedule maintenance works in between guests stays to ensure the property is kept up to Owner's and guest's expectations. The reticulation system will also operate on Wednesday and Sunday nights as required.

Kind Regards,

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