



3 DRAKES WALK SORRENTO
Management Plan
For
Short Term Accommodation

3rd August 2023

Property:	3 Drakes Walk, Sorrento WA 6020
Owner:	Graeme Michell
Start Date:	TBC

Management Plan

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2 Background & Overview

Ingrid & Graeme Michell have had 15 years experience managing successful short term holiday rentals with a proven track record of delivering a 4.9+ or 5 Star reviews. Some of the properties that we have successfully managed in the past include

13/3 Piccolo Place Halls Head – “Waterfront Canal Luxury”
60 Spring Way Hillarys – “Heaven in Hillarys”

Our contact details are made available to all guests and adjacent neighbours. We are contactable 24/7 and typically able to attend the property within 30 minutes.

3 About 3 Drakes Walk Sorrento

This property can accommodate a maximum of 4 guests and is a 2 Bedroom, 1 Bathroom home with 3 private parking bays; 1 within the garage and 2 allocated parking bays contained on the driveway.

It is intended to advertise for a max of 4 guests in 2 bedrooms + one additional multi-purpose room for play or exercise.

The master bedroom will have a King Bed, the second bedroom will have one queen bed – aimed at our target demographic of families.

The property is conveniently located just 330 metres from the coastline and 2 mins from its closest frequency bus stop (Stop ID: 18867) on West Coast Drive after The Plaza.

The property is also located in close proximity to Hillarys Boat Harbour and a short walk to cafes and restaurants.

4 Objectives of our Management Plan

To clearly outline and demonstrate the professional management procedures implemented by the owner to ensure the smooth operational management of the subject property whilst mitigating any perceived disruptions to the local amenity & surrounding areas.

5 Booking Requirements

The owner will use mainly 3 booking platforms:

- Airbnb
- Booking.com
- VRBO (AKA HomeAway/Stays)

We anticipate approximately one booking per week with an average trip length of around 3-4 nights. This is based on the average performance of our past listings.

We specify a mandatory minimum stay length of three (3) nights and a cap of max of 89 nights.

The min stay of 3 nights significantly deters any unwanted targeting for parties or gatherings. We also have a booking cut-off time after 3:00pm so that we can't allow last minute and late-night bookings to occur from opportunistic and likely undesirable guests.

We facilitate a Security Deposit ranging from \$300 - \$600 for all bookings which acts as an incentive for guests to look after our property and return it in the same good condition in which it was when they arrived.

6 Guest screening procedures

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

- Contact details including full name(s), phone number & e-mail address
- ID previously verified by booking platform
- Acceptance of our stipulated house rules

- Confirmed payment
- Profile photo mandatory
- Government ID (such as driver's licence or passport)
- Previous written recommendations from other hosts
- Their overall star rating which can be categorized for items such as observance of house rules, cleanliness & communication
- Total number of guests & their location
- Their reason for visiting and booking this property.

We can further screen the potential guest by cross referencing linked social media accounts, obtaining names of all guests, requiring government issued ID that all guests are required to submit upon successful booking confirmation.

We have set a "pre-booking questionnaire" requesting applicable responses in relation to the above.

Once we have carried out a thorough check of the prospective guest, we then have a right to refuse, accept or cancel the reservation. Prior or after acceptance of the booking, we also send our "party screening" message which essentially reiterates our stance on no parties to be hosted at the premises and encourages guests to cancel their booking if that is their intent.

Our set of house rules are displayed both on the online listing and in our comprehensive guest handbook which is located inside the property normally in the kitchen. We can add additional house rules to suit the property, location, neighbourhood, or landlord's desires.

The Airbnb platform is currently the only platform we intend listing on and most of all communication is done through the platform itself.

All bookings are backed by Airbnb's *Professional Host* support and their 'AirCover' which provides a \$1m USD host guarantee & \$1m USD host protection insurance, underwritten by Lloyds of London.

Property owners are required to have comprehensive Short Term Letting insurance cover prior to commencement of letting.

7 Check-in and check-out procedures

Check-in is from 3:00pm until late, so that guests have flexibility of arrival time, by whatever means they have travelled. We obtain from the guests their est. arrival

time and we can then match it with the security cameras so we can keep track of the number of guests entering the property and cars parked at the property.

Our property includes detailed pictorial and written easy check-in instructions which are easy to follow and do not cause any disruption in checking in or out of our properties.

Check-out is by 10:00am or earlier on their departure date.

A lockbox will be installed close to the front door so guests can access the keys securely and easily. The lockbox code will be issued to screened and approved guests with their check-in instructions. The code is regularly be changed over time for security. We may also offer a 'meet & greet' service and like to find out when their estimated time of arrival will be and may offer to meet the guest from time to time to welcome them to the property if required.

Our check-in instructions are issued to guests three (2) days prior to their arrival and are only issued to confirmed guests via the booking platform for safety & security. The guests are issued with detailed & pictorial check-in instructions to guide them through the whole process, with a photo of the property, how to access the lockbox & access the combination, how to access the front door, a photo of their parking spot and where any council bins are located.

8 Guest Handbook

When a guest checks in, they are encouraged to read our 'Guest Handbook' which provides them with all the important information they need to know to have an enjoyable, safe & respectful stay. This lists the property managers contact details, emergency contact details, emergency plan, house rules, parking rules, bin collection days, 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 their Property Managers on this platform so all details pertaining to their booking are documented. The booking platforms also provides guests with the hosts contact details.

Our guest handbook is very comprehensive and significantly mitigates any risk and issues regarding the stays.

9 Mitigation and complaints procedure

We are contactable 24/7 and our phone numbers and e-mail addresses are provided to our guests upon confirmation of booking and are also advertised in the property for easy access.

We are more than happy to provide these contact details to nearby neighbours for us to be even more effective in managing our properties.

In our online Airbnb listing, which the guest(s) must agree to before booking with us and the also included in the guest handbook, we have extensively listed our house rules in respect to the property and other nearby residents of the surrounding area & amenity. Priority is given to adherence of our noise and parking policy.

If guests fail to adhere to our house rules, they are at risk of having their booking cancelled with immediate effect. We, 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.

In any rare event we receive any complaints about our guests, it will be dealt with immediately upon receipt of any such complaint. We will contact the guests informing them of the situation and any breach of house rules and based on severity of the breach then their reservation may be terminated.

Guests and visitors must not create noise which is offensive and excessive to occupiers of neighbouring properties especially between 10:00pm and 8:00am Monday to Saturday and 10pm – 9am on Sunday and public holidays, during arrival, and during departure, and at any time throughout the occupancy.

- Offensive and excessive noise is prohibited and may result in termination of permission to occupy the property, eviction, and extra charges for damage, security, and other expenses, which may be deducted from their Security Deposit under the terms and conditions.
- Guests and visitors must not engage in any anti- social behaviour and must minimize their impact upon the residential amenity of neighbours and local community.
- No exterior amplified noise is permitted.
- No interior amplified music will be permitted between the hours of 10:00pm to 10:00am.
- Guests/Visitors are not permitted to use the outdoor living areas after the hours of 9:00pm and before 8:00am.

- Visitors are not permitted at the site between the hours of 10:00pm and 8:00am.
- Any substantiated complaint associated with noise will result in the guests being evicted from the premises.

Professionals and/or police may be engaged to attend during & after normal business hours to minimise disruptions to neighbours.

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. From receipt of a complaint, it is extremely rare for an issue to extend beyond just a few minutes, and we aim to resolve all issues within 30 minutes – 1 hour total.

- Peaceful Night's Sleep - Assurance that if a noise nuisance is created by guests, the management is aware before complaint calls need to be made.
- Proactive Prevention - With early awareness of a noise issue, management can proactively prevent larger problems. This can always be done in a friendly, positive manner. Guests generally want to follow the rules and appreciate friendly outreach.

10 Use and maintenance

The owners of the property are provided with real-time access to the bookings calendar and may regularly schedule maintenance works in between guests stays to ensure the property is kept up to our property and guests' expectations.

Property maintenance is regularly reported and resolved swiftly either during or after guests' stays depending on the severity so that the appearance of the property meets or exceeds the standard of neighbouring properties. If any obsolete furniture must be removed, we engage our contractors to remove items off site and dispose of appropriately.

11 Safety

The property includes compliant RCDs and Smoke Alarms. A licensed electrician may be required to provide an electrical safety certificate from time to time to make sure the property is compliant and safe.

We also provide fire extinguishers and fire blankets in the kitchen and first aid kits.

If required by the City of Joondalup, we can provide an emergency safety plan in case of a fire. In our detailed guest handbook, guests are provided with the contact details for the local police station, hospitals & fire station and that our emergency contact number is '000'.

12 Hygiene, comfort and waste management

Rubbish and recycling items are to be disposed in accordance with the local council policies for weekly collection on Tuesdays.

Waste bins shall be placed out for collection no earlier than 6:00pm on Sunday and returned to the allocated bin location by 6:00pm on Monday.

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

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

The cleaning & housekeeping team are also asked to attend and assist with rubbish disposal at checkout and if the property is vacant.

Bin location & contents are monitored by housekeeping at each check-out, and we may gather photo/evidence of this so we can effectively & efficiently maintain the bins both inside the property and to mitigate risk of problems.

The property includes a fully functional kitchen with fridge and pantry for food storage and there is no previous history of any problems with vermin or pests – if this changes then we can send professional pest control companies to rectify this swiftly and implement measures to prevent occurrence in future.

The linen and towels are removed off-site following each check out clean and provided to a professional commercial laundering service to wash, dry, and return to our storage facility upon completion.

Exhaust fans & air conditioning/heating appliances and regularly checked by the housekeeping teams and repaired or replaced if required, guests are also encouraged to report maintenance to us immediately upon discovery so that swift resolution can be made.

A washing machine and dryer are provided for guest convenience to use during their stay to wash their clothes as required.

13 Security

Security cameras may be installed to the front and rear external areas of the property, and we will have the remote access to regularly monitor CCTV footage. The footage will provide an expansive view of the front area of the property and rear courtyard facing the water which are the only two entry points, this is to further ensure compliance and observance of house rules.

14 Car parking

The property comes with one allocated car-bay within the garage and two contained on the driveway. Visitors to the premises shall park in the driveway if these car-bays are available or within existing on-street bays where available.

Further, we provide details for ride share companies such as Uber and Ola. We also promote our local taxi companies.

As stated in our online listing, in the house rules section under 'Things to Know' is our parking information, it is also listed again in the 'Space' section of the listing & guest handbook, it states:

As the property will be used for residential purposes, we expect no excessive number of trips to and from the property and we further request that consent is granted for visitors and guests to further mitigate and monitor the usage of the property & parking.

15 Summary

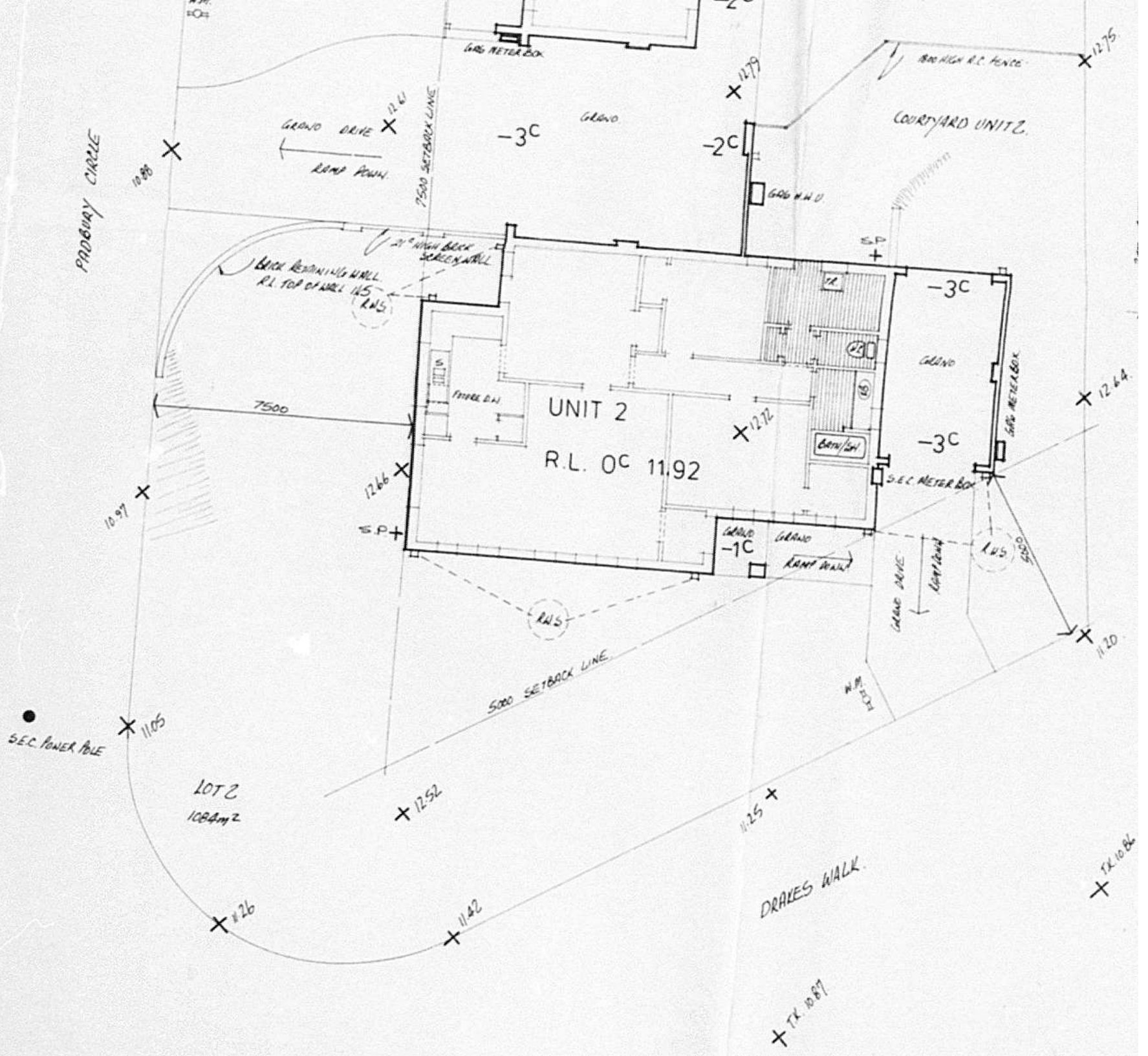
Short stay accommodation is currently not subject to the same stringent rules of the Residential Tenancy Act 1987 in favour of a tenant and their rights to occupy a premise and therefore we have significant power to be able to manage any potential antisocial behaviour.

You can always be assured of our best intentions and respect of the public amenity and neighbourhood.

We kindly request your favourable consideration of our application to change the use of the property to approved short term accommodation and trust that our professional management is thoroughly demonstrated along with our commitment to maintaining and increasing the appeal and amenity of the surrounding area.

Please reach out to me at the below contact details should you seek any further clarity or additional information relating to the management of the property.

Yours faithfully,
Ingrid Michell
0410 129 572



PADBURY CIRCLE

GAS METER BOX

GROUND DRIVE
RAMP DOWN

7500 SETBACK LINE

-3C

GRASS

-2C

COURTYARD UNIT

GAS M.V.U.

BRICK RETAINING WALL
R.L. TOP OF WALL 145

RWS

21" HIGH BRICK SCREEN WALL

UNIT 2

R.L. 0C 11.92

BATH/SH

-3C

GRASS

-3C

GAS METER BOX

SEC. METER BOX

7500

1266

1272

-1C

GRASS

RAMP DOWN

RWS

5000 SETBACK LINE

GROUND DRIVE

RAMP DOWN

RWS

SEC. POWER POLE

LOT 2
1084m²

1292

1125

DRAKES WALK

1126

1142

TX 1087

TX 1082

1088

1097

1105

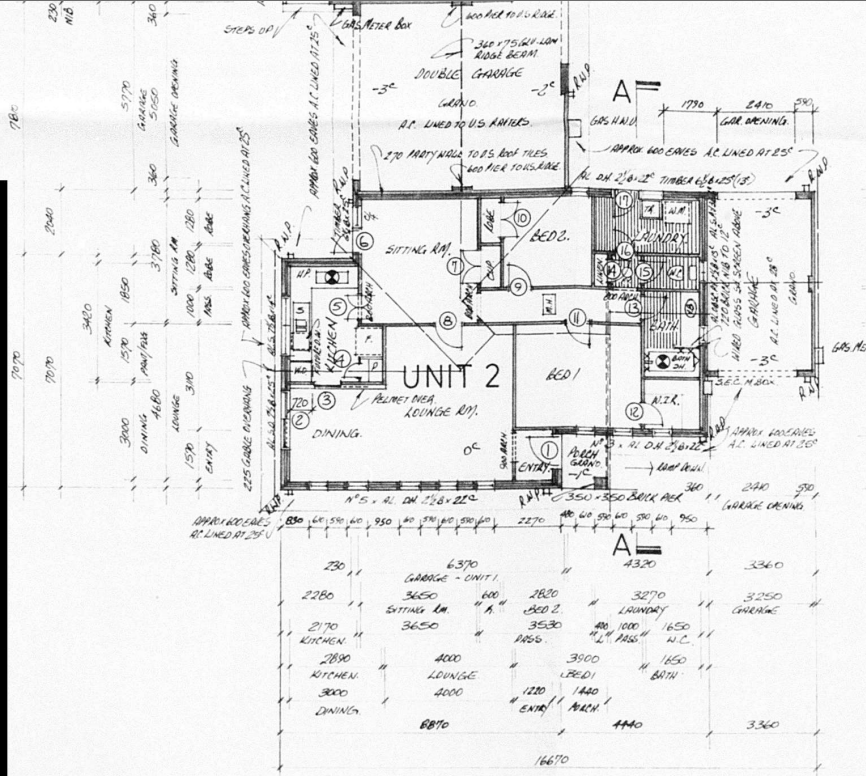
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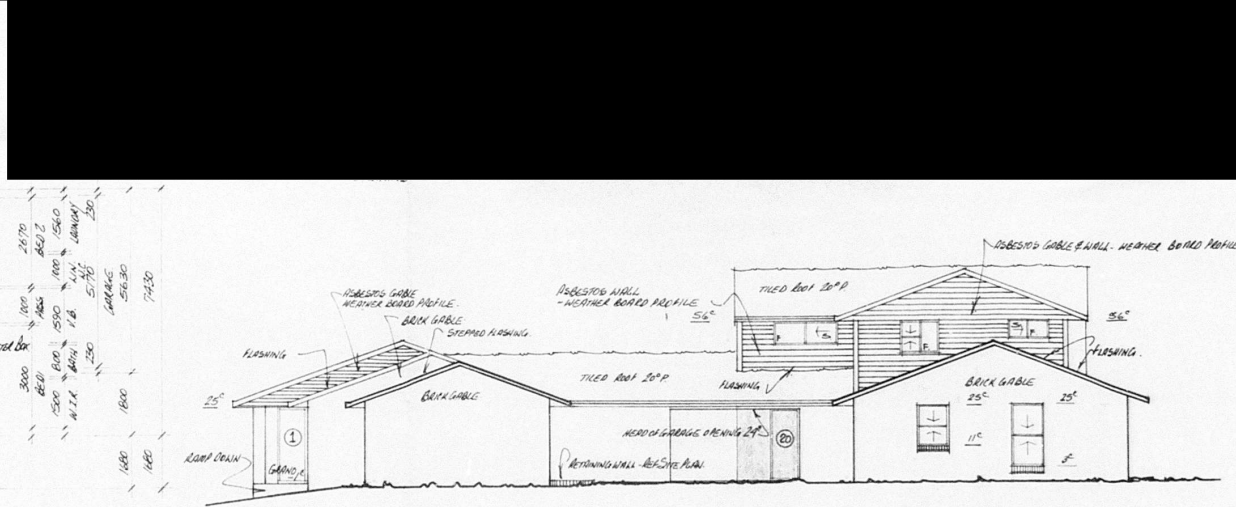
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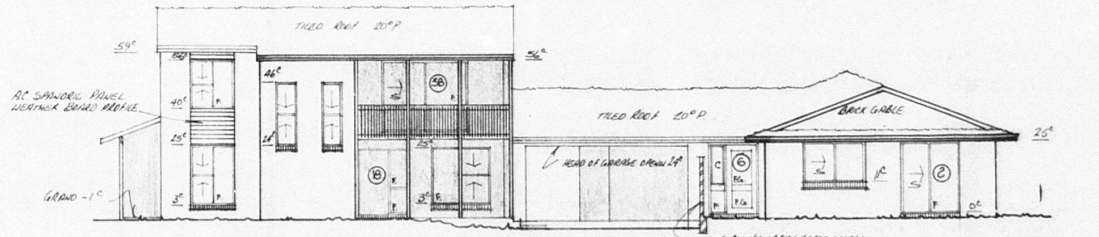
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GROUND PLAN Scale: 1/100



SOUTH EAST ELEVATION.



NORTH WEST ELEVATION (PROBURY CIRCLE)