

Cimbrook Studio Management Plan

Description: Cimbrook Studio is sited in a stand-alone building behind the main residence at 19 Cimbrook Way, Duncraig.

Cimbrook Studio is 20 minute walk from the train line between Butler and Perth or 6 minute walk to the bus stop for buses 443 and 444 which travel to the Warwick Train Station.

Signage: Advertisement of the Cimbrook Studio is through Airbnb and includes a map of the area. There is already a metal sign on the fence with "19 Cimbrook Way" on it. Beside the gate to the Studio will be a small 20x10cm metal sign "Cimbrook Studio". No additional signage is required.

Facilities: The one-bedroom Studio includes kitchen and laundry facilities, a double bed, small table and chairs, and a separate toilet and bathroom. Guests have access to a shared patio with outdoor dining and living furniture.

Access: Access is through a sliding door at the back of the building, accessed by a pathway that runs beside the fence. There is a lock box next to the door with a key to the screen door and sliding door.

Parking: Guests will park a car in the driveway, close to the gate entry to the Studio. The host's car will be parked beside this in the driveway.

Supervision: The hosts will be in residence while guests are on site.

Code of Conduct: A Code of Conduct is prominently displayed in the Studio (see Appendix 1).

Number of guests: Up to two adult guests may be accommodated at any one time.

Supplies: Sheets, towels, tea towels, blankets and pillows are supplied with additional options stored in the Studio. Hand, bath, laundry and kitchen soaps are provided.

Breakfast: The fridge is stocked with fresh milk, bread, eggs, cereal and fruit, subject to dietary requirements of guests for them to prepare in the manner that suits their needs.

Maintenance: Guests are asked to keep the Studio clean and tidy. A broom, dustpan and broom, toilet brush and kitchen cleaning tools are provided. Hosts will wash all bed linen, towels and kitchen linen and conduct a 'vacant clean and disinfect' at the conclusion of each booking.

Control of noise: Guests are asked to be respectful of neighbours, including hosts, and to keep noise to a minimum after 10pm.

Privacy: We hope our guests will feel part of our home and interact with us if they want to. If not, we will respect their privacy as much as we possibly can.

Safety: As a registered Airbnb Host, we follow Airbnb guidelines asking guests to refrain from endangering themselves or others and from threatening anyone's safety, privacy or intellectual property rights.

Security: There are security screens on the doors and windows.

Pets: The property is not safe for pets and so no pets are permitted.

Smoking, vaping and e-cigarettes: This is a non-smoking venue. No smoking is permitted on any part of the property at any time. Our neighbours also do not smoke and they ask guests not to smoke on their properties.

Food: Basic breakfast fare is provided, in keeping with discussions prior to the guests' arrival.

Alcohol: Alcohol is allowed to be consumed but drunken behaviour will not be tolerated.

Use of equipment: Guests are asked to follow the instructions for use of the microwave oven, toaster, sound system, air conditioner and washing machine in the Studio Manual.

Photography: Guests are welcome to record their stay and to publish photographs of themselves in our space.

Sustainability: Guests are asked to turn off lights and air conditioner before leaving the house for the day.

Cleaning: Guests are asked to tidy up, wash dishes, not leave any food laying around and place rubbish in the bins: recycling in the yellow topped bin and general waste in the red-topped bin.

Backyard/ Deck: The deck is a shared space and is used by hosts and family. It is available to guests but must be left clean and tidy.

The barbeque is available for use and must be cleaned after use. Instructions for use are in the Studio Manual.

Vendors: We accept no responsibility for unpaid vendors (e.g. taxi fares, Uber eats, etc).

Damage: Accidents happen. Guests are asked to let us know if anything is damaged, there are missing items, or if they think there will be additional costs or time required for cleaning.

Register: Guests are informed that it is a requirement of the City of Joondalup that we keep a register of our guests with their name, address, and dates of arrival and departure.

There is also a burgundy book with the Studio Manual in which we invite Guests to leave comments.

Concerns: Guests are encouraged to call if they have any concerns or questions. We may not be 4 metres away (although we might be) but we will respond to guests as soon as we can. Phone: 0409 034 692.

Management of complaints: Cimbrook Studio will be listed with Airbnb and will be subject to their terms and conditions. Neighbours have the host's contact details and will contact us if they have concerns.

Usage: The Studio will be leased to no more than two separate bookings per week, including weekends. No bookings will be longer than 3 months.

Fees: Fees will be set at the rates deemed appropriate through the Airbnb comparison of rates and paid through Airbnb into a specific account.

Reservations: Reservations will be made through Airbnb, allowing guests to see our track record and for us to see theirs. We will honour accepted reservations, cancelling only for reasons beyond our control.

Communication: We will respond to questions from guests as soon as we can before their stay (within three days) and within 12 hours close to check-in time and during their stay.

Checking-in: Guests will be sent check-in instructions three days prior to their booking. We will be available, either on site or by telephone, if guests have any issues. Guests will also be able to access the instructions in their Arrival Guide and Trips Tab (in the Airbnb App) 48 hours prior to their

scheduled check in. A lock box is mounted next to the entry with the key for the door. The code for the lockbox will be sent to the guest in their Arrival Guide.

Cancellations: Guests may cancel their booking until 5 days before check-in for a full refund. If they cancel after that, they will receive 50% for all unspent nights. A full refund may be available in extenuating circumstances.

Checking out: Guests are asked to leave the Studio clean and tidy and to return the key to the lockbox on departure. Check out time will normally be set at 11am but a later check out time may be negotiated if there is no later booking.

Appendix 1: Cimbrook Studio Code of Conduct

Welcome to Cimbrook Studio.

Your hosts are Marie Martin (0409 034 692) and Shonna Gobby (0409 985 540).

During your stay:

Maximum number of guests: two adults

Quiet hours: Please keep noise as low as possible between 10pm and 6am. We are living in the main house, which you can see from the bedroom. Our neighbours (who are wonderful people) are on the other side of the fence. We, and our neighbours, work odd hours, including weekends.

Privacy: We hope our guests will feel part of our home and interact with us if they want to. If not, we will respect your privacy as much as we possibly can.

Safety: As a registered Airbnb Host, we follow Airbnb guidelines asking you to refrain from endangering yourself or others and from threatening anyone's safety, privacy or intellectual property rights.

Security: There are security screens on the doors and windows. You are welcome to leave glass doors and windows open if you prefer fresh air.

Pets: The property is not safe for pets and so no pets are permitted.

Smoking, vaping and e-cigarettes: This is a non-smoking venue. No smoking is permitted on any part of the property at any time. Our neighbours also do not smoke and they ask you not to smoke on their properties.

Food: Basic breakfast fare is in the fridge, in keeping with our discussions prior to your arrival. Some basic condiments are provided in the cupboard, but please let us know if we can provide something to make your meals tastier.

Alcohol: Alcohol is allowed to be consumed but drunken behaviour will not be tolerated.

Use of equipment: Please follow the instructions for use of the microwave oven, toaster, sound system, air conditioner and washing machine that you will find in your Studio Manual. If you need help, please ask.

Photography: We are happy for you to record your stay and to publish photographs of you in our space.

Sustainability: Please turn off lights and air conditioner before leaving the house for the day.

Cleaning: We ask that you tidy up, wash your dishes and don't leave any food laying around. Place rubbish in the bins: recycling in the yellow topped bin and general waste in the red-topped bin.

Backyard/ Deck: The deck is a shared space and is used by hosts and family. It is available to guests but must be left clean and tidy.

The barbeque is available for use and must be cleaned after use. Follow instructions for use in your Studio Manual.

Vendors: We accept no responsibility for unpaid vendors (e.g. taxi fares, Uber eats, etc).

Damage: Accidents happen. Please let us know if anything is damaged, there are missing items, or if you think there will be additional costs or time required for cleaning.

Checkout: We hope you enjoy your stay. Check out time is 11:00am. A later time may be possible if there are no other bookings for the day. Please ask!

Before departure, please:

- wash and dry dishes and put them away
- wipe benches
- put furniture back where you found it
- put used towels and linen in the laundry – we will wash and dry these after your departure
- put rubbish in bins
- turn air conditioning and lights off
- lock up and replace the key in the lock box.

Register: It is a requirement of the City of Joondalup that we keep a register of our guests with your name, address, and dates of arrival and departure.

There is also a burgundy book with the Studio Manual in which we invite you to leave your comments.

Concerns: Please call if you have any concerns or questions. We may not be 4 metres away (although we might be) but we will respond to you as soon as we can. Phone: 0409 034 692.