



HostYou

MANAGEMENT PLAN

SHORT-TERM ACCOMMODATION

Existing Dwelling

20 The Grange
MULLALOO WA 6027

April 2024

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2. Property Overview

This Management Plan, Overseen by Host You, covers various aspects of managing the property. We provide details over parking, house rules, waste disposal, noise management, complaint handling as well as other aspects.

The property is a 3 x 2 house located at 20 The Grange Mullaloo. The property is designed to be used for families and small groups who want to stay in an upmarket property which has the needed amenities to make them feel at home.

The guest handbook will have many details showing house rules, details of local business and attractions to provide an enhanced impact on the local community.

The property is located just 600m walk to the local beach, 150m walk to the bus stop providing local transport to the shopping centers, train stations and allows the guests to have easy access to all Perth and local areas have to offer.

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 travelers alike. The proposed short-term accommodation at our property 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.

Property Address	20 The Grange Mullaloo WA 6027
Number of Bedrooms	Three (3) bedrooms
Max Number of Guests	Six (6) guests
Car Parking Location	On-site, secured parking inside a 3-car garage and 3 extra spaces on the driveway
Car Parking	There is three car spaces in the enclosed garage with access to the dwelling.
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

3. 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
- ii) act violently or threateningly towards neighbours
- iii) or distress to neighbours
- iv) use the premises in a way that unreasonably interferes with the use or enjoyment of common property by neighbours, 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 neighbours
- vi) be mindful of noise levels, and
- vii) communicate with the host in a respectful and courteous manner.

4. Management of Complaints

Host You 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 demeanor, 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.

5. Noise Control

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.

6. Property Maintenance

Host You 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 property 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.

7. Security & Safety

The property has a coded gate to access to the property which provides security to all parties. Compliant smoke alarms have been installed by a qualified electrician. We also offer a first aid kit, 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'.

8. Storage

All items will be located within the building.

9. Parking – Car Spaces

There will be three parking bays available inside the garage.

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

10. Waste Management

The bins are conveniently placed adjacent to the property 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.

11. 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 property.

12. 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 1:00 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 electronic lock will be fitted to the front door which a code will be given to guests prior to entry. The lock code will be changed remotely after every stay.

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 property, 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 code. 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:

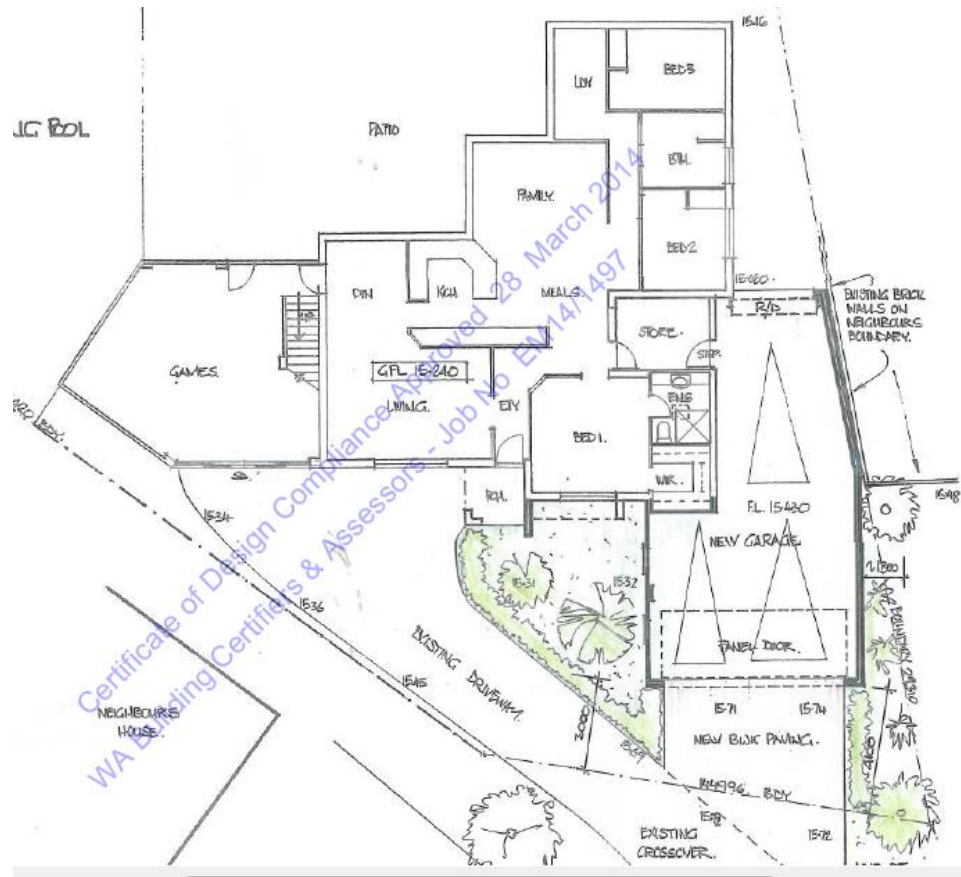
- i) The name and address of every occupant staying at the premises,
- ii) The arrival and departure dates of occupants

13. 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 1.00 pm and 7.00 pm, check-out before 9.30 am.
8. Take extra care of your garage remotes. Lost remotes 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 wash your dishes, dishwasher available.
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. 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.

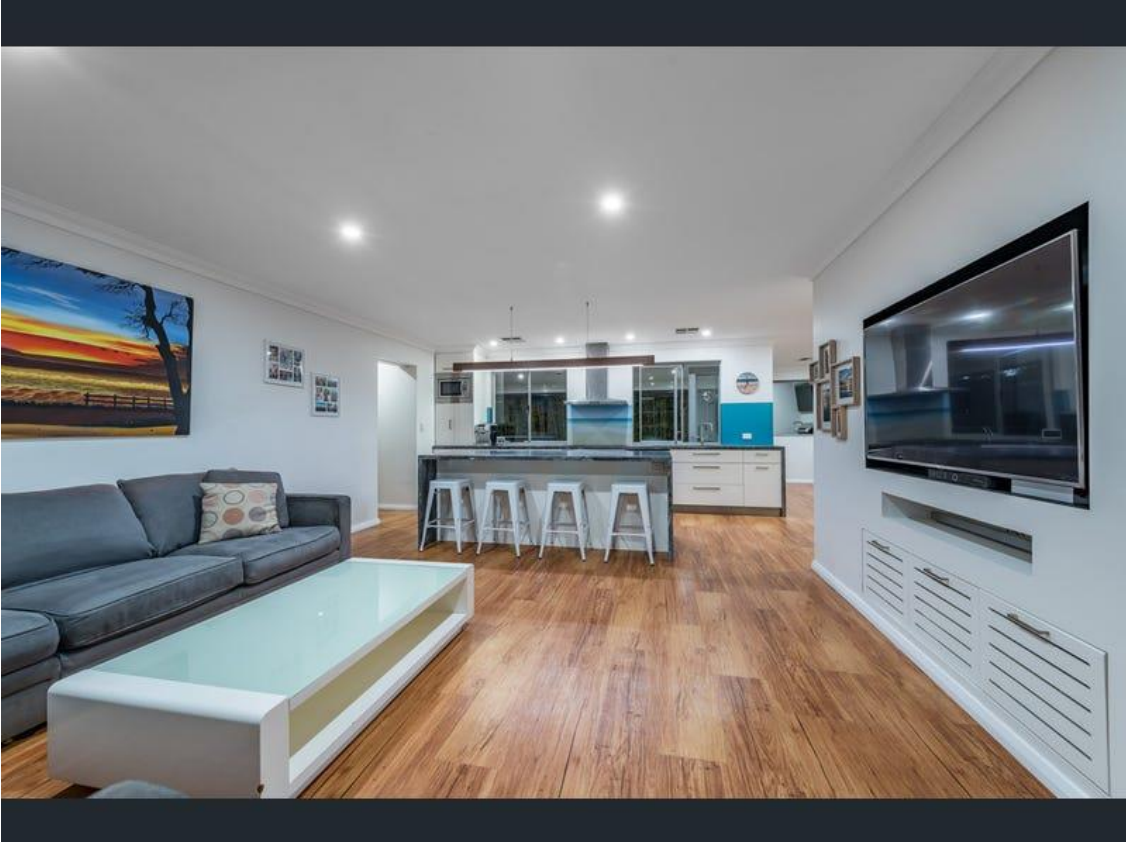
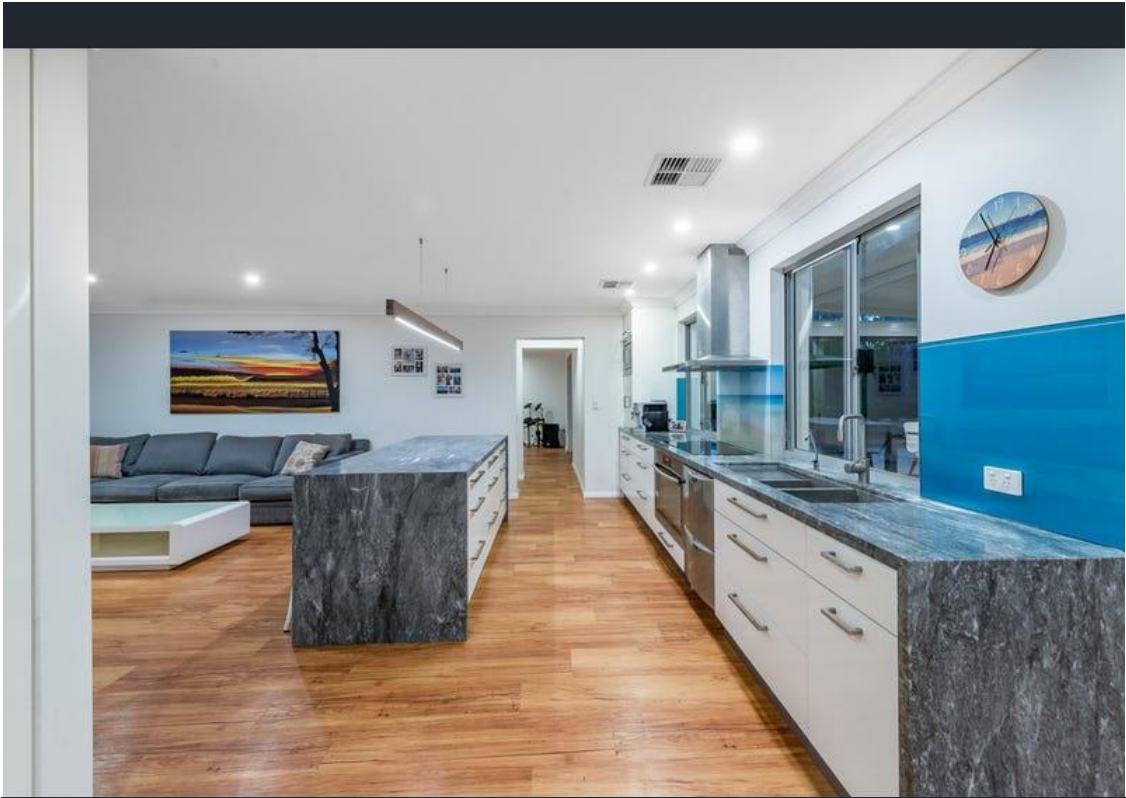
14. Site Plans



Site plan showing main residence. As detailed above, the property has a Three separate car spots in the garage. A fence runs along the driveway to the side of the property providing safety and security

15. Images

Inside of the property – Everything has been renovated and is in as new condition for short-term accommodation.





(Above) View from street towards the driveway
(Below) View from front garden towards the street

