

Management Plan – Apt 116 / 14 McNamara Way, Cottesloe.

- Management of the Property

I personally manage the property. I have been managing this property without complaint since February 2020.

All bookings are made through AirBnB.

- Guest Screening and Booking Process

Guest must request a booking and be approved by myself, I check their profiles before I accept their request for a stay. AirBnB offer many avenues of support should I need help in situation.

- Check-in and Check-out Procedures

Check-in is 2pm. My check-in instructions are issued to guests the day prior to their arrival. 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 our properties. A secured tamper-resistant lockbox is installed onsite at the property for guests to check-in and check-out with ease. Check-out is 10am.

- Guest Complaint Management

All guests are given my mobile phone number, to promptly assist with any emergencies. If there is any complaints from the neighbours they can contact the Strata Company directly.

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Code of Conduct for Guests and Visitors

- General Principles

The house rules must be acknowledged and signed on our Occupancy Agreement by guests prior to their arrival details being released. These will be printed and displayed at the property as well as on their online guest portal.

- General Requirements

Short-term accommodation is a unique experience, and the guiding principles of our Code of Conduct are to treat this property as your own home, respect your neighbours and leave it as you find it.

- Noise and Residential Amenity

Guests and visitors must not create noise which is offensive and excessive to occupiers of neighbouring properties especially between 10pm and 7am 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 under the terms and conditions. - No exterior amplified music shall be permitted on site between the hours of 10pm and 8am Monday – Saturday and after 7pm on Sundays. All activities shall comply with the Environmental Protection (Noise) Regulations 1997.

- Visitors

Number of guests accommodated shall not exceed that agreed in the Occupancy Agreement and exceeding the agreed number of guests will result in forfeiture of the Security Deposit or possible eviction. No visitors or guests are permitted to stay at the property other than those who are booked to stay. Guests shall have regard to the existing residential setting and minimise their impact to the amenity of the area. Guests and visitors must not engage in any anti-social behaviour and must minimise their impact upon the residential amenity of neighbours and local community.

- Gathering or Functions

Parties and functions are strictly prohibited at this property. Use contrary to this will result in loss of guests' security deposit and eviction. Disturbance to neighbours, including excessive noise, is prohibited.

- Parking Management

This property has an allocated car bay, which is 1 bay allocated, which clearly labelled for guests (116). No street parking is needed nor allowed by guests. Guests will be provided with a photo of their parking spot via their online guest portal. Short-term tourist guests will often have one hire car between them. We provide details for ride share companies such as Uber and Ola. We also promote our local taxi companies.

- Garbage and Recycling

Guests are required to empty all inside rubbish into the allocated council bins during their stay and at departure or additional cleaning fees apply. Bin location and FOGO contents are monitored by the house keeper/cleaner at each check-out and we may gather photo/evidence of this so we can effectively and efficiently maintain the bins to mitigate risk of problems. Guests' online guest portal advises of the bin colours for sorting for Friday collections.

- Security

The property has sufficient security in place for guests including lockable doors.

- Smoking

No smoking allowed anywhere on the property.

- Pets

Pets are not allowed at this property.

- Compliance

If guests fail to adhere to our house rules, they will be at risk of having their booking cancelled immediately. I will attend, police, security 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. The property should be left in a similar state to its condition on arrival.

- Outdoor Areas

This property has sufficient distance and separation from the balcony of its neighbours. No use of outdoor areas prior to 7am.

- Health and Safety

The property will be professionally and diligently cleaned to the Health Department's COVID 19 standards and we provide third party commercially-cleaned linen for guests. Fire extinguishers and first aid kits are provided and maintained in my property.

- Number of People

The number of guests allowed in this 1-bedroom property is 2 people. There is 1x King size bed.

- Length of Stay

The minimum length of stay is 3 nights. We do not accept 1 or 2 night stay requests.

- Guest Detail Registration

Guests must acknowledge our Occupancy Agreement prior to their arrival details being released. These will be printed and displayed at the property as well as on their online guest portal. Our booking software system only allows 1 guest booking at any time.

- Guest Guide

Our guests have access to their online guest portal where information about their booking conditions, house information (including appropriate waste sorting) and our contact details are readily available to them.

- Online Advertisements

The property will be listed Airbnb only.