



**MANAGEMENT PLAN  
FOR  
SHORT TERM ACCOMMODATION**

**Property Address**

**2 Millers Court, Cottesloe, WA6011**

**TOWN OF COTTESLOE**

**DATE RECEIVED**

**12 January 2026**

### **3. BACKGROUND, OPPORTUNITIES & OVERVIEW**

SmartStayWA intends on becoming the Exclusive Managing Agent for the property located at 2 Millers Court, Cottesloe, WA6011.

The property hosts a maximum of 8 guests and is a 5 bedroom, 2 bathroom house with 2 parking bays in driveway. The bedding configuration will be 2 ing beds, 1 double bed & 2 single beds.

The property has a garden and swimming pool to which the guests have access to.

The property is conveniently located just 450m from its closest train station at Grant St. station.

It is 1,000m from Cottesloe Beach and numerous restaurants, 600m from cafe and shops, 1,100m from Seaview Golf Club.

SmartStayWA is located at 201 South St, Beaconsfield WA 6162 and is a 17 minute drive from the property.

For simple contact and availability of the hosts, Ravleen Kaur and Vishant Vishant are the directors of the company, please see below the relevant contact details:

Ravleen Kaur: 0401 849 796 / [ravleen@smartstaywa.com](mailto:ravleen@smartstaywa.com)

Vishant Vishant: 0474 955 686 / [vishant@smartstaywa.com](mailto:vishant@smartstaywa.com)

Ravleen and Vishant live together in Southern River which is a 40 minute drive from the property. Additionally, SmartStayWA engages cleaning and housekeeping personnel who are located closer to and around the Perth metropolitan area.

Our contact details are made available to all guests for properties under our management and are available online for anyone to access in the rare cases of an emergency. We are contactable 24/7 and able to attend to properties in person within 40 minutes for any emergencies.

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 & leave it as you found it.

Part of our management procedures and guest handbooks include providing local recommended tips for nearby shops, restaurants, cafes, restaurants, entertainment, attractions and much more. This local spending allows local businesses in the council area to thrive and expand their operations.

### **4. OBJECTIVES OF MANAGEMENT PLAN**

<b>TOWN OF COTTESLOE</b>
<b>DATE RECEIVED</b>
<b>12 January 2026</b>

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

## **5. BOOKING REQUIREMENTS**

We anticipate approximately one to two bookings per week and our average trip length is 4-6 nights. This is based on the average performance of our listings in our portfolio.

We specify a mandatory minimum stay length of two nights as we find this significantly deters any unwanted targeting for parties or gatherings. We also do not make same day bookings to occur from opportunistic and likely undesirable guests.

## **6. GUEST SCREENING 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:

- Contact details including full name (s), phone number & e-mail address
- Acceptance of our stipulated house rules
- Confirmed payment
- Profile photo (if set)
- Government issued ID (such as driver's license 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 and communication
- Total number of guests & location based
- Their reason for visiting Perth and booking the property

We can then 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 digital guest handbook sent to the guest prior to their arrival. We can add additional house rules to suit the property, location, neighbourhood, or landlord's desires.

<b>TOWN OF COTTESLOE</b>
<b>DATE RECEIVED</b>
<b>12 January 2026</b>

We intend to list the property on Airbnb, Booking.com, Homeaway (VRBO) and our personal website SmartStayWA. The Airbnb platform offers a “professional host” support and \$1m USD host guarantee & \$1m USD host protection insurance underwritten by Lloyd’s of London. Once a guest is confirmed, our direct phone numbers are automatically exchanged for any further communication required. For other platforms, we deduct a \$300 security deposit from each guest. We privately message our guests before, during and after their stays and all the correspondence is saved for our own records.

## **7. CHECK IN AND CHECK OUT PROCEDURES**

Check-in is from 3:00pm until late, this is because guests can arrive off long haul flights late at night or arrive after work as they have travelled by car from the country. We always obtain the arrival time of our guests from them.

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. Check-out is at 10am or earlier on their departure date.

An electronic lock has been installed at the property and next to the front door so guests can easily access the property with ease with their own unique code.

We 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 (3) days prior to their arrival and are issued through the Booking Platforms 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.

## **8. MITIGATION, NOISE MANAGEMENT & 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 listings, which the guest(s) must agree to before booking with us and are 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 the adherence of our noise and parking policy. If guests fail to adhere to our house rules, they will be at risk of having their booking cancelled immediately. 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.

**TOWN OF COTTESLOE**

**DATE RECEIVED**

**12 January 2026**

If we receive any complaints about guests, they will be dealt with immediately upon receipt of said 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 the reservation may be terminated.

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.

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.

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.

## **9. USE AND MAINTENANCE**

The owners of the property can be provided with real-time access of the bookings calendar and may regularly schedule maintenance works in between guests stays to ensure the property is kept up to our property owners and guest's expectations. Property maintenance is regularly reported and resolved swiftly either during or after guest's stays depending on the severity so that the appearance of the property meets or exceeds the standard of neighbouring properties. We also will be in communication with the property owner about any maintenance work that need to be done in the house.

Guests will have access to the pool and are expected to keep it clean if used and covered if not in use. The pool will be maintained on a regular basis by professional services.

## **10. SAFETY**

The house includes compliant smoke alarms and safety checks are organised from time to time to ensure the property is compliant and safe. There is a fire blanket located in the kitchen, 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'.

<b>TOWN OF COTTESLOE</b>
<b>DATE RECEIVED</b>
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## **11. HYGIENE, COMFORT, SMOKING, PETS 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.

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 have never been 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 are 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 & dryer will be provided for guest convenience to use during their stay to wash their clothes as required.

Pets are not allowed.

Smoking is not allowed inside the building.

## **12. CAR PARKING & TRANSPORT**

The property comes with 2 car bays in the driveway which the guest will be given clear instructions to. The 2 car park bays should be sufficient for the guests.

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

The property has immediate access to exceptional bike lane infrastructure, including the new Eric St bike path connecting the property to the beach as well as the railway line bike path connecting the property to Perth City and Fremantle.

The property is located 450m from Grant St. train station.

## **13. BUSHFIRE MANAGEMENT PLAN**

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<b>12 January 2026</b>

A Bushfire Management Plan is not applicable in this case as the area does not fall under the designated Bush fire prone area.

## **14. SUMMARY**

Short stay accommodation is 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.

We are financial members of ASTRA (Australian Short-Term Rental Accommodation Association) and have adopted their comprehensive National Code of Conduct. 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 contact details below should you seek any further clarity or additional information relating to the management of the property.

Kind Regards,

Ravleen Kaur

Director

SmartStayWA

0401 849 796

<b>TOWN OF COTTESLOE</b>
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[Ravleen@smartstaywa.com](mailto:Ravleen@smartstaywa.com)

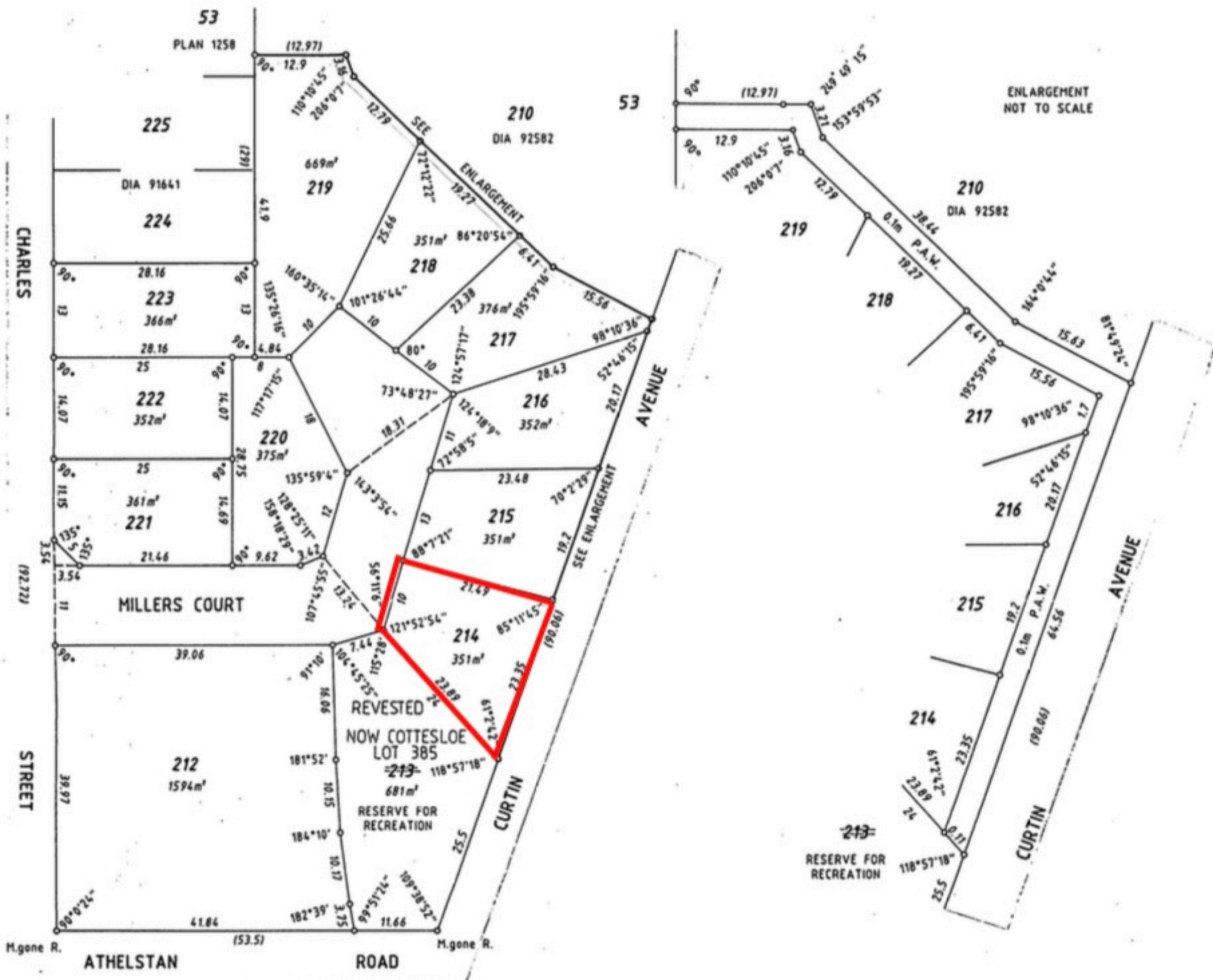
LAND DESCRIPTION	ON	CERTIFICATE OF TITLE	FIELD BOOK	TOTAL AREA
SUBDIVISION OF LOTS 2,39 AND PT. LOTS 1,46,47,52,55 & 56 OF COTTESLOE SUB LOT 33	PLAN 1258 DIAGRAM 2179 INDEX BG34 (2) 07.20 PUBLIC	VOLUME 2096 FOLIO 259 REG 1003 1258	72055 73229 74182	7185m <sup>2</sup>

PLAN 22044



LOCALITY - COTTESLOE  
LOCAL AUTHORITY - TOWN OF COTTESLOE

DS [Signature] DS



P.A.W / R.O.W as shown on this Survey  
is amended to Lot 56.

Regulation 6 Transfer of Land (Surveys) Regulation 1995  
Corr. 1775-2000-01

Date: 11/2/06

RE CERTIFIED CORRECT  
BY [Signature] 12.5.97  
FOR INSPECTOR OF PLANS & SURVEYS DATE

SUBDIVISION  
BY EARLY  
ISSUE PROCESS

PEDESTRIAN ACCESSWAY & LOT 213 (RESERVE FOR RECREATION) TO VEST IN  
THE CROWN UNDER SECTION 20A OF THE TOWN PLANNING AND DEVELOPMENT ACT

McMULLEN NOLAN AND PARTNERS SURVEYORS PTY LTD

LOCAL GOVERNMENT ACT  
ALL ROADS WITHIN THE GREEN  
BORDER ARE NOW DEDICATED.

REG 44-1 hereby certify that:

(a) this plan of survey is a correct and accurate representation of the survey carried out by me personally / under my own personal supervision, inspection and field checks, and recorded in field books lodged for the purposes of this plan of survey;

(b) the measurements are in strict accordance with the Licensed Surveyors (Guidance of Surveyors) Regulations 1961 and in particular regulations 23 and 24 of those regulations; and

(c) this survey and this plan of survey are in strict accordance with the requirements of the Licensed Surveyors (Guidance of Surveyors) Regulations 1961 and the relevant law in relation to which it is lodged.

REG 55D-1 Licensed Surveyor ..... Date .....  
WILLIAM GUEST ..... hereby certify that:  
(a) this plan is correct and was prepared under my supervision and is the result of calculations from measurements made by me personally / under my own personal supervision, inspection and field checks as recorded in the field books lodged for the purposes of this plan;  
(b) the measurements are in strict accordance with the Licensed Surveyors (Guidance of Surveyors) Regulations 1961 and in particular regulations 23 and 24 of those regulations; and  
(c) this plan of survey conforms with the relevant law in relation to which it is lodged.

Licensee ..... Date 10.4.97

APPROVED BY WESTERN AUSTRALIAN PLANNING COMMISSION

FILE 100364  
FOR CHAIRMAN

DATE 17 JUNE 1997

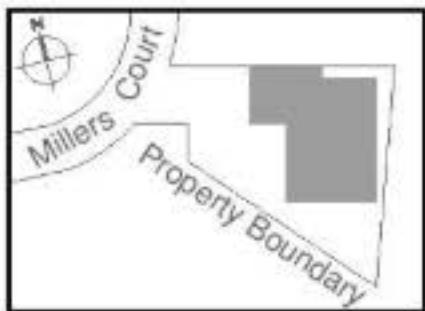
LODGED 100364  
DATE 11.4.97  
FEE PAID \$613  
ASSESSMENT NO. 157961

EXAMINED FULL AUDIT - LEGAL COMPONENT ✓  
SML  
DOCKET NUMBER/DIAGRAM 93096  
CERTIFIED CORRECT BY [Signature] 23.6.97  
F.G.O. No. 134-1997

IN ORDER FOR DEALINGS  
SUBJECT TO:  
SEC 285(6) OF LOCAL GOVT ACT  
OR SEC 20A OF T.P.D. ACT  
BY [Signature] 19.6.97  
FOR INSPECTOR OF PLANS & SURVEYS DATE

APPROVED 3.7.97  
APPROVED  
INSPECTOR OF PLANS & SURVEYS

DOLA  
Department of LAND ADMINISTRATION  
OFFICE OF TITLES  
PLAN  
22044

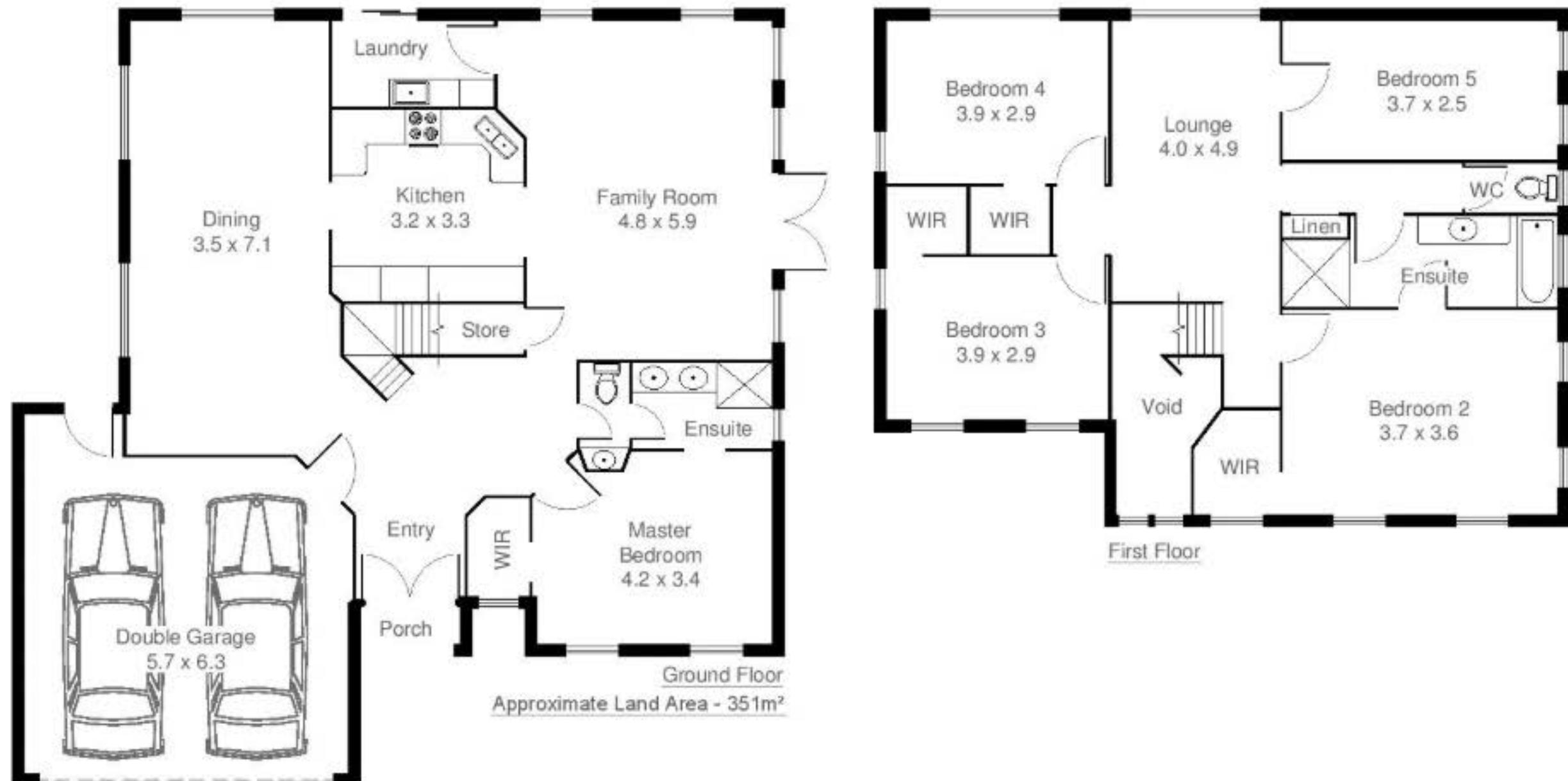


Site Plan

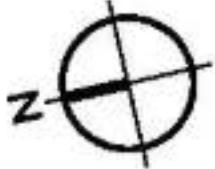
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2 Millers Court, COTTESLOE



DO NOT SCALE. ALL MEASUREMENTS ARE APPROXIMATE.  
THIS DRAWING IS FOR ILLUSTRATIVE PURPOSES ONLY.  
SOME STRUCTURAL OR ARCHITECTURAL ELEMENTS MAY HAVE BEEN OMITTED  
OR SIMPLIFIED FOR CLARITY. © SCOTTBROOK DESIGNS, 0410537826.

**LJ Hooker**