

## **1. Responsible Personnel**

The property will be managed effectively through a clear management plan that addresses the amenity of adjoining properties, noise control, and day-to-day operations, including cleaning, waste management, and emergency response. A designated local manager will be available 24/7 to address any issues promptly.

Our contact details will always be provided to the guests prior to check-in, and we are contactable 24/7 and are typically able to personally attend the property within an hour, in the event of any emergencies. The adjoining neighbours to our property will also be provided with our contact details/local manager's contact details in the rare instance that an issue may arise.

We will place high expectations on our all guests to maintain a high level of responsibility when they are staying at our property. The guests will be guided to treat our property as their own home, respect our neighbours and to leave the property as they found it.

### **1.1 Duties of the Property Manager**

- Supply, readily visible in the kitchen or living area of the home, the Code of Conduct and if applicable the Fire and Emergency Plan (including the Fire Evacuation Route).
- Liaise with tenants for the occupancy and vacation of the premises.
- Ensure the correct maximum number of people are staying overnight in accordance with development approval conditions.
- Ensure guests are aware of the Code of Conduct prior to staying at the property and at the time of communicating check-in procedure.
- Maintain a register of all people who utilise the premises, available for inspection by the City of Geraldton upon request.
- Ensure the day-to-day management of the Holiday House (below) is implemented.

## **2. Booking Requirements**

The main risk for any short-term accommodation provider is to avoid any non-genuine guests who may be looking for a property to have a party or gathering.

We will implement the following procedures and rules to ensure that the above risk is mitigated:

- A minimum of 3 nights required per booking
- Maximum of 6 guests allowed
- One booking at a time (no sharing house)
- We will not accept last minute bookings for the same night

- The booking cut-off time is 3:00pm
- Guests must have previous good reviews on their accounts
- Guests will be required to provide their photo identification
- Reason for requiring accommodation ie. If attending any event and who will be staying in the property
- Guests will be asked how many cars will be parked at the property
- Guests must accept our house rules prior to booking
- Bookings will not instantly confirm once guest makes a request as each enquiry is reviewed on a case-by-case basis. Any additional queries or information that we feel fit at the time will also be asked.

We expect the average duration of our bookings to be approximately 7 nights, as our main category of guests are tourists, visitors and occasional corporate bookings for employee training.

### **3. Guest Information required**

We require our guests to complete a 'Guest registration' Form prior to checking in which details the full name and date of births of all guests and the main guest's address and contact number. Photo identification of the main guest must be provided. The house rules will also be outlined on this form and the form will require the main guest to sign in acceptance before submitting it.

Any guests who may have any intentions to misuse our property will be highly discouraged to continue their booking as we would have identified them, and they would be encouraged to cancel their booking.

Our house rules are also shown in our guest handbook in the property and any breach of our house rules, provides us the right to terminate their booking immediately without any refunds.

### **4. Check-in and check-out procedures**

The guests will be given the full address of the property a few days prior to their check-in date and their estimated time of arrival must be given. Check-in will be available from 2:00pm to 6:00pm.

If they have any difficulties finding the property, we will always be contactable to guide the guests.

The guests will be informed shown the whole house via recorded video /phone call on how to operate the facilities within the home (including the location of the fire blanket and dry powder fire extinguisher) where to park their cars, the location of the council bins and how to utilise them.

A guest booklet will be provided on the property detailing our contact numbers, emergency phone numbers and all non-emergency phone numbers (police, community patrol and nearby hospitals). The booklet will also include information about the house rules, which are also given at the booking stage, the usage of the council bin system and instructions on how to use the appliances in the home.

Priority will be given to our noise restriction rules and the guests' permitted parking bays, which will be verbally mentioned again at check in. No vehicles are allowed to be parked on the verge at the front of the property as we have ample space for parking inside our premises.

Check out is by 10:00am and guests will be given instructions and details of the checkout procedure at least one day prior.

**5. Security**

Keys to the property will be placed in a coded security box outside the property. The authorized/approved guests will be provided with the code to access keys to the house. This will ensure that unauthorized guests will not be able to enter the home.

**6. Noise Complaints**

As part of the terms and conditions of the stay, noise is to be kept to a minimum between the hours of 7:00pm and 7:00am. We will advise every guest of these conditions and respect the neighbourhood that they are visiting. We have many cooperative neighbours surrounding our property, who will have our contact numbers to inform us of their concerns or issues that they have with the guests. Any complaint received from our neighbours, will be acted upon immediately, where we will contact the guest to resolve the matter as soon as possible. If the issues persist, our local manager will attend to the property and address the issue in person with our guests. Thereafter, we will remind our guests of the noise restriction policy between the stated hours, and non-compliance with our terms and conditions constitutes grounds for termination of stay. Once a complaint is received and the guest is notified of the issue, it is usually resolved quickly. In the extreme event that the issue persists, we aim to resolve any complaints within 30 minutes to 1 hour by attending in person.

**7. Management of smoking and pets**

Strictly no pets allowed policy.

Strictly no smoking allowed at all whether inside or outside the home. This is to ensure the comfort of our guests who will be staying in the future.

**8. Parking**

Guests have access to the car park area at the property. Within the property, there are 2 car park areas.

**9. Maintenance of the property**

We will be responsible for the maintenance and upkeep of the property. If the guests have any issues during their stay with the facilities of the property, they will be able to contact us, and we will try to resolve the issue within 24 hours. Regular scheduled maintenance will be conducted in between bookings to minimize any disruption to our guest's stay and to ensure that the standard of our property is upheld and to meet our guest's expectations.

Guests will be reminded of how to dispose of their waste correctly in the designated council bins. We will have someone to attend to the property to place the council bins out on the verge for collection. This gives us the opportunity to ensure that there is no excessive rubbish and to check that the outdoor areas (driveway, patio, garden beds etc) are clear of rubbish. This will help to minimize any bad odours and pests. We may also conduct light garden tidy ups whilst we are attending the property to ensure the tidy outlook of the property.

All appliances will be checked after every guest has checked out. All used linen will be removed, collected and delivered to a professional laundry service where they are treated, washed, dried and ironed.

#### **10. Damage to the property**

The main booking platform that we will use has a comprehensive system in place for owners to claim the cost of any damages from their guests. The guests will be notified of the damages being claimed and additional funds will be requested from them.

For any bookings that may be accepted outside of the main booking platform that we use, we will require all guests to provide credit card details that will be held as security and sign an acceptance form authorizing us to charge their card for any damages found during their stay.

#### **11. Safety**

The property is compliant with smoke alarms and RCDs. A fire blanket and dry powder fire extinguisher are also provided near the kitchen area in the event of any emergencies. In our guest booklet, emergency and non-emergency phone numbers will be provided.