

HOUSE MANAGEMENT PLAN

COMPLAINTS PROCEDURE

1. Principles:

- Listen and fully understand the problem.
- Apologise with empathy: no matter how insignificant the matter, it shall be taken seriously.
- Find a solution, at speed and ensure it is implemented.
- Follow through, ensure the problem is fully resolved, permanently, and that all complainants have had their concerns satisfied.

2. Complaint Resolution Procedures

The person/s who have complained should be informed of the actions being taken every step of the way, until such time the complaint is fully resolved.

Complaints shall be addressed as follows, noting that some situations will require more tailored solutions:

- (i) **Noise Management.** The source of the noise shall be located and if beyond residential restrictions the noise shall be immediately discontinued. General noise in a residential area should be minimal and should not impact other users of the building. Guest unresponsive to noise complaints face eviction. In severe cases police shall be called.
- (ii) **Occupancy.** The owner is responsible for checking each guest corresponds to the stated occupancy. Unauthorised guests may not stay the night, nor are larger gatherings permitted. Complaints involving occupancy issues shall be resolved immediately by the owner of the property, with excess persons asked to leave on the spot.
- (iii) **Behaviour.** Disorderly, threatening, abusive or anti-social behaviour to other users of the building or to neighbours shall not be tolerated at any time. For minor grievances, the guest will be notified and remedial action sought. Guests displaying more serious behaviour face eviction. Depending on the situation and specifics of the event/s behind the complaint, police intervention will be used.
- (iv) **Waste Management.** All waste shall be disposed of in dedicated bins near the garage. For complaints pertaining to waste left in common areas, the guests shall be contacted to prevent recurrence and the waste immediately removed by the property owner.
- (v) **Privacy.** The property has dedicated private zones in the form of ground floor front and back porches equipped with privacy lattice screens. The front porch is fully contained and inaccessible to other residents. The back porch connects to a common paved area leading to the garages, and is next to the porch of Unit 2 (separated via privacy screening). No guests shall use common paved areas for private purpose such as seating or convening, and at all times the privacy of guests using the neighbouring unit porch shall be respected. If complaints are received, guests not respecting privacy requirements shall be contacted and the grievance described along with expected behaviour to remove the complaint. If they continue, they shall be evicted.

HOUSE RULES

General

Check-in is at 14:00
Check-out is at 10:00

We appreciate your cooperation to comply with these times in order to enable thorough cleaning. Upon checkout, please place one set of keys in each of the front and back lockboxes.

Parking

We ask guests to comply with the parking on the property. Parking is accessed via the back yard, with the blue key for the security access door only.

Unit 1 parking is in front of the garage door on the far west (beach) side. Please confine your car to the driveway of this unit, directly in front of the garage, so as not to impede occupants of other units within the building.

If using the garage, it's requested to keep the garage door closed whenever not in use.

Visitors and Noise

Please be considerate of our neighbours and respectful of the residential environment, as others live in surrounding units.

No unregistered guests or visitors are allowed.
Loud parties and gatherings are strictly prohibited and will result in immediate eviction and/or referral to police.

Quiet time is from 9:00pm till 7:00am. Please refrain from making noise that can be heard by other building residents during that time.

Garden areas

The ground floor grey paved area outside of the units is common use for all building occupants and is used to access the garage.

It's requested that guests do not leave items of personal nature in communal areas, and that noise is kept to a minimum.

Child Safety

Our home is not specifically child-safe.

Pets

Pets are not permitted.

Smoking

This is a non-smoking property. For the comfort of other occupants as well as future guests, please do not smoke within the property.

Damages and Breakages

Please report any damages, breakages, or malfunctioning equipment immediately so that we may repair them. It's appreciated that you refrain from moving furniture from one room to another to avoid damage to floor, or breakages.

Energy Efficiency

Please turn off the AC or heating when you go out, and close and lock windows and doors. It'd be appreciated if you could turn off all lights and appliances when out of the unit.

Cleaning

We appreciate if you could do your dishes, and take out the trash before you leave. Rubbish bins are located at the back of the main building, on the edge of the property driveway.

Cottesloe Council has a progressive trash sorting and recycling system, with bin colours categorized according to recyclables, general waste and FOGO (organics).

Please take care to sort rubbish according to the system and to place rubbish in the appropriate bins. The bins are labelled according to organics (green), yellow (recycling) and red (landfill).

Keys

It's a good idea to take extra care of your keys. Lost keys incur a replacement fee of \$20.

Emergency Contact

Contact number 24/7 for any problems or emergencies to do with the property:

Tanya, mobile: 0400 363362

FLOOR PLAN
1/12 JOHN STREET, COTTESLOE

