



MANAGEMENT PLAN
FOR
SHORT TERM ACCOMMODATION

Property Address

8/7 Napier St, Cottesloe 6011

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3. BACKGROUND, OPPORTUNITIES & OVERVIEW

SmartStayWA intends on becoming the Exclusive Managing Agent for the property located at 8/7 Napier St, Cottesloe 6011

The property hosts a maximum of (2) guests and is a (1) bedroom, (1) bathroom apartment with (1) parking bay with parking permit provided. The bedding configuration will be (1 Queen Bed).

The property is conveniently located just (1km) from its closest high frequency bus stop at Cottesloe Train Station.

Cottesloe Beach and a strip of cafes and restaurants are just 450m (1 min) walk from the property.

SmartStayWA is located at 201 South St, Beaconsfield WA 6162 and is a 17 min 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: 0490 497 299 / ravleen@smartstaywa.com

Vishant Vishant: 0474 955 686 / vishant@smartstaywa.com

Ravleen and Vishant live together in Southern River which is a 45 min 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 30 min – 1 hour 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

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.

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.

A secure lockbox will be installed at the property and next to the front door so guests can easily access the property with ease.

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 the 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.

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 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 STRATA Manager about any maintenance work that need to be done in the building.

10. SAFETY

The building is STRATA managed and is up to date on its safety checks. It includes compliant smoke alarms and safety checks are organised from time to time to ensure the property is compliant and safe. 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'.

11. HYGIENE, COMFORT 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 has 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 and 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 will be provided for guest convenience to use during their stay to wash their clothes as required.

12. CAR PARKING

The property comes with one (1) allocated car bays inside the property area which the guest will be given clear instructions to. There is strictly no street parking allowed and since the property hosts a maximum of (2) guests, one car park bay is more than sufficient for the guests. There is additional visitor car park available in front of the building for the guests.

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

13. BUSHFIRE MANAGEMENT PLAN

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

0490 497 299

Ravleen@smartstaywa.com