

SITE MANAGEMENT PLAN

1. Purpose of the Management Plan

This Site Management Plan sets out how the short-term rental accommodation (STRA) at 1/77 Kintail Road, Applecross will be operated, supervised, and maintained in a manner that protects residential amenity, meets the objectives of LPP 1.21, and provides safe and secure accommodation for guests.

The plan outlines procedures for:

- Guest behaviour
- Noise control
- Parking and traffic
- Waste management
- Security
- Contact and complaint resolution
- Emergency procedures
- Ongoing review and monitoring

2. Property Description

- **Address:** Unit 1, 77 Kintail Road, Applecross
- **Type:** Ground-floor apartment within a residential strata complex
- **Proposed STRA type:** Unhosted Short-Term Rental Accommodation
- **Max occupancy:**
 - **Standard proposal:** Up to 2 guests.
- **Parking:** One dedicated car bay (details to be provided to guests)
- **Public Transport Access:** Multiple nearby bus routes including 111, 114, 115, 158, 910

Guest Management Procedures

Check-In / Check-Out

Guest arrival and departure times are strictly controlled to minimise any potential disturbance to other residents. Guest are required to book for a minimum of 3 nights.

Check-in is permitted between 3:00pm and 10:00pm only. Bookings requesting arrival outside of these hours, particularly late-night check-ins after 10:00pm, will not be accepted. This requirement is clearly communicated to all guests through multiple channels, including the Airbnb listing, pre-arrival correspondence, and a check-in day message.

Check-out is required by 11:00am on the day of departure, ensuring that guest movement occurs during reasonable daytime hours.

These controlled timeframes ensure that guest arrivals and departures do not occur late at night or early in the morning, thereby maintaining the quiet enjoyment of neighbouring residents.

- Contactless or personal check-in available - key is left in a lock box.
- Guests receive a Welcome Guide outlining:
 - House rules
 - Parking instructions
 - Emergency contacts
 - Noise expectations
 - Waste and recycling instructions.

Code of Conduct

- Strict no event rule
- The property can not be used for filming/photography of any kind.
- No unregistered guests (maximum 2guests).
- Quiet hours: 10pm–7am
- Respect towards neighbours and common property
- No rubbish to be left around the complex
- All excessive rubbish to be removed by guest.
- No smoking in the apartment or around the complex
- Guests may only park in the dedicated car bay.

A full house rules sheet is provided inside the apartment and on the booking platform.

Management of Anti-Social Behaviour, Noise and Smoking

A proactive and multi-layered approach will be implemented to manage guest behaviour and ensure minimal impact on surrounding residents.

Guest Screening and House Rules

All guests are informed of house rules before they book. The house rules strictly prohibit parties, anti-social behaviour, excessive noise, and smoking outside of designated areas (if permitted). Quiet hours will be enforced, and expectations around respectful behaviour within the complex are clearly communicated in the listing, pre-arrival messaging, and house manual.

Noise Monitoring

I am willing to install internal noise monitoring devices within the unit. These devices do not record conversations but monitor noise levels and alert me if thresholds are exceeded, allowing me to respond promptly to any potential disturbance.

Smoking Management

Smoking will be strictly controlled. I am willing to install external cameras in the backyard area to monitor compliance with smoking rules and ensure guests only use permitted areas (if applicable). Any breaches will be addressed immediately.

Active Management and Immediate Response

As a stay-at-home mother, I will be actively managing the property on a full-time basis and will be readily available to respond quickly to any issues. I attend the property between guest stays and maintain a high level of oversight.

In addition, I have provided my direct contact number to neighbouring residents, including the resident directly above and directly across from the unit. This ensures that any concerns can be communicated to me immediately and addressed without delay.

Enforcement

Any breach of house rules may result in immediate action, including guest warnings, termination of the stay, or involvement of the booking platform where necessary.

Parking and Traffic Management

Guests will be provided with clear and detailed parking instructions prior to arrival this includes photos of the driveway and the bay. On the day of check-in, each guest receives a message outlining the exact location of the designated parking bay, along with other key information such as the lockbox location and code, house rules (including quiet hours), local recommendations, bin collection days, and contact details should they require assistance.

To further ensure clarity, I will include annotated photos and/or a simple map within the check-in message clearly identifying the correct parking bay and access route within the complex. This will minimise any potential confusion upon arrival.

The allocated car bay is clearly marked with the number "1" and identified as private. Guests will be explicitly instructed that this is the only parking space permitted for their use, and that parking in any other bay is not allowed.

As I will be actively managing the property on a full-time basis, I will be readily available to respond to any questions or issues immediately. In the event of incorrect parking, I will be able to address and rectify the situation promptly.

Given the provision of clear pre-arrival instructions, visual guidance, and active management, the risk of guests using incorrect parking bays is considered minimal.

Waste & Rubbish Management

Waste collection for the property follows the City of Melville's scheduled collection days.

Guests will be provided with clear instructions regarding waste management through multiple channels. This includes information in the Airbnb listing, pre-arrival correspondence, and a check-in day message. In addition, a printed house manual will be available within the unit, clearly outlining bin usage, collection days, and expectations for waste disposal.

To further assist guests, I will print and display the City of Melville waste guide (as published on the council's website) within the property. This will provide clear and familiar guidance on general waste, recycling, and any applicable collection requirements.

A photo clearly identifying the bin location will also be provided to guests prior to arrival, along with instructions on how to access and use the bins appropriately.

As part of my active management of the property, I will attend the unit regularly and ensure bins are placed out for collection and returned promptly after collection day. Guests will not be responsible for moving bins.

This approach ensures waste is managed in accordance with local council requirements and remains consistent with standard residential practices, without creating additional impact on the complex or surrounding area.

Security Measures

- Guests are provided with secure access instructions.
- Entry codes changed between guest stays.
- No sharing of access codes allowed.
- Windows, doors, and balcony areas must be secured when property unattended.
- I conduct inspections between bookings.

Health, Fire & Safety

- Smoke alarms maintained and tested regularly.
- Fire extinguisher and fire blanket located in the kitchen.
- Any safety defects addressed immediately.

Complaints Handling Procedures

Response Procedure

1. Acknowledge complaint immediately.
2. Contact guests within 10 minutes.
3. Attend site if necessary.
4. Resolve issue and report back to the complainant.
5. Record incident in the Incident Log.

Escalation

For repeated or serious breaches:

- Booking is terminated
- Guest is removed
- Access is disabled.

Emergency Procedures

- Call 000 for fire, ambulance, or police emergencies.
- Manager will attend the property immediately after an emergency call or notification.
- Evacuation paths and instructions clearly displayed.
- Guests provided with emergency numbers.

Cleaning & Maintenance

- Professional cleaning between all guest stays.
- Linen and towels replaced (also professionally cleaned).
- Regular inspection of appliances, fire equipment, plumbing, and utilities.

Record Keeping

The following records will be maintained for at least 24 months:

- Guest register

- Complaints log
- Maintenance log
- Booking calendar

These can be provided to City of Melville upon request.

15. Conclusion

This Site Management Plan demonstrates a strong commitment to:

- Protecting residential amenity
- Ensuring safe, quiet, and respectful guest stays
- Complying with City of Melville LPP 1.21
- Managing the STRA in a professional, transparent, and responsible manner

The combination of strict guest controls, close-proximity management, trial period, and clear operational procedures ensures that the STRA will not adversely affect neighbours or the community.

Complains register

Date/ time	Booking no.	Details	Action taken and outcome	Supporting documents