

MANAGEMENT PLAN

ZAPPEION APARTMENTS

17 HARWOOD PLACE, PERTH

Prepared in accordance with City of Vincent Planning and Building Policy 7.4.5 – Temporary
Accommodation

2018



ZAPPEION
APARTMENTS

CONTACT DETAILS

Manager on duty	08 6164 7641
After hours (emergency).....	0478 649 964
Perth Police Station.....	08 9422 7111

ACCOMMODATION OVERVIEW

The Zappeion Apartments (**Apartments**) offer sixteen luxury one and two bedroom serviced apartments for a minimum one night and maximum three month stay. The Apartments are entirely self-contained and receive servicing once a week in addition to any cleaning prior to check in.

The Apartments typically service corporate clients and families.

GUEST MANAGEMENT

Restrictions

The number of occupants to each apartment is restricted to six guests at any time.

Check in and out procedures

Check in:

Guests initially check in to the Apartments offsite at the Attika Hotel reception, which is managed by the same operator (**Operator**), and is 500m away. Here, they are given their smart card and keys, and they are provided with the Code of Conduct for signing.

The Attika Hotel reception is open from 7am to 9pm Monday to Friday, and 9am to 5pm of weekends and public holidays.

Guests arriving outside of these hours, undertake check-in electronically. In this case, proof of identification and a signed copy of the Code of Conduct must be provided by the Guest before arrival. The smart card and keys are stored in a lock-box, and the guest is provided with the code to retrieve their documentation, smart card and keys upon arrival.

Check out:

Guests check out by depositing the smart card and keys into the box in the foyer of the Apartments.

Code of Conduct

The Apartments have a strict Code of Conduct which is given to all guests to sign and keep upon check in. Guests are walked through their obligations under the Code of Conduct at check-in.

The Code of Conduct details the expected behaviour of all guests to minimise impact to other guests and adjoining residents. Control of anti-social behaviour and noise is a priority for the the Operator, and all guests are advised to keep noise to a minimum from 10:00pm and 8:00am, and in particular outside on the balconies.

A copy of the Code of Conduct is attached at **Attachment A**.

Anti-social behaviour

The Operator takes the control of anti-social behaviour very seriously. All guests are made aware of their obligations at check-in and via the Code of Conduct, as described above.

As a prevention and monitoring measure, several security cameras have been installed at the Apartments. These provide the Operator with a 24 hour view of the front entrance, lobby, car park area, and street, and can also be accessed after the fact in the event of a complaint.

The Operator engages in both active and passive surveillance at the Apartments to ensure guest behaviour is appropriate. This includes regular attendance by staff and inspections. To ensure this presence is maintained after hours, the Operator has engaged a private security company to undertake patrols after hours.

In addition to the above measures, the Operator has a complaints management procedure in place (as described below) which has been provided to all adjacent neighbours to ensure anti-social behaviour is dealt with as soon as practicably possible.

COMPLAINTS MANAGEMENT PROCEDURE

Public engagement

The Operator has developed an information sheet for the residential properties on Harwood Place, which contains contact details and the complaints management procedure. This allows neighbours to engage with the Operator in the event of anti-social behaviour, particularly after hours.

These contact details are also displayed on the door to the Apartments, and on the Apartments website.

At all times, neighbours are encouraged to contact the police if they have any concerns beyond what management has the powers to assist with. See **Attachment B**.

Level 1 Disturbances - minor noise disturbances and minor complaints

Minor noise complaints will be dealt with in the following manner:

- 1 The Operator will review security footage, if relevant.

- 2 If the apartment in question can be identified, the Operator will call the apartment to confirm their obligations under the Code of Conduct.
- 3 If a second telephone complaint is received within a 12 hour period (or where it was not possible to call the apartment in question in step 1), the Operator or the contracted security firm will attend the premises and require the guests to cease any noisy activity.
- 4 The Operator or contracted security firm will stay onsite for one hour following the warning.
- 5 If requested, the Operator or contracted security firm will make contact with the complainant to advise of the outcome.
- 6 In the event that a further complaint is made and verified, the guests will be evicted in accordance with the Code of Conduct.

Level 2 Disturbances - parties, major noise disturbances, altercations etc

Whilst guests are able to reasonably entertain visitors until 10pm, the Operator has a no tolerance policy for parties and prevailing nuisance after hours. Any abusive behaviour or major ongoing noise disturbances will be managed as follows:

- 1 The Operator or the contracted security firm will attend the premises within 30 minutes of the complaint to establish if the complaint is valid.
- 2 If the complaint is properly characterised as a Level 1 Disturbance, the process will be as for a Level 1 Disturbance.
- 3 If the complaint is verified as a Level 2 disturbance, the guests will be evicted in accordance with the Code of Conduct.
- 4 If requested, the Operator or contracted security firm will make contact with the complainant to advise of the outcome.

Complaints Register

The Operator maintains a complaints register, which is provided on request to the City of Vincent in accordance with the conditions of planning approval.

The complaints register is to contain the following information –

- 1 Date and time of complaint
- 2 Name and address of complainant (if known)
- 3 Nature of complaint

- 4 Investigations undertaken
- 5 Action taken
- 6 Response to complainant

SECURITY

Access

Access to the front lobby, car parking area and all apartments is controlled by smart cards and keys issued to guests and staff.

Visitors

Only named guests are permitted to stay at the Apartments. Visitors must vacate by 10pm.

Outsourced security detail

Scheduled patrols:

The Apartments are managed by 24 hour security, including CCTV monitoring, vehicle patrols and walk throughs throughout the Apartments.

The contracted security firm provides security patrols and building walkthroughs of the Apartments between 10pm and 4am –

- 1 During weekdays, once;
- 2 On Friday and Saturday nights, and on a Sunday where the following Monday is a public holiday, twice.

These patrols happen at a different time each night so that no evident schedule can be ascertained.

Ad hoc attendance:

The contracted security firm shall attend the Apartments within 30 minutes of a complaint as to any Level 1 or Level 2 Disturbance being made outside of the hours of reception of the Attika Hotel.

Additional infrastructure

The operators of the Apartments have installed additional 24 hour CCTV cameras located around the premises. This infrastructure monitors potential anti-social behaviour on Harwood Place.

During the reception hours of the Attika Hotel, the CCTV footage is monitored. During periods outside of these hours, the CCTV footage is available to be immediately viewed upon a complaint being made.

DELIVERIES

Deliveries take place between 7am and 3pm via the on-site carpark. Deliveries will primarily be for the linen services which attends four times a week.

CAR PARKING

The Apartments have 16 residential car bays located behind a security gate and two visitor bays directly accessible from Harwood Place. Guests are encouraged to use these facilities.

The Operator advises guests in the Code of Conduct and verbally at check-in of the negative impact that inappropriate car parking can have on adjoining residents. Details are provided of the car parking restrictions applicable to the area in relation to parking vehicles on surrounding properties and within the streets, including instructions that parking on the verge is not permitted.

REVIEW

This document shall be reviewed annually, with any changes submitted to the City of Vincent for review and approval.

CODE OF CONDUCT

Dear Guest

Thank you for choosing Zappeion Apartments for your stay in Perth.

To ensure the comfort and enjoyment of all guests, we have developed this Code of Conduct which will govern the terms and conditions of your stay. By signing this document, you agree to be bound by its terms and conditions.

1. Please respect our residential neighbours by keeping noise to a minimum, particularly during the hours of 10pm and 8am. In the event of ongoing noise complaints or disturbances, you may be evicted from the premises.
2. We have a strictly **No Smoking** policy throughout all our facilities, and smoking will not be tolerated.
3. The maximum number of registered overnight guests permitted in an apartment is six people for a two bedroom apartments, and four people for a one bedroom apartment. These guests must be registered at check-in.
4. Any and all visitors must vacate the premises by 10pm, and only registered overnight guests are permitted after this time. No parties or gatherings will be tolerated.
5. Guests will be immediately evicted in the event that management considers that property is being or will be damaged, misused, or used in an unsafe way.
6. No refunds will be given in the event of eviction.
7. You are responsible for the behaviour of the registered overnight guests related to your booking, and any visitors you may have during your stay. Management reserves the rights to deduct up to \$1000 AUD from your credit card for any damages caused to the premises during your stay, including any stained towels, linens and carpets.
8. All keys and remotes must be returned upon check-out. Failure to do so results in a charge of \$150 AUD per key, and \$50 AUD per remote.
9. The local government has strict controls in place in respect of street parking. No street parking is permitted on Harwood Place. Parking on the verge is also prohibited.

We thank you in advance for your cooperation, and trust you will enjoy your stay.

Name on card: _____

Card number: _____

Expiry: _____ CCV: _____

Guest signature: _____ Date: _____

Dear Resident

The Zappeion Apartments are located at 17 Harwood Place, Perth. We are an Apartment Hotel, that caters largely to the corporate market, and to families who are looking for self-contained accommodation.

We do our best to maintain the amenity of our neighbourhood by requiring prospective guests to agree to a Code of Conduct which impose sanctions for any unacceptable noise, disturbance or anti-social behaviour. Zappeion Apartments are kept under surveillance through a CCTV system that is managed by our sister accommodation, the Attika Hotel, and through regular after hour security patrols.

Despite our best intentions however, you as immediate neighbours may on occasions have cause for concern. Keeping the lines of communication open is important so that any concerns can be actioned in a timely and appropriate manner.

In line with the Management Plan approved by the City of Vincent, we have developed the attached complaints management procedure which you can follow in the event of an unacceptable disturbance.

Yours faithfully

Irene Limnios

Managing Director
Limnios Property Group

Telephone 6164 7641

You will be asked for your address, the nature of the disturbance and the location of the disturbance if that can be ascertained. You will also be asked for a contact number so that management can follow up with you once the complaint is investigated.

If your complaint is made late at night, please ensure you remove the 'do not disturb' setting on your telephone if you would like to know once your complaint is investigated.

Process for Level 1 Disturbances	Process for Level 2 Disturbances
Level 1 Disturbances include unacceptably loud music or voices.	Level 2 Disturbances include parties or fights
<p>1 If the apartment in question can be identified, the Attika Hotel Manager will call the apartment to confirm their obligations under the Code of Conduct.</p> <p>2 If a second telephone complaint is received (or where it was not possible to call the apartment in question in step 1), the Manager or the contracted security firm will attend the premises and require the guests to cease any noisy activity.</p> <p>3 The Manager or contracted security firm will stay onsite for one hour following the warning.</p> <p>4 If requested, the Manager or contracted security firm will make contact with the complainant to advise of the outcome.</p> <p>5 In the event that a further complaint is made and verified, the guests will be evicted in accordance with the Code of Conduct.</p>	<p>1 The Attika Hotel Manager or the contracted security firm will attend the premises within 30 minutes of the complaint to establish if the complaint is valid.</p> <p>2 If the complaint is properly characterised as a Level 1 Disturbance, the process will be as for a Level 1 Disturbance.</p> <p>3 If the complaint is verified as a Level 2 disturbance, the guests will be evicted in accordance with the Code of Conduct.</p>

In the event of an emergency, or any serious safety concerns, please call the Police immediately

Perth Police Station..... **08 9422 7111**

For non emergency assistance **131 444**

For emergency and life threatening situations**000**

SERVICING STRATEGY

The following Servicing Strategy has been prepared pursuant to City of Vincent Planning and Building Policy 7.4.5 – Temporary Accommodation clause 2.5.2 for the Zappeion Apartments at 17 Harwood Place, Perth (**Apartments**).

OPENING HOURS

Guests initially check in to the Apartments offsite at the Attika Hotel reception, which is managed by the same operator (**Operator**) and is 500m away.

The Attika Hotel reception is open from 7am to 9am Monday to Friday, and 9am to 5pm of weekends and public holidays.

RESERVATIONS

Reservations are taken online via various booking agencies, and over the phone.

COMPLAINTS STRATEGY

The Operator has developed a complaints management strategy, as outlined in its Management Plan developed pursuant to clause 2.1.3 of City of Vincent Planning and Building Policy 7.4.5 – Temporary Accommodation.

SERVICING

An in-house house-keeping team will clean apartments and change linen on a schedule that is dictated by check ins/outs. Each apartment has its own washing machine and dryer that enables clients to undertake washing when required. The Apartments also offer an external laundry and dry-cleaning service which is easily organised through reception.

Deliveries will take place between 7am and 3pm and will be delivered via the Harwood Place on-site carpark. Primarily, the most frequent delivery will be linen which is anticipated to attend Harwood Place four times a week, using a small vehicle that has a remote access control to the car park.

Zappeion Apartments - Complaint Register

Date	Time	Complainant Name	Complainant Address and Contact	Nature of complaint	Investigations Undertaken	Action Taken	Response to Complainant
11/12/16	3:42:00 AM	Charles	Harwood Place	Guests were playing music on their balcony.		Security called to attend site, current T&C's were implemented to ensure noise was kept to a minimum during unsociable hours.	
16/12/16	11:51:00 PM	Charles	Harwood Place	Guests from level two were outside talking	Security called to attend site.		
17/12/16	2:40:00 AM	Charles	Harwood Place	Guests from level two were outside talking	Security called to attend site.		
17/12/16	6:38:00 AM	Charles	Harwood Place	Guests has just turned their music on on balcony.	Security called to attend site.	We also received one complaint from an in house guest. The guests from the offending apartment were evicted & received no refund as per signed T&C's.	
No noise complaints received for 10 months							
12/10/17	10:38:00 AM			Police were called regarding the tenants in Apt 1.	Advised Police that Apt 1 was vacant, and was not often rented because of its ground floor location.		
14/10/17	8:00:00 PM	Resident	Harwood Place	Guests in Apt 16 were listening to music on balcony.		Called to issue noise complaint warning inline with management plan. No further issues reported.	
23/11/17		Alison	Harwood Place	Guests making noise on their balcony	Security called to attend.		
2/12/17	2:00:00 PM	Alison	18 Harwood Place	Guests on balcony talking & drinking beer.		No further action taken as guests were not found to be in breach of any T&C's nor was the level of noise being made inappropriate. They left the property around 6pm to attend a concert.	
2/12/17	11:00:00 PM	Alison	18 Harwood Place	People talking outside on the street who had come from the end of the street & were now near our property.	Checked cameras & confirmed there was no one immediately outside our property.	No further action taken as they were not at our property nor where they our guests.	
19/01/18	10:00:00 PM	Alison	18 Harwood Place	People on the balcony talking & listening to music.	Security called to attend.	Guests moved off balcony at request of security.	
18/02/18	11:12:00 PM		Carr Street	Guests were talking on balcony.	Security called to attend. 11.25 PM security arrived onsite & advised noise was very minimal. No louder than conversational.	Security arrived at 11:25 PM and advised noise was very minimal, no louder than conversational. Security remained onsite for 30 minutes and confirmed all was still quiet.	Called neighbour back but no answer.
19/02/18	11:44:00 PM		Carr Street	Guests were listening to music on balcony.	Security called to attend. 12:08 AM security arrived onsite.	Guests issued first and final warning. Guests left property of own will.	
5/05/18	3:25:00 AM	Charles	Harwood Place	Guests were being noisy on balcony of apartment above car park.	Security called to attend. Security found no guests on balconies at our property however there were people walking in the street making noise & talking.		

Zappeion Apartments - Complaint Register

Date	Time	Complainant Name	Complainant Address and Contact	Nature of complaint	Investigations Undertaken	Action Taken	Response to Complainant
11/05/18	8:50:00 PM			Guests were making noise on balcony.	Security called to attend.	Additional unregistered guests were ejected from the property.	
13/05/18				2 x phone calls to advise guests were making noise/ talking.	Security arrived & found no people on balconies. People on street level only.		
19/05/18	12:38:00 AM	Charles	Harwood Place	People were exiting the apartment & making noise on the street.	Security called to attend Apartment 4. There were approx 15-20 people in this apartment coming in & out & playing music. Complaint received from apartment above as well.	Instructed security to evict the guests, collect keys & move everyone on from the area.	Advised security were already onsite & would be moving these people on.