



**Short Stay Accommodation
Property Management Plan
for**

20 Grosvener St, Mount Lawley 6050

October 2024

Table of Contents

1. Background and overview
2. Objectives of Management Plan
3. Management strategies
 - 3.1 Management
 - 3.1.1 Booking requirements
 - 3.1.2 Guest screening procedures
 - 3.1.3 Guest handbook
 - 3.1.4 House rules
 - 3.2 Check in and check out procedures
 - 3.3 Mitigation and complaints procedures
 - 3.4. Use and maintenance
 - 3.5 Safety, hygiene and security
 - 3.5.1 Safety
 - 3.5.2 Hygiene and comfort
 - 3.5.3 Security
 - 3.6 Car parking
4. Summary

1. Background and overview

HostYou is a Perth based short-term accommodation management company providing full property management services to property owners in Perth metro and surrounds.

HostYou intends on becoming the Exclusive Managing Agent for the property at 20 Grosvener St Mount Lawley 6050 and subsequently has developed this management plan on behalf of the owners in accordance with requirements stipulated by the City of Vincent.

The property in question is seeking permission for change of use to short stay accommodation. This property hosts a maximum of eight (8) guests and is a two (2) bathrooms, four (4) bedroom single storey - house with two (2) allocated parking bays inside the gate on the long double driveway. The bedding configurations will be one (1) King bed and three (3) Queen beds.

The property is conveniently located just 160m (2-minute walk) from its closest high frequency bus stop on Beaufort Street (ID 12139 Buses 66 67 68 and 950). This is where there are many restaurants, cafes and retail stores closeby. Additionally, 2nd Avenue Plaza is just a quick 15-minute walk or a 4-minute drive away, surrounded by a variety of restaurants like Lotus Cafe, Okay Restaurants, and Viet Hoa. Additionally, you'll find Perth CBD is a short 8-minute drive.

HostYou is located in Doubleview WA 6018 and is within a 20-minute drive from 20 Grosvener St, Mount Lawley 6050. For simple contact and availability of the hosts, Michelle Mac Siomoin and Kate Hawker of HostYou will be the main points of contact:

Michelle Mac Siomoin : 0436 800 655 / michelle@hostyou.com.au

Kate Hawker: 0436 800 655 / info@hostyou.com.au

Operations: 0436 800 655 / operations@hostyou.com.au

Our contact details are made available to all guests for properties under our management. We are contactable 24/7 and typically able to attend to properties in person within an hour for emergencies. In addition, we are more than happy to provide our contact details to all adjacent neighbors in the rare chance of an issue arising.

Airbnb and short-term accommodation deliver an enormous economic contribution to Western Australia and to its Local Government Authorities. In a 5-page report commissioned by Deloitte into the economic effects of Airbnb in Western Australia, Airbnb guests spent \$155 million supporting 780 jobs and \$100 million in GSP. These figures have grown exponentially in recent years and are of enormous benefit to local businesses, residents, guests and the tourism sector.

We provide guests with handbooks which include local recommended tips for nearby shops, restaurants, cafes, entertainment, sights, attractions and so much more. This local spending allows local businesses in the council area to thrive and continue or expand their operations with this added

revenue. We find from talking with local business owners and staff that they are very grateful for the contribution we provide.

2. Objectives of Management Plan

To clearly outline and demonstrate the professional management procedures implemented by HostYou to ensure effective operational management.

3. Management Strategies

3.1 Management

3.1.1 Booking requirements

We anticipate approximately one to two bookings per week and our average trip length is between 3-8 nights. This is based on historical data from our existing portfolio.

We specify a mandatory minimum stay length of two (2) nights as we find this significantly deters any unwanted targeting for parties or gatherings. The maximum length of stay is 89 nights. We have a booking cut-off time after 7:00pm so that last minute and late night bookings are impossible, again lessening the risk of undesirable guests.

3.1.2 Guest screening procedures

When a guest requests or books a stay at this property, we require the following guest 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 licence or passport)
- Written reviews/recommendations from other hosts
- Total number of guests & location guests are travelling from
- Their reason for visiting Perth & booking the property

To add an extra level of confidence in relation to the identity of a booking guest we then cross reference guest information details by using social media platforms. We can further screen the potential guest/booking by obtaining names of all guests, requiring government issued ID that all guests are required to submit upon successful booking confirmation.

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, each guest is sent a “HOUSE RULES and PARTY screening” message. This reiterates our stance on no parties, no gatherings, and no events. This further encourages guests with differing intentions to cancel their booking, as NO deviation from these rules will be tolerated.

Our set of house rules are displayed on the online listing and in the hard-copy guest handbook inside the property in the kitchen for the guest to refer to.

All bookings are backed by Airbnb’s Professional Host support and their ‘AirCover’ which provides a \$1m USD host guarantee & \$1m USD host protection insurance, underwritten by Lloyds of London. The guest receives our contact number upon confirmation of their booking for any emergencies or required communication. We keep records of all messaging on the platforms.

3.1.3 Guest Handbook

Each guest on the property is provided with a physical handbook that provides them with all information required for an enjoyable, safe and compliant stay. When a guest checks in, they are encouraged to read our ‘Guest Handbook.’ This lists the property managers contact details, emergency contact details, emergency plan, house rules, parking rules, bin collection days, public transport, nearby amenities, sights, and attractions in the area and more.

The guest handbook which we have created is very comprehensive, which significantly mitigates any queries, risks and issues regarding their stay.

3.1.4 House Rules

Our set of house rules are displayed both on the online listing and in our comprehensive guest handbook which is located inside the property in the kitchen. As mentioned above, guests are also re-directed to the house rules via screening procedures and a message sent upon booking. We can add additional house rules to suit the property, location, neighborhood, or landlord’s desires.

Rules:

- No parties or gatherings permitted
- Guests and visitors must not create noise which is offensive and excessive to occupiers of neighboring 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
- Maximum of 8 guests are permitted to stay at this property

- No additional guests other than those booked are permitted to stay at the property
- No pets
- 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 must not engage in any anti-social behavior and must minimize their impact upon the residential amenity of neighbors and local community
- Professionals and/or Police may be engaged to attend during & after normal business hours.

3.2 Check in and check out procedures

Check-in is from 3:00pm until late, this is to allow guests arriving from international/interstate flights the ability to check in. We communicate with all guests in relation to their check-in time. All guests receive detailed check-in instructions prior to their arrival, on day 7, day 2 and 1 day prior to check-in.

Check-in is achieved using a digital front door lock whereby each guest gets a unique entry code valid for the duration of their stay only. This code is sent to the guest through the booking platform 1-2 days prior to check-in to ensure the process is seamless.

Guests will also receive a photo of the property they are staying at; how to access the front door, a photo of their parking spot and where the council bins are located.

Check-out is at 10am or earlier on their departure date.

3.3 Mitigation and Complaints procedures

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 guest handbook for easy access. As previously stated, we are more than happy to provide these details to nearby neighbors for us to be even more effective in managing our properties.

In our online listing, which the guest(s) must agree to before booking and in our 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.

In the unlikely event that a complaint does occur at the property, we have developed a systemised approach to address and eliminate concerns. First and foremost, the guest will be notified of the complaint and requested to make the necessary adjustments to comply with the house rules. It is rarely needed to take further action. The guest will be informed that any continued breach of the house rules could result in the reservation being terminated.

In the unlikely case that contact cannot be made with the guest or a suitable resolution is not reached, HostYou will be expected to appear at the property and settle the dispute. Thanks to the vicinity of the HostYou Directors/ Operations team and managers, they can be onsite within 10-60

minutes. If deemed necessary, professionals and or Police may be engaged to attend during and after normal business hours to minimise disruptions to neighbours.

Guests and visitors must not create noise which is offensive and excessive to occupiers of neighboring 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 neighbors and local community. 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.

If required and to further ensure the smooth operational management of the property *Real time noise monitoring* can be installed in the property for noise mitigation. This technological device will manage non-conformance to the House Rules outlining “excessive noise after 10pm”. This software allows assurance that if a noise nuisance is created by guests, the management is aware before complaint calls need to be made. Time stamped data allows management to quickly validate or invalidate a complaint about noise, in real-time or post check-out as guests are often easy targets for false, perceived, or real noise complaints.

3.4 Use and Maintenance

Property upkeep and maintenance is an essential component of effective short-term rental management and is an aspect we take extremely seriously. The HostYou team will inspect the property after each guest leaves the premise to allow for rapid repair of maintenance issues within or outside the property and ensures that the property's appearance meets or exceeds the standard of neighboring properties.

The HostYou maintenance team is responsible for all maintenance requirements in relation to this property. Likewise, any maintenance issues are flagged immediately by HostYou staff and dealt with accordingly. No Furniture will be removed by any persons other than by HostYou and in the event of this happening the old or disused furniture will be taken from the property completely.

The storeroom is for the exclusive use of the owners and will not be available to potential guests throughout their stay.

3.5 Safety, Hygiene and Security

3.5.1 Safety

The property is equipped with compliant RCDs and Smoke Alarms. To ensure compliance and safety, a licensed electrician may be required to provide an electrical safety certificate periodically. Additionally, we also provide first aid kits, fire extinguishers and a fire blanket. Our detailed guest handbook includes contact information for the local police station, hospitals, and fire station, as well as our emergency contact number, which is '000'.

3.5.2 Hygiene and Comfort

All waste, including FOGO (green lid), general waste (red lid), recycling (yellow lid) must be disposed of according to local council policies and procedures and placed in the appropriate allocated bins for weekly/fortnightly collections. The housekeeping team are tasked with removing any excess rubbish and will promptly remove it from the public view.

We remind guests to place all rubbish and recycling in the allocated bins at the property and provide assistance with rubbish disposal during checkout and when the property is vacant. This is done through an automated message along with instructions in our house manual.

The housekeeping team monitors bin location and contents at each check-out and may take photos or gather evidence to ensure efficient bin maintenance and reduce the risk of problems.

In addition, the property features a fully functional kitchen with a fridge and pantry for food storage, and we take measures to prevent vermin and pest problems.

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.

We regularly check exhaust fans and air conditioning/heating appliances and repair or replace them as needed. Guests are encouraged to report maintenance issues to us immediately so that we can resolve them quickly.

Finally, we provide a washing machine and dryer for guest convenience to use during their stay to wash their clothes as required.

3.5.3 Security

As mentioned in 3.2 check in /out is done via a digital lock. This allows for easy check-in but elevates the security of the property. As previously mentioned, we can also install an internal intuitive decibel device named <https://www.minut.com/solutions/hosts-and-owners> which monitors the decibel level within the household and is customised to SMS and call the relevant guests and/or us if levels peak and persist at certain pre-set decibel ranges which will allow mitigation of noise and compliance with the noise policy, particularly between hours of 10:00pm – 7:00am.

3.6 Car Parking

The property has two (2) allocated parking spaces. The parking area is located at the side of the property in the driveway. All parking configurations allow for 2 cars to be parked safely and securely within the boundaries of the property behind the gate without parking on the road. At no stage is it necessary for there to be any vehicles parked outside of the property boundary.

Fig.1: Parking area as shown in the driveway area with 2 cars and the gate closed



Fig.2: Here is a side view of the location clearly showing ample room for 2 cars in the driveway behind the closed gate within the property boundary



Fig.3: Parking area as shown in the driveway area with 2 cars and the gate open



Fig.4: Parking area as shown in the driveway area with 2 cars and the gate closed



Please review photos detailing property parking.

Fig.1: Parking area as shown in the driveway area with 2 cars and the gate closed

Fig.2: Here is a side view of the location clearly showing ample room for 2 cars in the driveway behind the closed gate within the property boundary

Fig.3: Parking area as shown in the driveway area with 2 cars and the gate open

Fig.4: Parking area as shown in the driveway area with 2 cars and the gate closed

As the property will be used for residential purposes, we expect no excessive trips to and from the property. This property will be listed with families in mind and guests can have up to 2 vehicles. For bookings from local guests and during the booking process, guests will be able to provide us with further information regarding whether they will need to park a vehicle at the premises as we allow for only two (2) allocated car spaces at the property and will advertise this accordingly.

Guests will always be made aware that there is also NO street parking, and we will advertise this accordingly. As stated in our online listing, in the house rules section under 'Things to Know' will be our parking information, it will also be listed again in the 'Space' section of the listing & guest handbook. Furthermore, we provide details for ride share companies such as Uber and Ola. We also promote our local taxi companies and locations of bus stops and local transport.

4. Summary

Short-stay accommodation is not subject to the same stringent rules of the Residential Tenancy Act of 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 potentially antisocial behaviour.

You can be assured that under our management, 20 Grosvener St, Mount Lawley 6050 will be undertaken with the upmost respect and best of intentions for the neighboring community. HostYou is a highly experienced short-term rental management company dedicated to meeting all applicable laws, regulations and policies set forth by the Council. For all these reasons, we request your favourable consideration of our application to change the use of this property to approved short stay accommodation.

Please do not hesitate to contact me should you seek any additional information relating to the management of the property.

Yours faithfully,

Kate Hawker
HostYou 0458 771 734
info@hostyou.com.au

