

Management Plan

5/18 Sykes Avenue, Innaloo, WA, 6018

Following is the Management Plan for the proposed short-term accommodation in 5/18 Sykes Avenue, Innaloo, WA, 6018. The property currently serves as a personal residence. The property is proposed to be utilised for short-term accommodation during the times the property owner's family is not residing in the property, providing well-maintained lodging to visitors in Innaloo under the proposed management plan below.

Management Arrangement Overview

This Property Management Plan outlines the strategies and procedures that will be implemented to effectively manage the property located at 5/18 Sykes Avenue, Innaloo, WA, 6018. The plan includes a specific focus on complying with local requirements for short-term stay applications in the City of Stirling Council, WA.

The property is a residential property located in Innaloo, WA. It features 2 bedrooms, 2 bathrooms, 1 open plan living room with kitchen and dining area, and 1 balcony. There is a designated car bay for the unit and additional visitor parking bays on the premises. The property will be managed by a property management team during the owner's absence. There will be a local contact person available at any time via messaging or phone call to attend to any potential emergencies.

The owner intends to register the property as a short-term rental accommodation with the City of Stirling Council. This includes providing all necessary documentation and paying any applicable registration fees.

The property will be advertised via online short-term accommodation platforms, such as the Airbnb website. It will be advertised as a whole/entire property. Rooms will not be let out individually.

Number of Guests to be Accommodated

The owner will adhere to the occupancy limits set by the City of Stirling Council. The occupancy limits will be clearly communicated to guests and compliance monitored. Guests will be screened prior to their stay, and house rules will be clearly communicated on the booking website. The occupancy will cater to a maximum of 4 guests, split across 2 bedrooms.

The property can only be booked by one family or group at a time, which means that bedrooms will not be rented out individually. The people/family members of the booking will arrive in the same transport (usually uber/taxi, or 1 car) at the same day and leave on the same check-out day as well.

The property management team will conduct thorough guest screening to ensure the suitability of guests for peaceful short-term stays at the property. This includes verifying government identification and conducting background checks via previous reviews on short-term accommodation platforms.

Sleeping Arrangements

The 2 bedrooms of the property can comfortably accommodate up to 4 guests. Here's how the sleeping arrangement will be organised:

Bedroom 1: This bedroom will have a queen bed. It can accommodate two guests, who will share the bed.

Bedroom 2: This bedroom will have a queen bed. It can accommodate two guests, who will share the bed.

Booking duration

Minimum and maximum stay lengths vary depending on the season, including factors such as peak season, off-season, school holidays, and public holidays. Minimum stays range from 1 to 5 nights, and maximum stays range from 14 to 365 nights, depending on demand and operational considerations.

Addressing Potential Safety Concerns of Neighbours

To address the safety concerns related to the arrival of guests unknown to the neighbourhood, several measures will be implemented:

- **Screening and Security:** All guests are required to complete Airbnb's verification process, which includes providing a government-issued ID and undergoing a risk assessment. We also communicate our house rules to the guests, emphasising respect for our neighbours and the community.
- **Guest Limitations and Regulations:** We limit the number of guests allowed at any one time and enforce strict rules regarding noise levels and visitor hours to minimise disturbances.

- **Local Contact:** We have a local property manager available 24/7 to respond to any issues that may arise during a guest's stay, ensuring that any concerns are addressed promptly. Contact details of the local property manager will be shared with the neighbours.

House Rules and Complaint Resolution

The owner and the property management team will implement measures to manage noise levels and minimise disturbances to neighbouring properties. Clear guidelines regarding noise restrictions will be provided to guests, and any complaints received will be promptly addressed. The noise restrictions (no noise between 9pm and 7 am; no parties permitted) will be listed in the description of the short-term accommodation's advertising, in the house rules, and in the guest guidebook available at the property. The house rules including the noise restrictions will have to be agreed upon by all guests prior to accepting any booking.

If there are any complaints, the owner and property management team will follow all complaint resolution guidelines set forth by the short-term accommodation platforms.

Below is a list of actionable steps, as recommended by the AirBnB platform:

1. **Prompt Response:** Respond to complaints as soon as possible. Acknowledge the issue and assure the guest or neighbours that you are taking it seriously. Timely responses show your commitment to resolving the problem.
2. **Empathy and Understanding:** Show empathy towards the guest's or neighbours' concerns and frustrations. Understand their perspective and validate their feelings. This can help defuse tensions and establish a cooperative atmosphere.
3. **Active Listening:** Listen carefully to the guest's or neighbours' complaint, allowing them to express their concerns fully. Ask follow-up questions to gain a complete understanding of the situation. Taking the time to actively listen demonstrates your willingness to address the issue.
4. **Investigate and Gather Information:** Collect all the necessary details related to the complaint. This may involve reviewing messages, reservation details, or contacting relevant parties involved. Gathering accurate information is crucial for making informed decisions.
5. **Personalised Solutions:** Offer personalised solutions tailored to the specific complaint. If appropriate, provide options to the guest or neighbour and seek their input in finding a resolution. Aim for a mutually beneficial outcome that addresses the guest's or neighbour's concerns while aligning with the hosting capabilities.
6. **Clear Communication:** Clearly communicate the proposed solution, outlining the steps you'll take to resolve the complaint. Be transparent about any limitations or constraints you may have. Setting realistic expectations helps manage guest satisfaction.

7. **Timely Action:** Act promptly to implement the agreed-upon solution. Follow through on your commitments and keep the guest informed about the progress. Swift action demonstrates your commitment to resolving the issue.
8. **Compensation or Gesture of Goodwill:** In some cases, it may be appropriate to offer compensation or a gesture of goodwill to address the complaint. This could include a refund, a discount on a future stay, or an upgrade, depending on the nature and severity of the issue.
9. **Follow-Up:** After the resolution, follow up with the guest or neighbour to ensure their satisfaction. Check if the solution resolved their concerns and if they require any further assistance. This step shows your dedication to their happiness and can help rebuild trust.
10. **Learn and Improve:** Reflect on the complaint and identify any areas for improvement in your hosting practices. Use the feedback to enhance your operations, prevent similar issues in the future, and provide better experiences for future guests and your neighbours.

Waste Management

Proper waste disposal practices will be established, ensuring that guests are provided with clear instructions for waste management. The property management and cleaning team will facilitate waste collection and disposal in accordance with local regulations. Recycling will be prompted on site with designated bins.

Parking

There is a designated undercover car bay that belongs to the unit and additional visitor parking bays on the premises.

The owners will ensure that the parking facilities on the premises are available for the guests. Guests will be asked to park on the premises and will be provided with clear instructions regarding local parking regulations.

The property can only be booked by one family or group at a time, which means that bedrooms will not be rented out individually. Therefore, the people/family members of the booking will arrive in the same transport (typically this will be via uber/taxi, or 1 car) at the same check-in day and leave on the same check-out day as well.

Safety Compliance and Guest Information

The property will meet all safety standards and requirements established by the City of Stirling Council. This includes, but is not limited to, providing functional smoke detectors, fire blanket, first aid kit, and emergency contact information for guests.

The guests will be provided with a comprehensive information package that includes details about the property, local amenities, emergency procedures, and any specific regulations or guidelines (house rules) they must follow during their stay.

To support the local economy, we will also provide a list of recommendations for local restaurants, cafés, shops, and entertainment (all based in the City of Stirling).

FLOOR PLAN



Unit 5 / 18 Sykes Avenue

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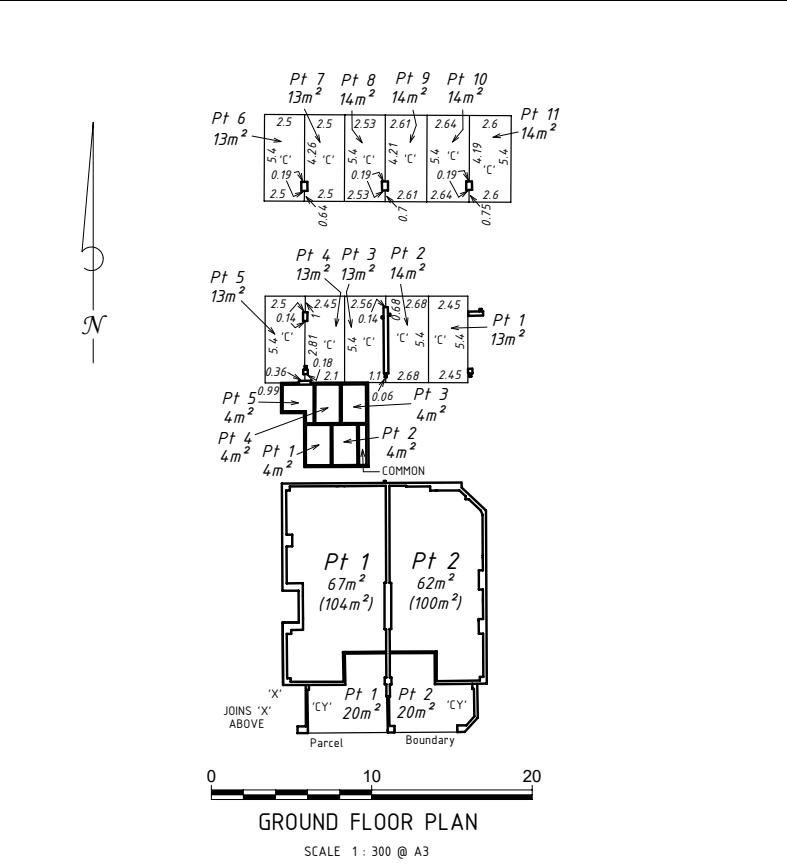
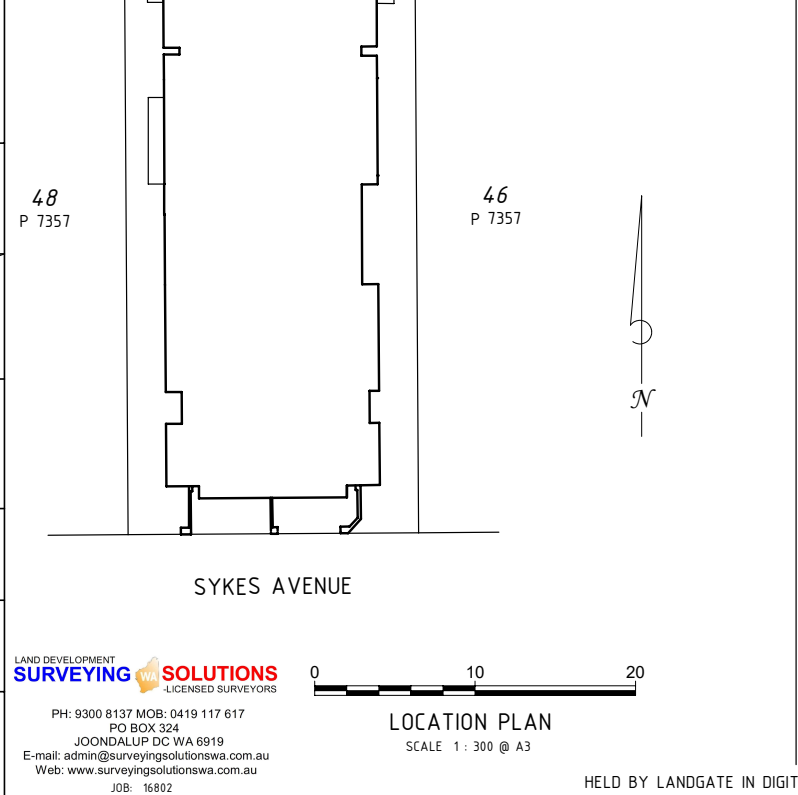
Note: The entire dwelling as shown is to be used as Short Stay Accommodation.

LANDGATE COPY OF ORIGINAL NOT TO SCALE 21/09/2020 10:16 AM Request number: 61041246

<p align="center">STRATA PLAN 74936 SHEET 1 OF 2 SHEETS</p>	
<p>TENURE TYPE - FREEHOLD PLAN OF LOT 47 ON PLAN 7357 CERTIFICATE OF TITLE VOLUME: 1231 FOLIO: 918 LOCAL GOVERNMENT CITY OF STIRLING FIELD RECORD 151602</p>	
<p>NAME OF SCHEME 18 SYKES AVENUE INNALOO</p>	
<p>ADDRESS OF PARCEL 18 SYKES AVENUE INNALOO WA 6018</p>	
<p>SCHEME BYLAWS NO SURVEYOR'S CERTIFICATE - REG 54</p>	
<p>I, D.K.McALIECE hereby certify that this plan is accurate and is a correct representation of the - (a) *survey; and/or (b) *calculations from measurements recorded in the field records, undertaken for the purposes of this plan and that it complies with the relevant written law(s) in relation to which it is lodged.</p> <p align="right">Dion McAliece 2020-08-12 10:31+08:00 DATE</p> <p>LICENCED SURVEYOR</p>	
<p>EXAMINED</p>	
<p>R.LIST 13-8-2020 DATE</p>	
<p>PLANNING APPROVAL PLANNING AUTHORITY - WAPC / MRA REFERENCE</p>	
<p>Delegated under S.16 P&D Act 2005 DATE</p>	
<p>IN ORDER FOR DEALINGS SUBJECT TO</p>	
<p>FOR REGISTRAR OF TITLES 13-8-2020 DATE</p>	
<p>PLAN APPROVED INSPECTOR OF PLANS AND SURVEYS (S.18 Licensed Surveyors Act 1901) 19-8-2020 DATE</p>	
<p>O475509 REGISTERED APPLICATION 19-8-2020 REGISTRAR OF TITLES SEAL</p>	
<p align="center">   </p>	

INTERESTS AND NOTIFICATIONS							
SUBJECT	PURPOSE	STATUTORY REFERENCE	ORIGIN	LAND BURDENED	BENEFIT TO	COMMENTS	

VER	AMENDMENT	AUTHORISED BY	DATE	LOT	TOTAL AREA	FLOOR	SHEET
				1	104	G	1
				2	100	G	1
				3	92	G,1	1,2
				4	93	G,1	1,2
				5	99	G,1	1,2
				6	94	G,1	1,2
				7	71	G,1	1,2
				8	96	G,2	1,2
				9	99	G,2	1,2
				10	95	G,2	1,2
				11	93	G,2	1,2

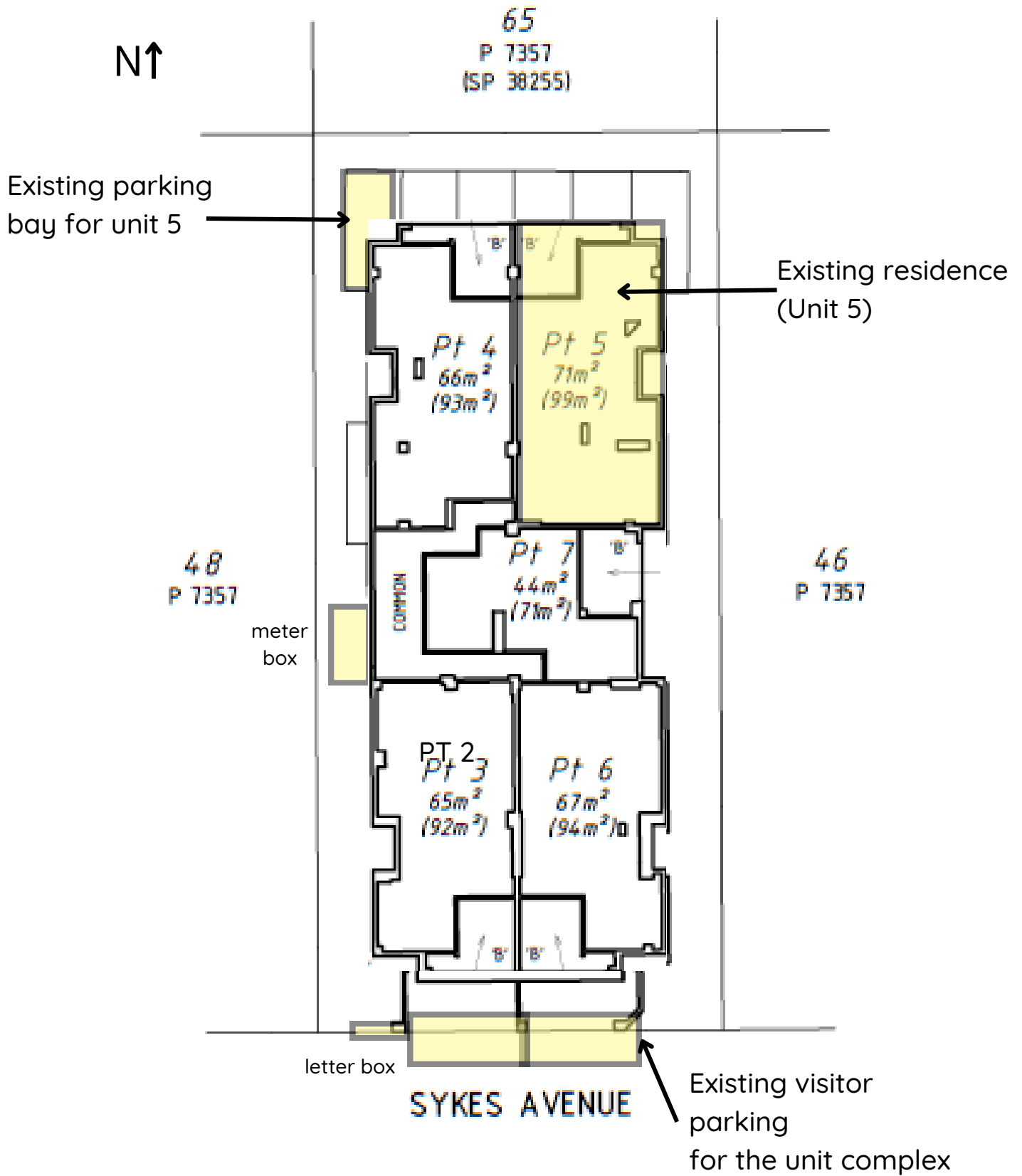


ALL COLUMNS AND DUCTS ARE COMMON PROPERTY.
ALL WALLS ARE COMMON PROPERTY.
DISTANCES ARE TO THE EXTERNAL SURFACE OF THE BUILDING WALL, UNLESS OTHERWISE STATED.
THE BOUNDARIES OF THE COURTYARD ('CY') PART LOTS EXTENDS BETWEEN 0.5 METRES BELOW AND 2.7 METRES ABOVE THE UPPER SURFACE LEVEL OF THE GROUND FLOOR OF THEIR RESPECTIVE MAIN BUILDING PART LOT, UNLESS COVERED, TO THE EXTERNAL SURFACE OF THE BUILDING WALLS, THE INNER SURFACE OF THE COURTYARD WALLS AND AS SHOWN.
THE STRATUM OF THE CARBAY ('CB') PART LOTS EXTENDS BETWEEN THE UPPER SURFACE LEVEL OF THEIR PAVEMENT FLOOR TO 2.5 METRES ABOVE THAT SURFACE, UNLESS COVERED.
THE ANGLES OF THE CARBAY PART LOTS LABELLED 'C' ARE 90°.
UNDER SECTION 3(2)(a) OF THE STRATA TITLES ACT 1985, THE BOUNDARIES OF THE LOTS OR PART OF THE LOTS WHICH ARE BUILDINGS SHOWN ON THE STRATA PLAN ARE THE INNER SURFACES OF THE WALLS, THE UPPER SURFACE OF THE FLOOR AND THE UNDER SURFACE OF THE CEILING.

HELD BY LANDGATE IN DIGITAL FORMAT ONLY

SITE PLAN

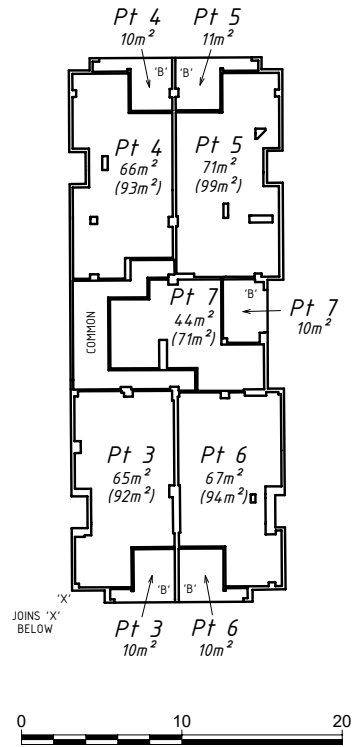
Unit 5 / 18 Sykes Avenue



STRATA PLAN
74936

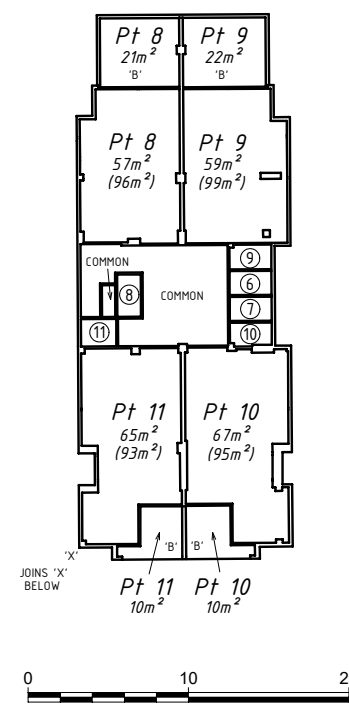
SHEET 2 OF 2 SHEETS

City of Stirling
23 Mar 2026
RECEIVED



FIRST FLOOR PLAN

SCALE 1 : 300 @ A3



SECOND FLOOR PLAN

SCALE 1 : 300 @ A3

- ⑥ Pt 6 - 4m²
- ⑦ Pt 7 - 4m²
- ⑧ Pt 8 - 4m²
- ⑨ Pt 9 - 4m²
- ⑩ Pt 10 - 4m²
- ⑪ Pt 11 - 4m²

ALL COLUMNS AND DUCTS ARE COMMON PROPERTY.

ALL WALLS ARE COMMON PROPERTY.

THE BOUNDARIES OF THE PART LOTS WHICH ARE BALCONIES ('B') ARE THE EXTERNAL SURFACES OF THE BUILDING WALLS TO THE INTERNAL SURFACES OF THE BALCONY WALLS AND THE OUTSIDE OF THE BALUSTRADE WALL.

THE STRATUM OF THE BALCONIES ('B') EXTENDS FROM THE UPPER SURFACE OF THEIR BALCONY FLOOR TO THE UNDERSIDE OF THEIR CEILING OR PROLONGATION OF THE UNDERSIDE OF THEIR CEILING WHERE NOT COVERED.

UNDER SECTION 3(2)(a) OF THE STRATA TITLES ACT 1985,

THE BOUNDARIES OF THE LOTS OR PART OF THE LOTS WHICH ARE BUILDINGS SHOWN ON THE STRATA PLAN ARE THE INNER SURFACES OF THE WALLS, THE UPPER SURFACE OF THE FLOOR AND THE UNDER SURFACE OF THE CEILING.