

City of Stirling
23 Dec 2024
RECEIVED

Short Stay Accommodation – Property Management Plan

Beachside Bliss Scarborough

Located at

Unit 3, 51 Brighton Road, Scarborough WA 6019

Date – 7th December 2024

Table of Contents

1. Background and Overview	3
2. Property Summary	4
3. Parking and Access	4
4. Guest Screening & Booking Process	5
5. Check-In & Check-Out Procedure	6
6. House Rules & Code of Conduct	6
7. Maintenance	6
8. Safety	7
9. Hygiene, Comfort & Waste Management	7
11. Security	8
Annexure 1 – Site Plans and Layout	9

1. Background and Overview

This management plan for Short Stay Accommodation is designed to support the Short Stay Accommodation (Change of Use) Development Application process, as specified by the City of Stirling. It outlines key aspects of the property, including accommodation and parking arrangements, house rules, noise management, booking procedures, complaint handling, waste disposal, and safety and maintenance practices, along with other responsibilities managed by the property owners.

The property is ideally located just a 10-minute walk from Brighton Beach and a 15-minute walk from Scarborough Beach, placing it in close proximity to a range of amenities, including cafes, restaurants, bars and other short-stay accommodations. This makes it an excellent candidate for short-term tourist rentals. The property is a two-bedroom, one-bathroom townhouse with a single garage, and is designed to comfortably accommodate up to four guests. The proposed sleeping configuration includes one queen bed and one double bed. The property is currently zoned 'Residential R30'.

The goal of the proposed short-stay accommodation is to attract small groups or families seeking a relaxing, self-contained retreat in a prime beachside location. Guests will be able to enjoy easy access to Scarborough Beach and the vibrant surrounding beach entertainment precinct. The accommodation is not intended for large groups, parties, or late-night events, as such activities are not in keeping with the character of the neighbourhood. The property will be marketed accordingly, prioritizing a peaceful and family-friendly environment.

By implementing thoughtful management practices, our goal is to ensure a smooth operation that aligns with city regulations while contributing positively to the local community, including its businesses. As responsible property owners, we are dedicated to ensuring that our Short Stay Accommodation operates in a way that is respectful to the local community and does not disrupt the surrounding environment. The owner/managers live just a short distance away in Scarborough, only a 5-minute walk or a 2-minute drive from the property. This proximity allows us to offer a highly responsive service to guests, with the owner/managers available 24/7 to address any issues or emergencies that may arise.

Contact information for the owner/managers will be provided to all guests, ensuring they can easily reach us if needed. Additionally, as the property is part of a small 4-unit townhouse complex, the other owners and tenants will also have access to the owner/managers' contact details in case there are any concerns about the property's operation or on-site conduct.

The property will be managed in a manner consistent with typical residential homes in the area, adhering to local expectations and norms. The number of guests allowed and the availability of parking will be in direct proportion to the property's size and design, with no need for construction or modifications to increase capacity. This ensures that the property remains within the parameters of a standard residential dwelling, while offering a comfortable and convenient experience for guests.

2. Property Summary

- **Property Name:** Beachside Bliss – Scarborough Beach
- **STRA Number:** STRA6019X6F2EPP2
- **Property Address:** Unit 3 51 Brighton Road, SCARBOROUGH WA 6019
- **Number of Bedrooms:** Two Bedrooms
- **Max Number of Guests:** Four Guests
- **Car Parking Location:** Single vehicle garage
- **Total Car Parking Bays:** Two car bays in total
- **Platforms for Booking:** Airbnb
- **Signage:** No signage required

3. Parking and Access

The property offers two parking spaces for guests: one undercover parking spot and an additional space directly behind it on the driveway, just before the mailbox. Given that the number of guests will never exceed the home's intended capacity, parking issues are unlikely to arise. The available parking does not negatively impact the urban design or character of the area. This arrangement complies with State Planning Policy 7.3 – Residential Design Codes, which stipulates that when bedrooms are rented individually for short-term accommodation, an additional parking bay is required for each bedroom.

The property provides safe, convenient access for those guests who prefer to walk or cycle. Our guest handbook includes detailed information about nearby public transport options, all within walking distance from the property.

4. Guest Screening & Booking Process

We expect an average of one to two bookings per week, with typical stays ranging from 3 to 7 nights. To ensure a responsible guest experience, we have implemented a mandatory minimum stay of two (2) nights. This policy, based on feedback from other operators, helps to reduce the likelihood of attracting guests seeking to host parties or large gatherings. Additionally, we have established a booking cut-off time of 7:00 PM, which prevents last-minute or late-night reservations, further minimizing the risk of undesirable guests or potential misuse of the property.

Before confirming a guest's booking, we conduct a thorough review and screening process to ensure they meet our standards of responsible behaviour and will treat both the accommodation and the surrounding neighbourhood with respect. Our goal is to ensure that all guests are reputable and well-suited for a positive stay.

The verification process includes, but is not limited to, the following checks:

- Full contact details (including name, phone number, and email address)
- Acceptance of the property's house rules
- Verified payment information
- Profile photo (if available)
- Government-issued ID (e.g., driver's license or passport)
- Reviews and recommendations from previous hosts
- Overall star rating, with particular attention to areas like adherence to house rules, cleanliness, and communication
- Total number of guests and their location
- The purpose of their visit to Perth and their reason for booking the property

In addition to these checks, we may also cross-reference guest profiles with linked social media accounts to confirm identity. We reserve the right to request government-issued IDs from confirmed guests as part of an ongoing screening process.

Once the verification process is complete, we will either approve, deny, or cancel the booking based on the findings.

Before or after booking confirmation, all guests will receive a message outlining our strict "House Rules and Party Policy," which clearly prohibits parties, gatherings, or events on the premises. This communication reinforces our commitment to maintaining a peaceful environment and encourages guests with conflicting intentions to cancel their booking, as any violation of these rules will not be tolerated.

Our house rules are prominently displayed both on the online listing and in a hard copy guest handbook located in the kitchen of the property for easy reference. To ensure additional peace of mind, all bookings are supported by Airbnb's Professional Host service and their 'AirCover' program, which provides a \$1M USD host guarantee and \$1M USD host protection insurance, underwritten by Lloyds of London. We also maintain appropriate landlord insurance for short-term rentals.

Guests will receive our contact information upon booking confirmation, and we maintain detailed records of all communications through the booking platform for transparency and reference.

5. Check-In & Check-Out Procedure

Check-in is available from 3:00 PM onwards, and guests are kindly asked to provide an estimated arrival time in advance. The property features a secure coded front door entry system, with the access code provided to guests prior to their arrival. For security reasons, the code will be updated between guest stays.

To ensure a smooth and efficient check-in process, guests will receive detailed written and visual instructions, designed to minimize any disruptions to neighbours.

Check-out is required by 10:00 AM on the day of departure, or earlier if preferred.

For safety and security, check-in instructions will be sent to guests via Airbnb three (3) days before their arrival.

6. House Rules & Code of Conduct

Upon check-in, guests are encouraged to review the House Rules and the House Manual, both of which will be prominently displayed in the property for easy reference.

- Parties & Events - The property is exclusively for registered guests. Parties, gatherings, or events are strictly prohibited. Any additional guests must be approved in advance.
- Smoking Policy - Smoking is not permitted on the premises. If a noticeable smoking odour is detected upon checkout or if cigarette butts are found, a deodorizing fee will be charged.
- Parking - Guests are required to park in the designated on-site parking space only and are asked explicitly not to block access to neighbouring driveways or properties.
- Quiet Hours - To respect the peace and privacy of the surrounding community, guests must keep noise to a minimum at all times. Quiet hours are enforced from 10:00 PM to 7:00 AM Monday to Saturday, and from 10:00 PM to 9:00 AM on Sundays and public holidays.
- Maximum Occupancy - A maximum of four adults are allowed to stay at the property.
- Guest Behaviour - Guests are expected to conduct themselves in a manner that is respectful to neighbours and the local community. Anti-social behaviour, including excessive noise or disruption, will not be tolerated.
- Pets – Pets are welcome at the property, subject to approval following a brief screening process. To ensure a pleasant experience for all guests, strict guidelines will be enforced regarding noise levels, property care, and consideration for neighbours. An additional cleaning fee will also apply.

7. Maintenance

The owner/manager is committed to maintaining the property to the highest standards of cleanliness, repair, and upkeep at all times. Following each guest departure, a thorough inspection will be conducted to ensure the accommodation is presented to a high standard, and to identify any necessary maintenance, repairs, or replacements. If repairs are needed, qualified professionals will be promptly engaged to carry out the required work. In the event that a guest reports a maintenance issue during their stay, it will be addressed promptly, with the urgency of the response tailored to the nature of the issue.

8. Safety

The property is equipped with compliant Residual Current Devices (RCDs) and smoke alarms to ensure optimal safety. A licensed electrician has thoroughly inspected the unit and issued an electrical safety certificate. Before guest occupancy, essential safety items—including a first aid kit, fire extinguisher, and fire blanket—will be provided. The House Manual/Guide includes critical emergency contact details, such as the local police station, hospitals, and fire station, and clearly instructs guests to dial '000' in the event of a serious emergency.

9. Hygiene, Comfort & Waste Management

The property is fully equipped with a kitchen, including a fridge and pantry for food storage. To maintain a comfortable environment, we take proactive measures to ensure the property remains pest-free. After each guest's departure, all linens and towels are collected, laundered, and prepared for the next check-in. A washing machine and clothesline are also available for guest use during their stay, should they wish to do laundry.

All waste, including general waste (red lid) and recyclables (yellow lid), must be disposed of according to local council guidelines, using the designated bins for regular collection (weekly or fortnightly). Our housekeeping team ensures that any excess rubbish is promptly removed and kept out of public view. Guests are kindly reminded to place waste and recyclables in the appropriate bins provided on the property. At check-out, the housekeeping team inspects the bins to ensure they have been used correctly. If necessary, photos or other evidence may be collected to confirm proper disposal and prevent any issues.

Exhaust fans, air conditioning, and heating systems are regularly maintained to ensure they are working optimally, with repairs or replacements made as needed. We encourage guests to report any maintenance concerns immediately so we can resolve issues swiftly and efficiently.

10. Complaint Resolution & Noise Mitigation

The owner/managers are available 24/7 and can be contacted through the phone numbers and email addresses provided upon booking confirmation. These details are also listed in the property guest handbook for easy access. Additionally, neighbours within the unit complex have our contact information, enabling us to address any issues efficiently should they arise.

House rules will be clearly outlined in the online listing, and guests will be required to agree to these rules before their booking is confirmed. These rules cover the property, parking, and consideration for nearby residents, especially in relation to noise. The guest handbook, available within the accommodation, will also provide ongoing access to the house rules throughout the stay.

Guests and visitors must refrain from creating excessive or offensive noise, particularly between 10 p.m. and 7 a.m. Monday to Saturday, and between 10 p.m. and 9 a.m. on Sundays and public holidays. Noise should also be kept to a minimum during arrival, departure, and at all times during the stay. Violations of this policy may result in the termination of the stay, eviction, and additional charges for damages or security, as outlined in the terms and conditions.

Anti-social behaviour is strictly prohibited, and guests are expected to minimize their impact on neighbours and the local community. Complaints will be addressed promptly, with the complainant kept informed throughout the process. We aim to resolve all issues within 30 minutes to 1 hour.

In the unlikely event of a complaint, we follow a systematic approach to address and resolve concerns quickly. The guest will first be notified of the complaint and asked to adjust their behaviour to comply with the house rules. Most issues should be resolved at this stage. Guests will be informed that any continued breaches of the house rules could lead to the termination of their reservation.

If contact cannot be made with the guest or a suitable resolution is not reached, the owner/manager will visit the property to settle the issue. Due to the proximity of the owner/manager, they can typically be onsite within 10 to 60 minutes if initial contact fails. If necessary, professionals or local authorities may be contacted to address the situation, especially outside regular business hours, in order to minimize disruptions to neighbours.

Guest feedback is encouraged and the booking platform prompts guests to leave feedback, which helps the owners maintain high standards and address any concerns to ensure a top-quality short-stay experience.

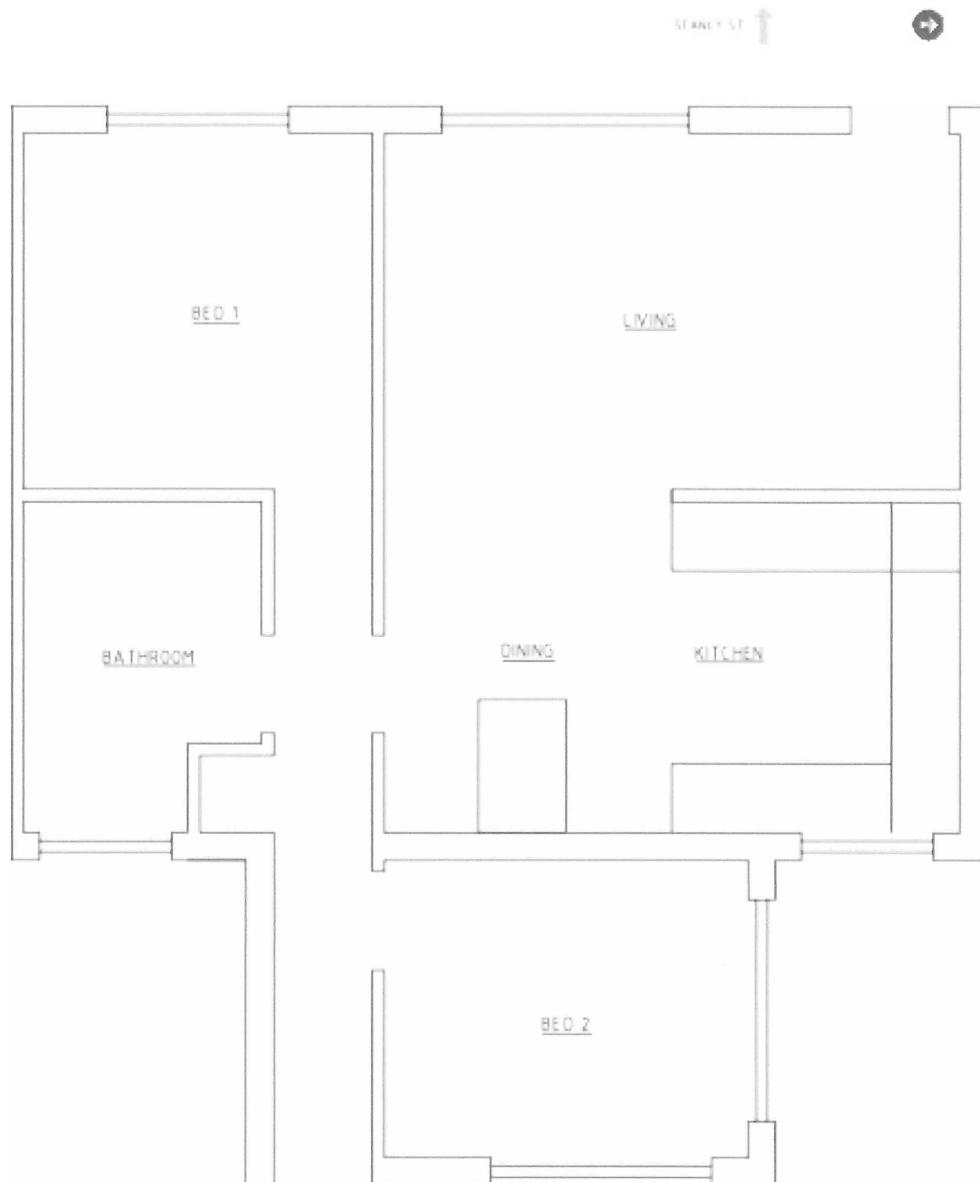
11. Security

If deemed necessary a surveillance camera will be installed at the front door to provide enhanced security and enable monitoring of CCTV footage.

If deemed necessary, an internal decibel monitoring device may be installed. These devices monitor noise levels alerts to both the manager and guests if sound exceeds thresholds, particularly during the quiet hours outlined in the House Rules. These systems help ensure that noise remains within acceptable levels, promoting a peaceful environment for all residents.

12. Annexure 1 – Site Plans and Layout

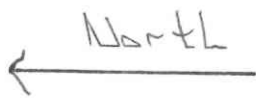
Ground Floor:



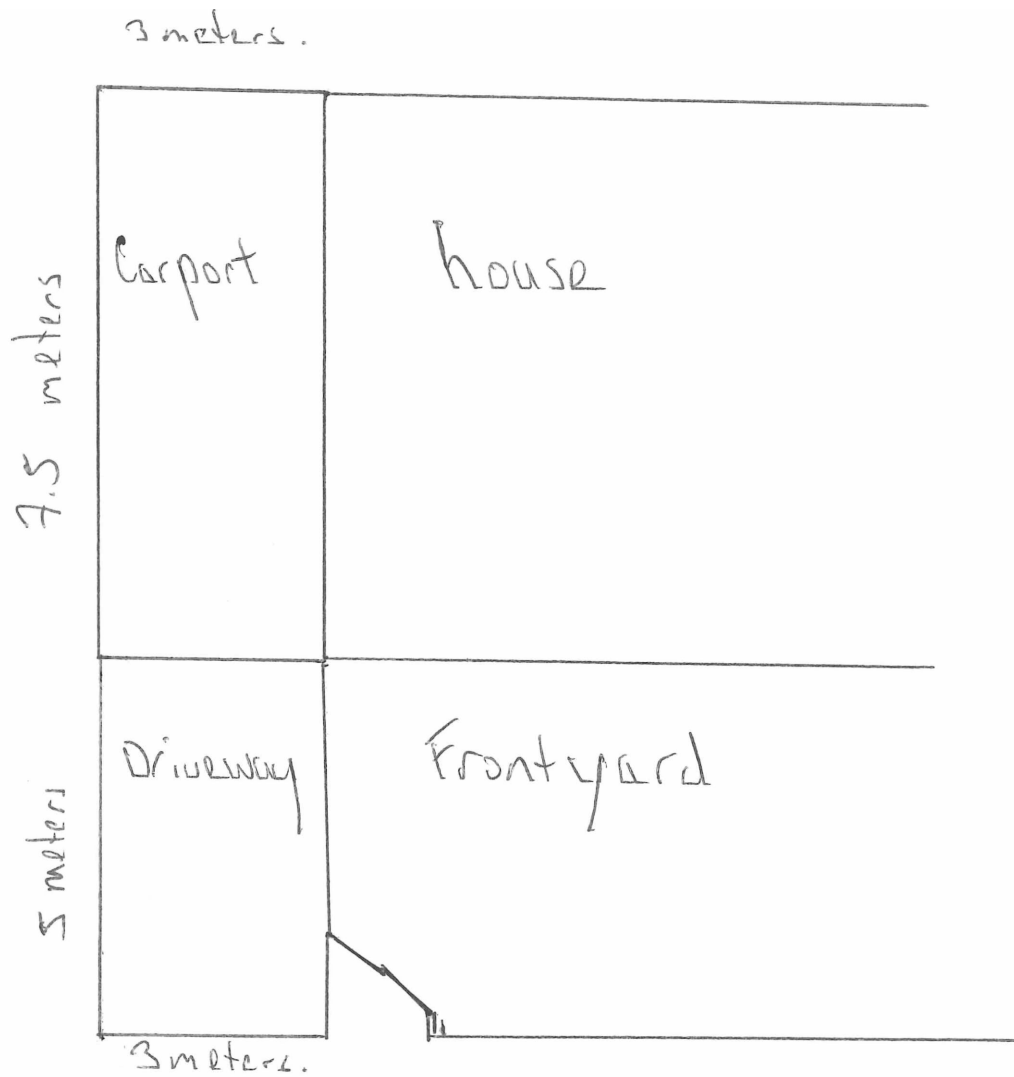
KEY PLAN
SCALE 1:100

FIRST FLOOR PLANS PROVIDED WITHOUT WARRANTY OF ANY KIND. SDVSOA DISCLAIMS ANY WARRANTY INCLUDING, WITHOUT LIMITATION, SATISFACTORY QUALITY OR ACCURACY OF DIMENSIONS.

Parking 3-51 Brighton rd Scarborough
6019

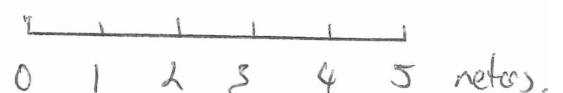


City of Stirling
23 Dec 2024
RECEIVED



Verge

Scale 1:100



Stanley street