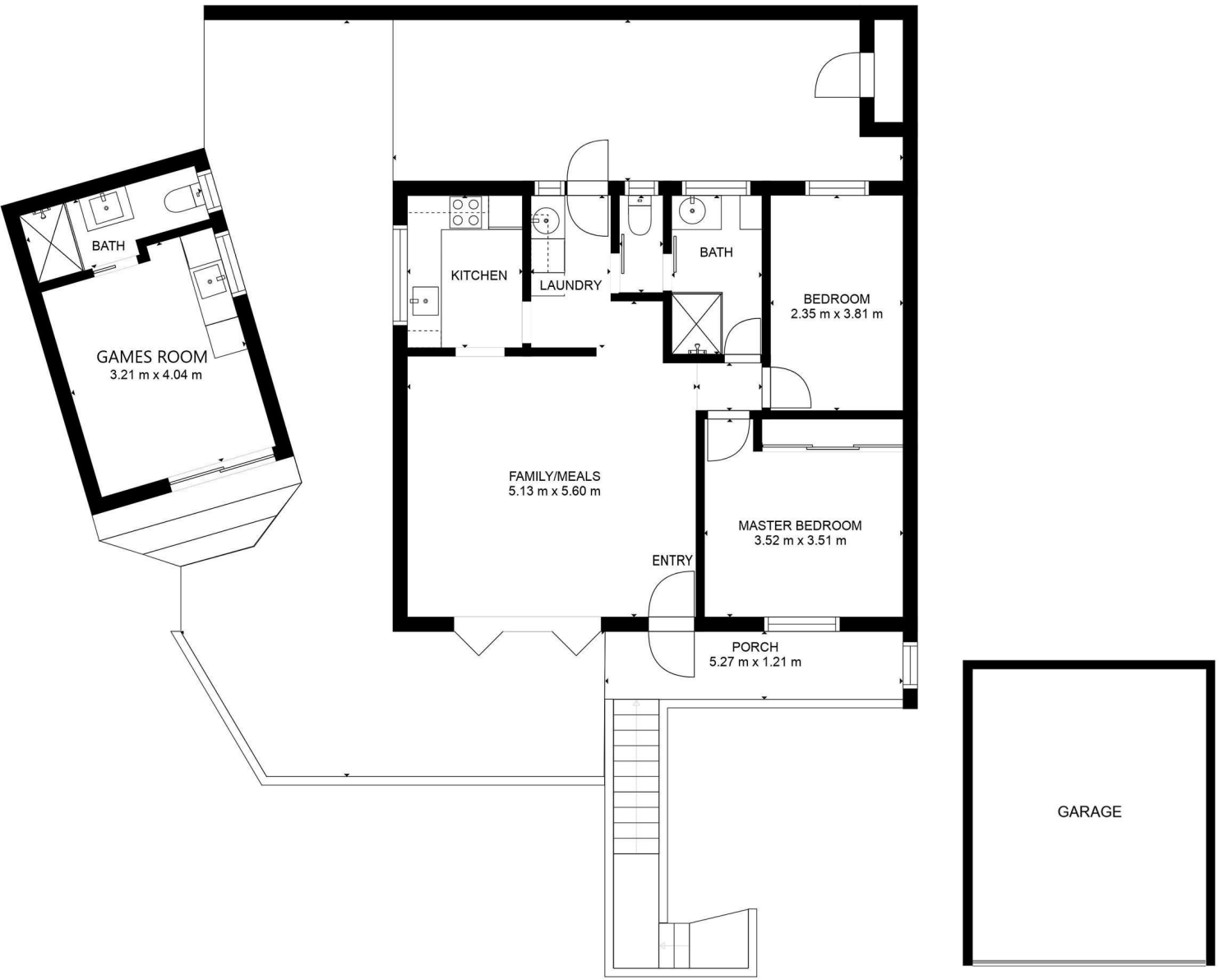


City of Stirling  
19 Feb 2026  
RECEIVED



City of Stirling  
7 Mar 2026  
RECEIVED



City of Stirling  
17 Apr 2026  
RECEIVED



**MANAGEMENT PLAN**  
**FOR**  
**SHORT TERM ACCOMMODATION**

**Property Address**

3a Norman Street, Wembley Downs 6019

## **CONTENTS PAGE**

1. Cover Page
2. Contents Page
3. Background, Opportunities & Overview
4. Objectives of Management Plan
5. Booking Requirements
6. Guest screening procedures
7. Check-in and Check-out procedure
8. Mitigation, Noise Management & complaints procedure
9. Use & Maintenance
10. Safety
11. Hygiene, Comfort & Waste management
12. Car Parking
13. Bush Fire Management Plan
14. Summary

### **3. BACKGROUND, OPPORTUNITIES & OVERVIEW**

SmartStayWA intends on becoming the Exclusive Managing Agent for the property located at 3a Norman Street Wembley Downs WA6019

The property hosts a maximum of 4 adult guests and is 2 bedroom house.

SmartStayWA is located at 201 South St, Beaconsfield WA 6162 and is a 30 minute drive to the property.

For simple contact and availability of the hosts, Ravleen Kaur and Vishant Vishant are the directors of the company, please see below the relevant contact details:

Ravleen Kaur: 0401 849 796 / [ravleen@smartstaywa.com](mailto:ravleen@smartstaywa.com)

Vishant Vishant: 0474 955 686 / [vishant@smartstaywa.com](mailto:vishant@smartstaywa.com)

Ravleen and Vishant live together in Southern River which is 30 minutes from the property. Additionally, SmartStayWA engages property managers, cleaning and housekeeping personnel who are located closer to and around the Perth metropolitan area.

Our contact details are made available to all guests for properties under our management and are available online for anyone to access in the rare cases of an emergency. We are contactable 24/7 and able to attend to properties in person for any emergencies.

Short term accommodation is a unique experience, and the guiding principles of our Code of Conduct are to treat this property as your own home, respect your Neighbours & leave it as you found it.

Part of our management procedures and guest handbooks include providing local recommended tips for nearby shops, restaurants, cafes, restaurants, entertainment, attractions and much more. This local spending allows local businesses in the council area to thrive and expand their operations.

### **4. OBJECTIVES OF MANAGEMENT PLAN**

To clearly outline and demonstrate the professional management procedures implemented by SmartStayWA to ensure the smooth operational management of the subject property while mitigating perceived disruptions to the local amenity & surrounding areas.

### **5. BOOKING REQUIREMENTS**

We anticipate approximately one to two bookings per week and our average trip length is 4-6 nights. This is based on the average performance of our listings in our portfolio.

Premises are available for bookings for a minimum stay of 2 nights, for a maximum of up to 90 days/3 months. The property is cleaned prior to check in, Guests are provided with a vacuum

cleaner, washing machine and necessary cleaning products to use as they wish. The property is equipped with a professional linen service.

We find the two-night booking minimum significantly deters any unwanted targeting for parties or gatherings. We also do not make same day bookings to occur from opportunistic and likely undesirable guests.

Rooms will no be leased or sublet separately.

### **Guest Guide**

The manager shall produce and provide a digital property guide setting out the following information for guests on arrival and throughout their stay:

1. Manager and contact details
2. Code of conduct
3. House rules
4. Procedure in the event of an alarm going off
5. Wi-Fi device name and password
6. TV use information
7. Air conditioning instructions
8. Location of first aid kit
9. Rubbish bin location and procedure for collection of rubbish bins
10. Check in time
11. Check out time
12. Local restaurants and shopping guide
13. Location of public transport
14. Activities manage by the City of Stirling including local parks and recreation
15. Important contact numbers
16. Other information of interest

## **6. GUEST SCREENING PROCEDURES**

When a guest requests or books a stay at this property, we can view or determine whether the guest's profile includes their required 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 license or passport)
- Written reviews/ recommendations from other hosts
- Their overall star rating which can be categorised for items such as observance of house rules, cleanliness and communication
- Total number of guests & location based
- Their reason for visiting Perth and booking the property

We can then further screen the potential guest by cross-referencing linked social media accounts, obtaining names of all guests, requiring government issued ID that all guests are required to submit upon successful booking confirmation.

We have set a “pre-booking questionnaire” requesting applicable responses in relation to the above.

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, we also send our “party screening” message which essentially reiterates our stance on no parties to be hosted at the premises and encourages guests to cancel their booking if that is their intent.

Our set of house rules are displayed both on the online listing and in our comprehensive digital guest handbook sent to the guest prior to their arrival. We can add additional house rules to suit the property, location, neighbourhood, or landlord’s desires.

We intend to list the property on Airbnb, Booking.com, Homeaway (VRBO) and our personal website SmartStayWA. The Airbnb platform offers a “professional host” support and \$1m USD host guarantee & \$1m USD host protection insurance underwritten by Lloyd’s of London. Once a guest is confirmed, our direct phone numbers are automatically exchanged for any further communication required. For other platforms, we deduct a \$300 security deposit from each guest. We privately message our guests before, during and after their stays and all the correspondence is saved for our own records.

## **7. CHECK IN AND CHECK OUT PROCEDURES**

Check-in is from 3:00pm until late, this is because guests can arrive off long haul flights late at night or arrive after work as they have travelled by car from the country. We always obtain the arrival time of our guests from them.

The property includes detailed visual and written easy check-in instructions and guests find them extremely easy to follow and do not cause any disruption in checking in or out of our properties. Check-out is at 10am or earlier on their departure date.

A secure lockbox is installed at the property and a digital front door lock has been installed. Guests are provided with the access code immediately in advance of their confirmed booking arrivals.

We also offer a ‘meet & greet’ service and like to find out when their estimated time of arrival will be and may offer to meet the guest from time to time to welcome them to the property if required. Our check-in instructions are issued to guests two (2) days prior to their arrival and are issued through the Booking Platforms for safety & security.

The guests will be issued with detailed check-in instructions to guide them through the whole process, they will receive a photo of the property they are staying at, how to access the lockbox, how to access the front door, a photo of their parking spot and where the council bins are located.

## **8. MITIGATION, NOISE MANAGEMENT & COMPLAINTS PROCEDURE**

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 for easy access. We are more than happy to provide the following to nearby neighbours:

- a) Copy of house rules
- b) Copy of code of conduct
- c) Copy of complaints management procedure
- d) Contact details of property manager which allows neighbours to engage with the manager directly in the event of antisocial behaviour, particular after hours, if not able to be resolved directly with the guests

In our online listings, which the guest(s) must agree to before booking with us and the also included in the guest handbook, we have extensively listed our house rules in respect to the property and other nearby residents of the surrounding area & amenity. Parties are not permitted at the property, visitors may visit but not stay overnight.

Priority is given to the adherence of our noise and parking policy. If guests fail to adhere to our house rules, they will be at risk of having their booking cancelled immediately. We, police, security, rangers, or other engaged professionals may attend in person to have the guest/s removed, lockbox code and door lock/s may also be required to be changed depending on the circumstances.

If we receive any complaints about guests, they will be dealt with immediately upon receipt of said complaint. We will contact the guests informing them of the situation and any breach of house rules and based on severity of the breach then the reservation may be terminated.

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

Professionals and/or police may be engaged to attend during & after normal business hours to minimise disruptions to neighbours. 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.

## **9. USE AND MAINTENANCE**

The owners of the property can be provided with real-time access of the bookings calendar and may regularly schedule maintenance works in between guests stays to ensure the property is kept up to our property and guest's expectations. Property maintenance is regularly reported and resolved swiftly either during or after guest's stays depending on the severity so that the appearance of the property meets or exceeds the standard of neighbouring properties. We also will be in communication with the owners about any maintenance work that needs to be done in the building.

## **10. SAFETY**

The building is up to date on its safety checks. It includes compliant smoke alarms and safety checks are organised from time to time to ensure the property is compliant and safe. In our detailed guest handbook, guests are provided with the contact details for the local police station, hospitals & fire station and that our emergency contact number is '000'.

## **11. HYGIENE, COMFORT AND WASTE MANAGEMENT**

General waste (red lid), recycling (yellow lid) and garden organics (green lid) are to be disposed in accordance with the local council policies & procedures and in the correct allocated bins.

Any excess rubbish must not be left in sight of a public area and is removed by housekeeping. Guests are notified & reminded to place all rubbish & recycling in the allocated bins at the property. The cleaning & housekeeping team are also asked to attend and assist with rubbish disposal at checkout and if the property is vacant.

Bin location & contents are monitored by housekeeping at each check-out, and we may gather photo/evidence of this so we can effectively & efficiently maintain the bins both inside the property and to mitigate risk of problems.

The property includes a fully functional kitchen with fridge and pantry for food storage and there has never been problems with vermin or pests – if this changes then we can send professional pest control companies to rectify this swiftly and implement measures to prevent occurrence in future.

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.

Exhaust fans & air conditioning/heating appliances and regularly checked by the housekeeping teams and repaired or replaced if required, guests are also encouraged to report maintenance to us immediately upon discovery so that swift resolution can be made.

A washing machine will be provided for guest convenience to use during their stay to wash their clothes as required.

## **12. CAR PARKING**

The property is equipped with a single car automatic garage.

Further, we provide details for ride share companies such as Uber and Ola. We also promote our local taxi companies.

### **13. BUSHFIRE MANAGEMENT PLAN**

A Bushfire Management Plan is not applicable in this case as the area does not fall under the designated Bush fire prone area.

### **154 SUMMARY**

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

We are financial members of ASTRA (Australian Short-Term Rental Accommodation Association) and have adopted their comprehensive National Code of Conduct. You can always be assured of our best intentions and respect of the public amenity and neighbourhood.

We kindly request your favourable consideration of our application to change the use of the property to approved short term accommodation and trust that our professional management is thoroughly demonstrated along with our commitment to maintaining and increasing the appeal and amenity of the surrounding area.

Please reach out to me at the contact details below should you seek any further clarity or additional information relating to the management of the property.

Kind Regards,

Ravleen Kaur

Director

SmartStayWA

0401 849 796

[Ravleen@smartstaywa.com](mailto:Ravleen@smartstaywa.com)

## **Appendix 2 - AMENITY IMPACT STATEMENT Requirements**

The Amenity Impact Statement is to demonstrate how the proposal engages with and responds to its location and surrounding context.

### **APPLICANT DETAILS**

Name: Lauren Anne Adams

Property Address: 3A Norman Street, Wembley Downs

Contact Number: +62 811 638 689 or text only to +61 421920713

### **DESCRIPTION OF UNHOSTED STRA**

Accommodation Type (single dwelling, apartment, grouped dwelling): Survey-strata duplex (Grouped dwelling)

**Maximum Number of Guests:** 4 adults

**Number of Bedrooms:** 2

**Duration of Stay (Min/Max Nights):** minimum 2 nights, maximum 90 days/3 months

Facilities Provided: The property is equipped with two bedrooms, kitchen, combined lounge and dining, bathroom, separate toilet and a laundry and an external deck to the front of the property. The main house is complemented by an ancillary games room, with additional bathroom and toilet, which will be setup as a study/sitting area.

Guests are provided with necessary cooking, cleaning and laundry equipment, combined washing machine/dryer and dishwasher. Linen is provided, cleaned and replaced after each booking, by a professional linen service.

The property is equipped with a single enclosed garage.

### **RESPOND**

The property is located within close proximity of key recreational attractions for visiting guests who want a more authentic "Perth" or "community experience". This includes:

- Peace Grove (2min/140m)
- Wembley Golf Course (4min/2.1km)
- Empire Village Shopping Centre and Reserve (4min/1.5km)
- Floreat Beach (15 minute walk/1km)
- City Beach, including volleyball courts popular with locals and international visitors (8min/3.7km)
- Brighton Beach (4min/2.4km) popular with families and tourists avoiding the crowds of Scarborough beach or wanting to learn to surf
- Bold Park Aquatic Centre and Walking Trails (4min/2.1km)
- Perry Lakes Reserve and Floreat Tennis Park (5min/3.7km)
- Perth High Performance Centre (8min/5.4km)

- Herdsman Lake (7min/4.1km)
- Karrinyup Shopping Centre (12min/5.8km)

Guests have been provided a comprehensive list of locally owned restaurants, cafes and bakeries to encourage them to contribute to the local community during their stay.

The property is surrounded by native Australian trees and birds, providing guests with a genuine West Australian experience. In a location in close proximity to numerous walking trails and some of the best beaches and recreational areas available in Perth – providing them with an opportunity to experience some of the best of the City of Stirling community. This is particularly impactful for families.

There is no proximity to sensitive sites.

### **IMPACT ON LOCAL AMENITY**

#### **Expected noise levels**

In our online listings, which the guest(s) must agree to before booking with us and the also included in the guest handbook, we have extensively listed our house rules in respect to the property and other nearby residents of the surrounding area & amenity. Parties are not permitted at the property, visitors may visit but not stay overnight.

Priority is given to the adherence of our noise and parking policy. If guests fail to adhere to our house rules, they will be at risk of having their booking cancelled immediately. We, police, security, rangers, or other engaged professionals may attend in person to have the guest/s removed, lockbox code and door lock/s may also be required to be changed depending on the circumstances.

If we receive any complaints about guests, they will be dealt with immediately upon receipt of said complaint. We will contact the guests informing them of the situation and any breach of house rules and based on severity of the breach then the reservation may be terminated.

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

Professionals and/or police may be engaged to attend during & after normal business hours to minimise disruptions to neighbours. 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.

#### **Vehicle Traffic and parking**

The property is equipped with a single enclosed garage. Guests are provided with clear parking instructions, including not to park on driveway or verge. Given the small size of the property and limited guest occupancy of 4 adults, necessary vehicle access to the property is likely to be limited to a single vehicle – we can stipulate this on the property listing or when confirming booking to limit the number of vehicles at the property.

Public transport for key transport routes is available within reasonable walk of the property on Empire Avenue (580m) and Hale Road (655m). There are three train stations within 15-minutes drive of the property.

**Provision of security lighting, controlled access on site, etc.):** The property is equipped with motion sensor lighting at the entrance, stairs and driveway. A digital lock is installed at the entrance to the property, with guests provided the digitally-generated access code immediately prior to their registered arrival, the code changes for each individual booking.

There is a backup lockbox with a property key as a contingency plan.

#### **Waste management plan and cleaning procedure**

General waste (red lid), recycling (yellow lid) and garden organics (green lid) are to be disposed in accordance with the local council policies & procedures and in the correct allocated bins.

Any excess rubbish must not be left in sight of a public area and is removed by housekeeping. Guests are notified & reminded to place all rubbish & recycling in the allocated bins at the property. The cleaning & housekeeping team are also asked to attend and assist with rubbish disposal at checkout and if the property is vacant.

Bin location & contents are monitored by housekeeping at each check-out, and we may gather photo/evidence of this so we can effectively & efficiently maintain the bins both inside the property and to mitigate risk of problems.

The property includes a fully functional kitchen with fridge and pantry for food storage and there has never been problems with vermin or pests – if this changes then we can send professional pest control companies to rectify this swiftly and implement measures to prevent occurrence in future.

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.

Exhaust fans & air conditioning/heating appliances and regularly checked by the housekeeping teams and repaired or replaced if required, guests are also encouraged to report maintenance to us immediately upon discovery so that swift resolution can be made.

A washing machine will be provided for guest convenience to use during their stay to wash their clothes as required.

#### **ENGAGEMENT**

Summary of consultation with neighbours and residents (if any) no formal consultation with neighbours has been undertaken, but no concerns have been raised with owners during in-person interactions to date.

**No complaints have been received regarding guests at the property so far.**