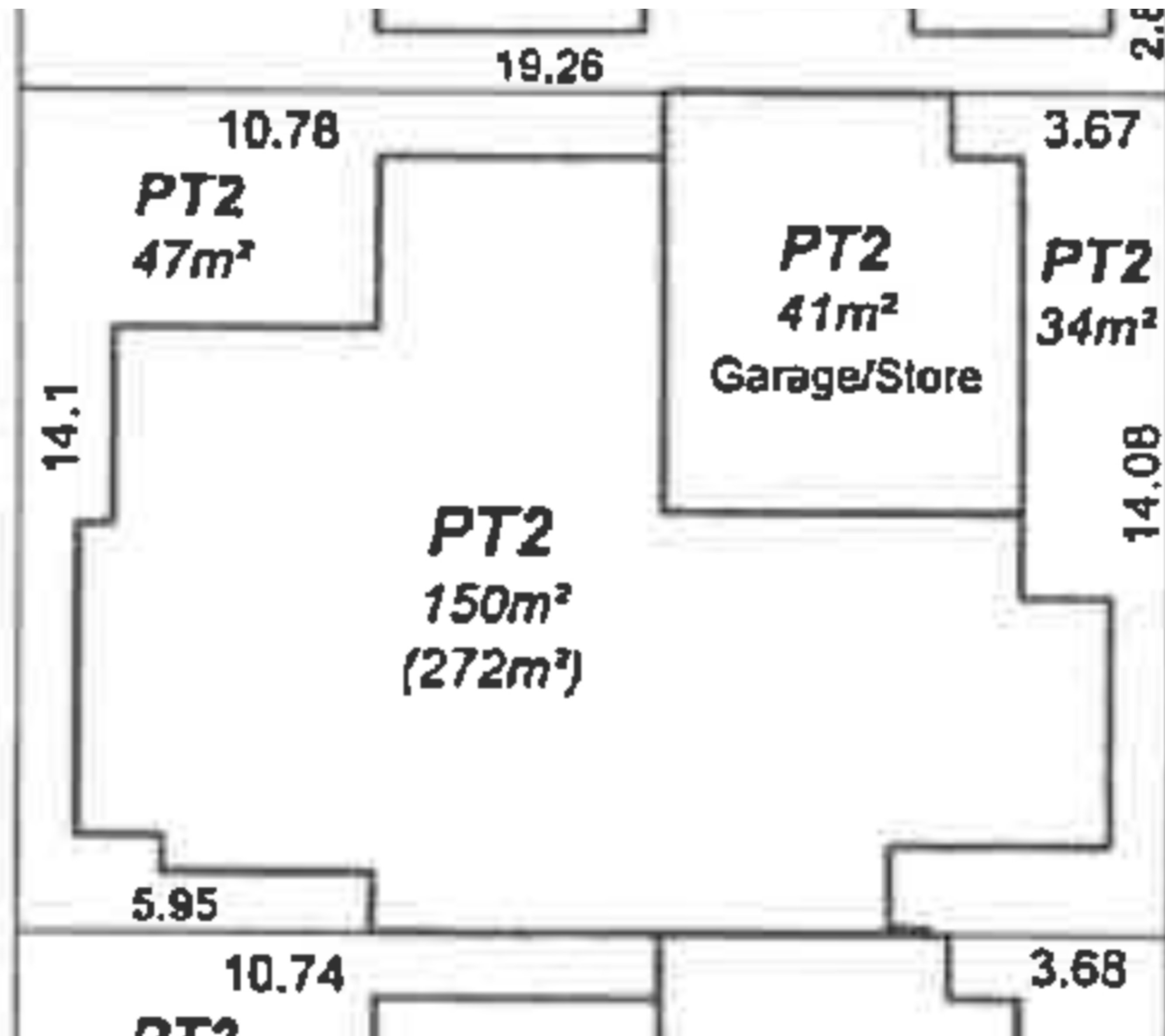


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UNIT 2 FLOOR PLAN

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45B Ewen St, Scarborough, WA Airbnb Rental Management Plan

1. Property Information

- **Property Address:** 45B Ewen St, Scarborough, Western Australia 6019
- **Property Management:** The property is managed by an Airbnb Property Manager for all bookings and services. In conjunction [REDACTED] Co-manage the property- can liaise with guests for help, assist in booking requests, organise maintenance or services if required. There is 24/7 management of the property
[REDACTED]
- **Type of Property:** Unit with 3 bedrooms, 2 bathrooms, double car garage, no swimming pool or water body. Self-contained with all amenities for short term stay guests. The property is let out through the Airbnb platform with an appointed Manager (Super Host) to ensure all guest's needs are provided for 24/7. There are no non-standard fixtures at the property.
- **Zoning Compliance:** Applying for approval to provide more than 90 days per calendar year short term stay accommodation through the Airbnb management platform under the City of Stirling guidelines.

2. Council Regulations & Compliance

- **Licensing & Registration:** The property is registered with the Department of Energy, Mines, Industry Regulation and Safety (DMIRS) for Airbnb short stay accommodation, [REDACTED] We are applying to City of Stirling to provide more than 90 days accommodation.
- **Maximum Occupancy:** The maximum occupancy is 6 persons. Majority of bookings are 2-4 persons maximum. There are three double bedrooms that can accommodate 6 persons.
- **Duration of Stay:** We set a 5-day minimum stay record for the unit so as to restrict movement of people and disruption.
- **Noise & Nuisance Management:** Information is provided to guests regarding noise and peaceful occupation of the property. Our property manager meets all

guests at check in and reiterates the rules. My neighbours have 24/7 access to me and our Manager via a WhatsApp chat group for any issues regarding tenants.

3. Health & Safety Measures

- **Fire Safety:**
 - The property has two built in smoke detector fire alarms that are checked annually.
 - Confirming that the property is compliant with local fire safety codes.
- **First Aid & Emergency Plan:** The guest information folder provided at the property provides detailed information on emergency services, local hospitals and a muster point allocated on Ewen St outside the property.
- **Carbon Monoxide Detectors:** Two smoke detectors are located at the property, serviced annually.

4. Parking & Traffic Management

- **Parking Availability:** The property features a secure double car garage as well as ample street parking on Ewen St to easily provide for up to 6 guests.

5. Neighbourhood Impact & Community Engagement

- **Neighbour Consultation:** Prior to initiating the first bookings and registration with DMIRS for Airbnb rental I consulted with all neighbours on the 45 Ewen St unit complex (4 owners). I also developed a WhatsApp group for all owners to ensure there was open communication and consultation. This group communication allows any issues to be addressed immediately. No issues or push back from neighbours has been raised. I am quite close with my neighbours having known them for 14 years now, always peacefully, and I am cognizant of the fact that we will move back there permanently in 1-2 years, therefore ensure I please all neighbours with adequate communication and consultation.
- **Guest Conduct & House Rules:** Guest rules have been instituted at the property in-line with local council legislation relating to quiet hours to ensure respectful behaviour. Airbnb also provides global guidelines ([What's expected of guests - Airbnb Help Centre](#)) to all guests regarding appropriate behaviour. All guests receive ratings on their behaviour, which makes them much more accountable

than standard renters. I also reserve the right to cancel accommodation if a guest's conduct is unruly or causing a disturbance.

- **Complaint Resolution Process:** Neighbours can raise concerns directly with me or through our property manager [REDACTED] via WhatsApp or direct phone call. The resolution process will be directly through myself or [REDACTED] to deal with the tenant related issue, this will also be notified to the Airbnb platform ([How does the internal complaint handling process work for business users? - Airbnb Help Centre](#)) who will manage liaison with the guest. Depending on the nature of the issue the guests can have their accommodation cancelled if in breach of Airbnb rules. I will provide all open communication and feedback to the neighbours regarding the outcome and future actions. As above regarding consultation, I am available 24/7 along with the property manager.

6. Waste Management & Environmental Considerations

- **Waste Disposal:** The Property Manager ensures the standard 3 bins (Red, Yellow, and Green) are placed on Ewen St for collection and recycling weekly (Tuesday morning pick up). Guests are provided ample waste bins within the property for disposal. Cleaning that occurs upon guest departure and prior to arrival also collects and disposes of rubbish at the premises.

7. Insurance & Liability

- **Insurance:** The property is insured by Statewide Insurance for full comprehensive insurance. Further to this is Host Liability insurance provided through the Airbnb platform for owners which covers damage, theft, and liability ([Host liability insurance - Airbnb Help Centre](#)).
- **Neighbouring Properties:** Neighbouring properties are protected via the Statewide Insurance policy which covers all four properties. The insurance was set up during the development and covers one main driveway as well as all buildings and contents.

8. Emergency Contacts & Communication

- **Emergency Contacts:** List emergency contact information for property management or any designated staff. Provide guests with clear information on who to contact in case of urgent issues.

- **24/7 Availability:** Our Property Manager [REDACTED] will be available 24/7 for guest assistance, emergencies, or any issues that may arise during a guest's stay.

9. Property Management & Operations

- **Management Structure:** The property management is completed by [REDACTED] [REDACTED] All bookings, issues, maintenance is management through this service. [REDACTED] manages all enquiries, bookings and maintenance through the AirBnB platform.
- **Cleaning & Maintenance Schedule:** The property is cleaned and laundered prior to arrival of new guests and after the departure of guests for every booking. Ad-hoc cleaning can also be arranged via request
- **Guest Screening Process:** We only take bookings of the unit through the AirBnB platform which ensures guests are vetted and all insurances are valid. We do not accept booking requests from guests that have to positive booking history or bad reviews/feedback. This is my personal property, and I do not risk bad accommodation experiences for myself or my neighbours who I value.

Conclusion:

I am providing this Airbnb Property Management Plan for Council Approval so that we can rent the property for greater than 90 days per calendar year. The property has been managed to a high standard with no issues ever raised, as proved through our 5-star rating on the Airbnb platform. Guests love our property, this is our only property and we treat it as such, this is not a commercial operation with multiple properties. Thank you for the opportunity to present this management plan.