

i. Amenity of Adjoining/Nearby Land Uses

Every effort will be made to ensure that the operation of the Holiday House does not negatively impact the amenity of adjoining or nearby land uses. Guests will receive clear information at the time of booking and upon arrival regarding the need to respect neighbours, limit noise, and avoid nuisance behaviour. House rules will include designated quiet hours between 10:00 PM and 8:00 AM.

ii. Managing Noise Impacts of Visitors

Noise will be managed through clear communication, a formal guest agreement, and prompt response to any concerns. All guests will be required to sign an agreement acknowledging noise restrictions. In the event of excessive noise or complaints, guests will be contacted immediately, and corrective action will be taken. Repeat offenders will be prohibited from future bookings.

iii. Day-to-Day Management

The property will be professionally managed with established systems for guest access, assistance, and maintenance:

- **Guest Verification:** All bookings will be made online through platforms that require verified identification. Guests must also provide personal contact details to ensure they can be reached if necessary.

- **Access & Late Entry:** A secure key lockbox or smart lock system will be installed to provide guests with safe and flexible access at all hours.
- **On-Site Assistance:** A local caretaker or property manager will be available to respond to any urgent issues or guest enquiries.
- **Cleaning & Waste Management:** Each unit will be professionally cleaned between guest stays. Waste collection schedules will be clearly communicated to guests, and bins will be regularly monitored to prevent overflow.

iv. Site-Specific Management Matters

- **Fire and Emergency Management:** A visitor-friendly Emergency Response Plan, including evacuation procedures and emergency contact numbers, will be clearly displayed on-site. Smoke detectors and fire extinguishers will be installed and regularly maintained.
- **Visitor Safety:** The property will be maintained in good repair and free from hazards. Guests will be advised on key safety issues, such as secure parking, emergency exits, and (if applicable) pool safety.
- **External CCTV Monitoring:** A CCTV monitoring system will be installed on the external areas of the property to enhance safety and security, and to assist in monitoring and deterring any nuisance behaviour. The system will comply with privacy regulations and will be used solely for safety and operational purposes.

v. Complaints Handling

Should a complaint arise, I will be immediately contactable by phone and will respond promptly. For urgent matters, I will attend the property in person if required. A guest register and incident log will be maintained to ensure accountability and improve ongoing operations.