

The amenity of adjoining/nearby land uses:

The property consists of a house and a granny flat. The house will be the holiday accommodation. The granny flat is separated by the driveway and a gate that leads into the backyard. The holiday accommodation can be accessed by the front door and the granny flat has its own separate entrance so the granny flat resident will not need to enter the holiday home at all nor does the resident have a key to the holiday home.

Managing noise impacts of visitors:

Guests will be provided with a set of rules whilst staying at the holiday home that includes no events/parties, no pets and noise cut off times (9pm weeknights and 10pm weekend nights). Due to the installation of our smart home security cameras (external only with audio) I will be able to monitor the property after the noise cut off times from my own residence to ensure guests are not breaching any house rules. I believe this will help to avoid noise issues escalating to complaints from neighbours or surrounding communities.

How the premises will be managed on a day-to-day basis:

The holiday home will have a general upkeep whilst guests are not staying there. Before guest's check-in, the property will be thoroughly checked to ensure the home is ready. After guests leave, I plan to have the property professionally cleaned for the next visitors. Self-check-in will be available to guests via the lock box attached to the wall opposite the front entry door of the property and self-check-out is also available by the same system. I will also be available if visitors prefer to meet myself upon their check-in as the manager of the holiday home. Guests will be provided with clear instructions on how to check-in and check-out using the lock box and they will have knowledge of what day is bin day and will be more than welcome to manage their own waste and put the bin out on that morning or the night before as apart of staying at the holiday home. However, if they prefer management to take care of their waste then that can be arranged as well.

Relevant site-specific matters/managing risks for visitors:

For fire management and emergency response plans for guests, there will be clear instructions on a laminated sheet on how to act in the event of an emergency and I will ask that guests read over it and make themselves aware. Smoke detectors are installed in the kitchen area and a fire extinguisher/fire blanket will be provided. A detailed map of the property including areas that should not be entered, muster points and evacuation routes will be provided to guests for their own safety. Management will do a safety check before the initial visitors plan to accommodate the holiday home, ensuring there are no hazards for potential incidents to occur. Certain items in the home that may be a potential hazard but are necessary for visitors will have a clear label on how to use them.

Handling complaints:

Management will take complaints very seriously and rectify them as soon as possible by phone calling the visitor or attending the property depending on the issue and if necessary. As mentioned

above, I plan to deal with issues with visitors before they escalate to a complaint. However, this might not always be possible therefore any complaints will be worked out with the complainant and management of the holiday accommodation. Due to the booking system, it is also possible for the owner of the holiday home to give a rating/review about the visitors based on how they behaved during their stay and if there were any issues/complaints made. I believe guests will want to avoid bad/low ratings or reviews since it can make it harder for them to book holiday homes with other hosts in the future and therefore will act with decency and respectfulness.