

MANAGEMENT PLAN

9/17 Ord Street

THE PROPERTY:	
Property Details:	9/17 Ord Street, Geraldton, WA, 6530 Dual key units 9A – 2 bedroom, 1 bathroom Registration: STRA653069WTM78T Occupancy: Maximum of 4-5 guests Bed 1 – 1 Queen Bed Bed 2 – 1 Double Bed, 1 single trundle 9B – 1 bedroom, 1 bathroom Registration: STRA6530BQ08G5AG Occupancy: Maximum of 4 guests Bed 1 – Queen Bed Living – Pull out sofa bed 9A and 9B each have their own fully functioning kitchen, bathroom, toilet, laundry facilities, airconditioned living areas, enclosed outside courtyard and off-street parking. 9A and 9B will be available as separate short-stay accommodation units, suitable for individuals, couples or small families.
LOCATION AND SUITABILITY FOR VISITORS:	
Re. 'Clause 4.2 Location' of the City's LLP	The property is located close to the heart of Geraldton allowing visitors to explore many of the local attractions within the City and surrounding areas with ease. Some of these include: - Beresford Foreshore Walk, 0.5km including walk and bike paths, BBQ areas, beach access - Horizon Glass Ball Tourist Attraction, 0.7km - Midalia's Beach and Playground 2km - Rundle Park and St Georges Beach, 1km - Bluff Point Shopping Centre, 2km - The Broady Restaurant & Bar, 0.5km - Geraldton CBD including supermarkets, fast food outlets, restaurants, and cafes, as well as local attractions such as Sydney Memorial, Geraldton Museum, Art Gallery, and Foreshore, 3-3.5km - Point Moore Lighthouse, 10min drive.
MANAGEMENT:	
Booking Platform:	To be advertised on the Airbnb platform for short-stay accommodation.
Booking Procedures: (Check in and Check Out)	House rules available at time of booking on the Airbnb platform specifically noting: • Detailed Arrival Guide (check-in information) to be sent to guests before they arrive. • The number of guests must not exceed that booked, with parties and events strictly prohibited.

	• There will be zero tolerance to noise disturbances, and these will result in termination of reservation. • Check-in to be between 2pm and 9pm to minimise noise, unless organised otherwise with host. • House rules must be adhered to, including no smoking and no pets
Arrival Guide / Check in Procedures:	The Arrival Guide will be sent to guests via the Airbnb platform including: • Directions to the property, including map. • Parking allocation, including map. • Step by step check in instruction: ○ Secure lock-box instructions with visitor-specific access code (separate lock box for 9A and 9B) allowing for late arrival access. ○ Host contact details will be on a property sign at the front of property. The host lives locally and will be available to assist with any access queries or other issues from guests. In the event the host is not in town a co-host will be available and the contact details updated. ○ Welcome message to guests.
Check out Procedures:	• Check-out before 10am on agreed departure date. • Guests to leave property clean and tidy. • Guests to remove all rubbish to outside bins on departure. • Once guests have vacated the host will attend the property for inspection, cleaning, and any maintenance.
Guest Book:	The units will have a Guest Book which will include/contain the following helpful information for guests: • Host contact details. • Emergency contact details and information including location of fire blanket and extinguisher. • Parking Map. • Rubbish procedures and location of external bins. • Code of Conduct/House Rules. • Check-out procedures. • Use of property equipment/facilities e.g. washing machine, coffee machine. • Details of local attractions and helpful local information.
Host/manager Responsibilities:	General hosting responsibilities and requirements: • Assist/attend to any queries by guests as quickly as possible. • Assist/attend to any neighbour concerns/complaints as quickly as possible. • Cleaning will occur as soon as possible after checkout, either by a cleaner or host, with waste being disposed of correctly. • Laundry will be completed. • General property maintenance. • Other than in an emergency, any maintenance contractors will be engaged to attend during normal business hours to minimise disruptions to guests and neighbours.

Neighbour consultation:	• Host to establish rapport with neighbours regarding the use of the units as short-term accommodation. • Provide neighbours with the host/manager contact details so they can make direct contact, if needed. • The host is committed to ensuring that there is no negative impact on neighbours and will uphold a zero-tolerance policy towards anti-social behaviour, noise disturbances and non-compliance with house rules by guests.
Emergency:	Emergency Contact Numbers listed in the Guest Book Each unit is equipped with smoke detectors and there is a fire blanket and extinguisher located in each of the kitchens.

Site Plan and Parking	
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9 Ord Street – highlighted in yellow

Parking

Follow Black Arrows -

Entry from Ord Street to driveway

Turn left down centre driveway

Turn left into under cover parking - Bays marked for 9A and 9B

Additional 2 bays parking available if needed