

i. The Amenity of Adjoining/Nearby Land Uses

The dwelling at 53 Simpson Street is situated within a residential precinct, and I fully understand the importance of maintaining the established amenity for all residents. Our primary objective is to ensure that the operation of this short-term rental property does not negatively impact the peace, privacy, and quiet enjoyment of adjoining and nearby land uses.

To achieve this, we will implement clear and concise house rules that are provided to all guests prior to and upon arrival. These rules explicitly outline expectations regarding respectful behaviour, adherence to quiet hours, and consideration for neighbours. We will also maintain regular communication channels to address any potential concerns proactively and responsively, ensuring a harmonious relationship with the surrounding community.

ii. Managing Noise Impacts of Visitors

Effective noise management is paramount for a successful short-term rental within a residential area. Our strategy includes:

- **Clear Communication of Quiet Hours:** Guests will be prominently informed of designated quiet hours (e.g., 9:00 PM to 7:00 AM) through welcome information, prominent signage within the property, and online listing descriptions.
- **Behavioural Expectations:** House rules will specifically request guests to keep noise levels to a minimum, particularly when arriving, departing, or using outdoor areas during quiet hours.

- **Proactive Monitoring (if applicable):** If deemed necessary, we may consider discreet noise monitoring technology (with appropriate privacy considerations and guest notification) to ensure compliance.
- **Immediate Response to Complaints:** As detailed in point (v), any noise complaints will be addressed immediately via telephone, with a commitment to visiting the property as soon as possible to mitigate the disturbance.

iii. Day-to-Day Management of the Premises

The premises will be managed efficiently and professionally on a day-to-day basis to ensure a seamless experience for guests and minimal disruption to the neighbourhood:

- **Proximity and Responsiveness: As the owners and operators, we reside in the property directly next door to 53 Simpson Street.** This immediate proximity allows for unparalleled responsiveness to any issues or guest needs.
- **Key Access & Late Entry:** For convenient and secure guest access, **a digital deadlock will be installed**, allowing guests to access the property via a unique code. Guests will receive clear, step-by-step instructions for self-check-in prior to their arrival, ensuring seamless and secure access at any time, eliminating any concern regarding late entries.
- **On-Site Assistance:** Guests will be provided with a dedicated 24/7 local contact number. **Being located next door, we are able to provide prompt, in-person on-site assistance for any urgent queries or issues, ensuring immediate attention and resolution.**
- **Cleaning & Waste Management:**
 - **Cleaning:** The property will undergo professional cleaning immediately after each guest departure, ensuring the highest standards of hygiene and presentation for incoming guests.
 - **Waste Management:** Clear instructions will be provided to guests regarding waste sorting (if applicable) and the schedule for bin collection, along as the correct placement of bins for collection. Regular checks will be performed to ensure bins are managed appropriately and to prevent overflow.

iv. Relevant Site-Specific Matters & Risk Management

We are committed to ensuring a safe environment for all visitors, addressing site-specific risks and having robust emergency response plans:

- **Fire Management:**
 - The property is fitted with compliant smoke alarms in all required locations.
 - A fire extinguisher and fire blanket are readily accessible and clearly marked in the kitchen area.
 - A clear emergency exit plan is displayed prominently within the dwelling, indicating all escape routes.
 - Emergency contact numbers, including 000 for immediate assistance, are clearly displayed.
- **Emergency Response Plan:** Guests will be provided with information on what to do in case of an emergency, including local emergency service numbers (000) and directions to a safe assembly point outside the property.

- **General Risk Management:** Regular maintenance checks are conducted to ensure the property is safe and free from hazards (e.g., secure railings on any elevated areas, good lighting, clear pathways, slip-resistant surfaces in wet areas). Any specific potential hazards unique to the property have been identified and mitigated.

v. Handling of Complaints

We understand that prompt and effective complaint resolution is critical for maintaining community harmony. Our complaint handling protocol is as follows:

- **Immediate Phone Contact:** Upon receiving a complaint from a neighbour or local authority, the guest(s) will be contacted by phone immediately to address the concern and reiterate house rules/expectations.
- **Proponent Property Visit:** **Given our residence directly next door, we commit to visiting the property as soon as possible (ideally within minutes) after a complaint is received.** This allows us to assess the situation directly, speak with guests if necessary, and implement immediate remedial actions to mitigate any disturbance quickly and efficiently.
- **Neighbour Communication:** We will establish a direct point of contact for neighbours to easily report any concerns, ensuring issues can be addressed swiftly before they escalate. Feedback will be logged, and appropriate measures taken to prevent recurrence.