

General Management

The property will be managed by a qualified experience management team

This team will oversee all day-to-day operations, guest communications, complaint handling, and emergency responses, ensuring accountability and appropriate on-site management at all times.

Amenity and Noise

The property is located in a low-density residential area characterised by family homes and coastal dwellings.

Guests are provided with clear house rules to protect the amenity of adjoining/nearby properties, including bans on parties, excessive noise, and anti-social behaviour.

My management approach prioritises neighbourhood amenity:

- Maximum of **6 guests** at any one time.
- Clear house rules regarding noise, visitor numbers, and respecting neighbours.
- No parties, events, or unauthorised gatherings are permitted.

Quiet hours are enforced between 10:00 pm and 8:00 am.

- Guests are notified of quiet hours upon booking and again at check-in.
- Noise-monitoring expectations are included in the house manual.
- Guests are reminded that noise travels easily in coastal areas with open decking and sea breezes.
- If a noise issue is raised, guests will be contacted immediately and required to resolve the matter without delay.

Daily Management (Keys, Cleaning, Waste)

Self-check-in is facilitated via a secure lockbox system with dynamic codes. Instructions for late entry are provided to guests in advance.

Guests receive a digital house manual with instructions for appliances, check-in/out, and emergency contacts.

A professional cleaning service is contracted to sanitize the property after each booking, and waste is managed in accordance with the City's collection schedules.

Guests receive clear instructions for rubbish, including bin locations and kerbside collection days

The management team routinely inspects the property to confirm its condition and compliance with rules.

Fire and Emergency Management

The property will include the following safety measures:

- Hard-wired smoke alarms in accordance with Building Code requirements.
- Fire extinguisher and fire blanket located in the kitchen (identified on floor plan).
- Clear evacuation instructions displayed in the home and in the guest manual.
- First-aid kit available for guests.
- External lighting and clear paths of egress.

The emergency plan follows the *Good Host Pack* guidance, including:

- Instructions for contacting emergency services.
- Assembly points.
- Information about local hazards (noting low bushfire risk due to coastal position and established residential setting).

Complaint Handling

All complaints (from guests, neighbours, or the community) are responded to as quickly as possible; guests are contacted immediately by phone and the manager visits as soon as possible. Persistent non-compliance will result in cancellation of the booking and eviction if necessary.

All incidents are logged and reviewed for continuous improvement.

Occupancy and Guest Numbers

The property is limited to a maximum of 4 Adults and 2 x U17 guests to protect residential amenity. This maximum will not be exceeded without additional approvals.

If larger bookings are proposed, appropriate approvals under Health legislation will be sought in advance.

Target Audience

The accommodation is primarily marketed towards professional guests visiting Geraldton for work assignments, consulting, or business purposes, rather than holiday makers or general tourists. The management team has experience in meeting the needs and expectations of professionals, providing a quiet, comfortable, and well-equipped environment suitable for work and rest. This focus ensures longer average

stays, stronger adherence to property rules, and greater alignment with the amenity expectations of neighbouring residents.

Access and Car Parking

Two on-site car parking bays are provided for up to 6 guests.

No verge or street parking is permitted; guests are instructed on designated parking arrangements.

Additional parking can be arranged for visitors with boats, trailers, or caravans if requested.

All access and parking facilities comply with City construction and safety standards.

Signage and Contact

A sign displaying the management contact is installed as per local government requirements.

All guests receive directional maps and instructions prior to arrival.

Annual Renewal and Compliance

The management team ensures ongoing compliance with policy standards; the property's approval is renewed annually.

Should any breach of policy or mismanagement occur, swift corrective actions will be taken to maintain approval status.

Written justification addressing the clauses under 'Clause 4.2 Location' of the City's LLP. I.e. provide detail on key tourism attractions and the proximity to/from (of those attractions); proximity to an activity centre; facilities; infrastructure networks (i.e. bicycle/walking networks) etc.

The property is exceptionally well located in the established coastal suburb of Tarcoola Beach, positioned approximately 50 metres from the beachfront, providing immediate access to one of Geraldton's most popular swimming and walking beaches. Guests can also access the extensive shared coastal cycle and pedestrian path, which runs the length of the foreshore and connects directly to the broader Geraldton cycling network. This allows safe, convenient movement to nearby parks, recreation nodes, cafés, and the central foreshore precinct.

The site is within close proximity to local activity centres, including the Wandina/Tarcoola Local Centre (Woolworths, café, food outlets) and is a short drive,

approximately 5 minutes from the Geraldton CBD, retail precincts, and major hospitality venues. The location is fully serviced with sealed road access, street lighting, reticulated water/sewer networks, and well-maintained public open spaces.

In terms of key tourism attractions, the property offers excellent access to:

- **Tarcoola Beach** (50 m) popular for swimming, walking, kitesurfing
- **Coastal Shared Pathway Network** (50 m) linking Tarcoola Beach to Town Beach, the Foreshore, Beresford, and beyond
- **Geraldton Foreshore Precinct** (~5 min drive) cafés, playgrounds, water park and swimming
- **Point Moore Lighthouse** (~8 min drive)
- **HMAS *Sydney* II Memorial** (~7 min drive)
- **Museum of Geraldton** (~7 min drive)

These attractions collectively support strong visitor demand for short-stay accommodation in the area.

Infrastructure Networks

- Shared cycle/pedestrian network (50 m)
- Sealed roads with on-street lighting
- Public transport routes nearby
- Established water, sewerage, drainage systems
- Parks and public open space within a short walk

These features meet Clause 4.2 requirements for connection, accessibility, and suitability for tourism accommodation.