

Unhosted Short-Term Rental Accommodation (STRA) Management Plan

Property Details

Property Address: 16 Trigg Street, Beresford WA 6530

1. Purpose

This Management Plan has been prepared to support the operation of an Unhosted Short-Term Rental Accommodation (STRA) within the. The purpose of this plan is to ensure the property is managed responsibly and that guest activities do not adversely affect the safety, amenity, character, or enjoyment of neighbouring properties.

2. Booking Management

- All bookings will be managed through recognised booking platforms and/or a professional property manager.
- The individual making the booking must be at least 18 years of age.
- Guest details will be recorded and retained for accountability purposes.
- Maximum guest numbers will not exceed the approved occupancy of the dwelling.
- Parties, functions, weddings, school leaver gatherings and similar events are strictly prohibited.
- House Rules will be supplied to guests before arrival and displayed within the dwelling.

Occupancy Limits

The property is a three-bedroom dwelling and will accommodate a maximum of seven (7) guests at any one time.

Sleeping arrangements are as follows:

- Bedroom 1: One (1) King Bed – accommodates up to 2 guests.
- Bedroom 2: One (1) Queen Bed – accommodates up to 2 guests.
- Bedroom 3: One (1) Bunk Bed comprising a Double Bed lower bunk and Single Bed upper bunk – accommodates up to 3 guests.

The maximum occupancy has been established based on the available sleeping arrangements and is intended to ensure guest comfort while maintaining the residential amenity of the surrounding area. No additional guests beyond the approved maximum occupancy are permitted without prior approval from the property manager.

3. Guest Access and Security

- Access will be provided through a secure key safe.
- Unique access codes will be issued for each booking and disabled upon departure.
- Access information will only be provided to confirmed guests.
- The property will remain secured when vacant.
- External lighting will be maintained to provide safe access during evening hours.
- Any CCTV installed will be limited to external entry points and parking areas and will not record private internal spaces.

4. Noise and Neighbour Amenity Management

To protect the residential amenity of the surrounding area:

- Quiet hours will apply between **10:00 pm and 7:00 am daily**.
- Excessive noise is prohibited at all times.
- Outdoor entertaining areas are not to be used for amplified music.
- Guests will be advised that they are staying within a residential neighbourhood and are expected to behave respectfully.
- Any complaint received from neighbours will be investigated immediately.
- Guests causing excessive noise may have their booking terminated without refund.

5. Parking Management

The property provides onsite parking facilities sufficient for guest accommodation requirements.

Guests will be instructed to:

- Park only within designated onsite parking areas.
- Not obstruct roadways, footpaths, neighbouring driveways or verge access.
- Comply with all local parking regulations.

Parking instructions will be included within pre-arrival information and displayed within the property.

6. Waste Management

To maintain the appearance and cleanliness of the neighbourhood:

- General waste and recycling bins will be provided.
- Guests will be provided instructions regarding waste disposal and recycling requirements.
- Bins will be stored within approved locations and presented for collection in accordance with local collection schedules.
- A property inspection will occur following guest departure to ensure waste has been appropriately managed.

7. Complaints Management

A responsible local contact person will be available **24 hours per day, 7 days per week**.

The contact person will:

- Respond to complaints from neighbours, the City or emergency services.
- Contact guests immediately where a complaint is received.
- Attend the property if required.
- Record and investigate all complaints.
- Take corrective action to prevent recurrence.

Serious or repeated breaches may result in guest eviction and refusal of future bookings.

8. Emergency and Evacuation Management

An Emergency Information Folder will be maintained within the property and include:

- Emergency contact numbers (000 Emergency Services).
- Local hospital and medical centre details.
- Property address and location information.
- Evacuation procedures.
- Fire safety information.

Fire Safety

- Smoke alarms will be installed and maintained in accordance with Western Australian requirements.
- Fire extinguishers and fire blankets will be provided where required.
- Guests will be instructed not to disable smoke alarms or interfere with safety equipment.

Emergency Evacuation

In the event of a fire, cyclone, severe storm, gas leak or other emergency:

1. Guests are to immediately evacuate the dwelling.
2. Emergency services are to be contacted via 000.
3. Guests are to assemble at a safe location away from the property.
4. The property manager is to be contacted as soon as practical.
5. Guests are not to re-enter the property until authorised by emergency services.

Where an emergency warning is issued by the Department of Fire and Emergency Services (DFES), guests will be required to comply with all evacuation directions and emergency management instructions.

9. Compliance and Review

This Management Plan will be reviewed annually or following any substantiated complaint to ensure it remains effective in protecting the residential amenity of the area and complies with planning requirements and applicable Western Australian STRA legislation.

Local Contact (24 Hours)