

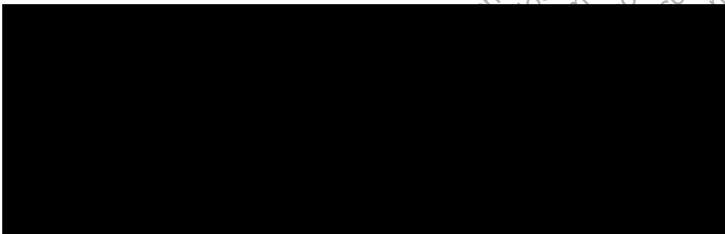
MANAGEMENT PLAN

SHORT-TERM ACCOMMODATION

39/31 East street, Fremantle, 6160

Date: 14/08/2026

Property Manager:



Property Owner



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1. Property Overview

This Management Plan applies to the short-stay accommodation to be provided as detailed below. The Plan includes details of the property accommodation and parking; house rules and noise management; as well as booking procedures, complaint handling and other matters.

The property is conveniently located 31 East street, Fremantle, 6160

The accommodation is intended for small groups and families, who are seeking a relaxed, home-like stay away from home. It is not intended for large groups, parties and late-night activities, which are more suited to hotels and tourism precincts.

The property will be occupied and managed much like an ordinary residential dwelling within the local area. The number of guests and car bays will be consistent with the bedrooms and car bays that the dwelling has been designed for and will not require any building works or modifications to increase capacity beyond a typical residential dwelling.

Guests will see the number of available parking spaces before they complete the booking. They will also be reminded after the booking is confirmed.

A small sign plaque will be installed in the main frontage of the building, it will not exceed 0.5m² and will include the property managers information.

Property Address	39/31 East Street, Fremantle
Number of Bedrooms	Two(2) bedrooms
Bed 1 (See floor plan attached)	3.9 x 2.8 (metres)
Bed 2	2.5 x 3.0 (metres)
Bathroom	1 x toilet, 1 x shower
Max Number of Guests	Four (4) guests
Car Parking Location	Open parking area within the complex (See site plan)
Total Car Parking Bays	1 x designated park for the unit (see site plan)
Visitors	Visitors require management consent. No overnight visitors.
Pets	No Pets allowed
Parties & Gatherings	No parties
Music & Noise	No loud music, movies, noise etc to be heard outside the property between 9pm to 7am
Smoking	No Smoking permitted on the property

2. Guest Screening & Booking Process

When a guest requests or books a stay at this property, we can view or determine whether the guest's profile includes their required verification steps, including:

- Contact details including full name(s) & phone number
- Acceptance of our stipulated house rules
- Confirmed payment
- Profile photo (if set)
- Government issued ID (such as driver's license or passport)
- Written reviews/recommendations from other hosts
- Their overall star rating which can be categorized for items such as observance of house rules, cleanliness & communication
- Total number of guests & location based

Once we have carried out a thorough check of the prospective guest, we then have a right to refuse, accept or cancel the reservation. Prior to the booking and after booking confirmation guests will be informed of the house rules, which include a no party policy and noise restrictions between 9 pm and 7 am. Guest can only book if they agree to the house rules

Our set of house rules are displayed both on the online listing and at the property.

Once a guest is confirmed, our direct phone numbers are automatically exchanged for any further required communication. We message our guests before, during and after their stays and all the correspondence is saved for our own records.

We anticipate approximately one booking per week and our average trip length is between 3-6 nights. This is based on the average performance of other similar listings in the area.

We specify a mandatory minimum stay length of two (2) nights as we find this significantly deters any unwanted targeting for parties or gatherings.

3. Check-In & Check-Out Procedure

Check-in is from 3:00pm until late with a simple self check-in process

Our check-in instructions are easy to follow with pictures & videos sent to them for ease of access and understanding. These are sent via the Airbnb platform, outlining the location of:

- The pedestrian gate location, and the code to access
- the locked letter box containing the door key, and padlock code
- Location of the parking bay within the complex
- The route to walk from the parking bay, to the elevator within the complex
- An alternate route to the elevator, if an uber/taxi/public transport is used

Check-out is at 10:00am or earlier on their departure date.

Keys are to be left in the same locked letterbox when departing/checking out

4. Complaint management & Nuisance procedure

Contact & Communication

- A 24-hour contact number and email address are provided to guests upon booking confirmation and are advertised at the property for easy access.
- This 24-hour contact information will also be made available and communicated to adjoining residents, neighbours, and relevant stakeholders to report any complaints or nuisance issues. Any complainant will be kept informed throughout the process.

House Rules & Mitigation

- Guests and visitors must agree to all house rules in the online listings.
- Guests and visitors must not engage in any anti-social behaviour and must minimize their impact upon the residential amenity of neighbours and the local community.
- Noise must not be offensive or excessive to occupiers of neighbouring properties. Quiet hours are strictly enforced, especially between 9:00pm and 7:00am Monday to Saturday, and 10:00pm – 9:00am on Sunday and public holidays.

Complaint Response Procedure

- Upon receipt of a complaint, the issue will be dealt with immediately.
- For urgent matters, such as noise or anti-social behaviour, the property manager will acknowledge the issue generally within one hour.
- The complaint will be assessed immediately, and guests will be contacted to investigate the concern, be informed of the situation and any breach of house rules, and instructed to cease the behaviour causing disturbance.
- We aim to resolve all issues within 30 minutes to 1 hour total.

Enforcement and Consequences

- If the complaint is substantiated, appropriate action will be taken without delay. This may

- include issuing a formal warning or requiring immediate compliance with house rules.
- Continued or serious breaches may result in the reservation being immediately terminated and guests being required to vacate the premises.
- We, police, security, rangers, or other engaged professionals may be engaged to attend the property in person during or after normal business hours to minimize disruptions to neighbours and have the guests removed.
- Where required, local authorities may also be contacted.

Documentation and Review

- All complaints will be recorded, including the nature of the issue, actions taken, and the outcome.
- The operator will review complaints periodically to ensure that any recurring issues are addressed and that the amenity of neighbouring properties is protected.
- Complainants will be encouraged to provide evidence to support swift action.

5. Guest Handbook & Code of Conduct

When a guest checks in, they are encouraged to read our 'Guest Handbook' which provides them with all the important information they need to know to have an enjoyable, safe & respectful stay.

The Handbook includes contact details, emergency plan, house rules, parking rules, bin collection days, public transport, nearby amenities, sights, and attractions in the area and more.

Guests will also always have access to the listing platform during their stay and are required to communicate with their host on this platform so all details pertaining to their booking are documented. The listing platform also provides guests with the hosts contact details.

Included in the Guest handbook is the Code of Conduct – which summaries the house rules for all guests and any approved visitors.

The Code of Conduct is printed on a one-page, laminated document and affixed in a prominent place/s at the dwelling. It includes alternate public transport information, and also explicitly states that no pets are allowed.

6. House Rules

- 1) To allow property servicing and maintenance, check in time is from 3pm, and check out by 10am.
- 2) No parties, special functions or gatherings permitted on the property
- 3) Out of respect for neighbors - minimal noise level required from 9pm until 7am. Please be aware that noise complaints mean there has been a breach of terms and conditions and may result in immediate termination of accommodation reservation and will result in full cost of security patrol call out fees and a \$550 fine payable through Airbnb.
- 4) There is no smoking permitted inside the house. Please dispose of cigarette ends thoughtfully if you smoke outside.
- 5) All breakages and damage must be reported immediately and are the responsibility of the guest. Guest to message host on arrival if they notice damage and attach a picture to message where possible.
- 6) Please do not move furniture around during your stay - a fee may be charged by a tradesperson to put back.

If guests fail to adhere to our house rules, they will be at risk of having their booking cancelled immediately. We, police, security, rangers, or other engaged professionals may attend in person to have the guest/s removed.

7. Hygiene, Comfort & Waste Management

Rubbish and recycling items are to be disposed of in accordance with the local council policies, strata by-laws & procedures and in the correctly allocated bins for weekly collection on Wednesdays.

Guests are notified & reminded to place all rubbish & recycling in the allocated bins at the property.

Any excess rubbish must not be left in sight of a public area and is removed by housekeeping.

The cleaning & housekeeping team are also asked to attend and assist with rubbish disposal at checkout and if the property is vacant.

Bin location & contents are monitored by housekeeping at each check-out, and we may gather photo/evidence of this so we can effectively & efficiently maintain the bins both inside the property and to mitigate risk of problems

The property includes a fully functional kitchen with fridge and pantry for food storage and there has never been problems with vermin or pests – if this changes then we can send professional pest control companies to rectify this swiftly and implement measures to prevent occurrence in future.

The linen and towels are removed off-site following each check out clean and provided to a professional commercial laundering service to wash, dry, and return to our storage facility upon completion.

Exhaust fans & air conditioning/heating appliances and regularly checked by the housekeeping teams and repaired or replaced if required, guests are also encouraged to report maintenance to us immediately upon discovery so that swift resolution can be made.

A washing machine & dryer is provided for guest convenience to use during their stay to wash their clothes as required.

8. Maintenance

Property maintenance is regularly reported and resolved swiftly either during or after guest's stays depending on the severity.

9. Safety

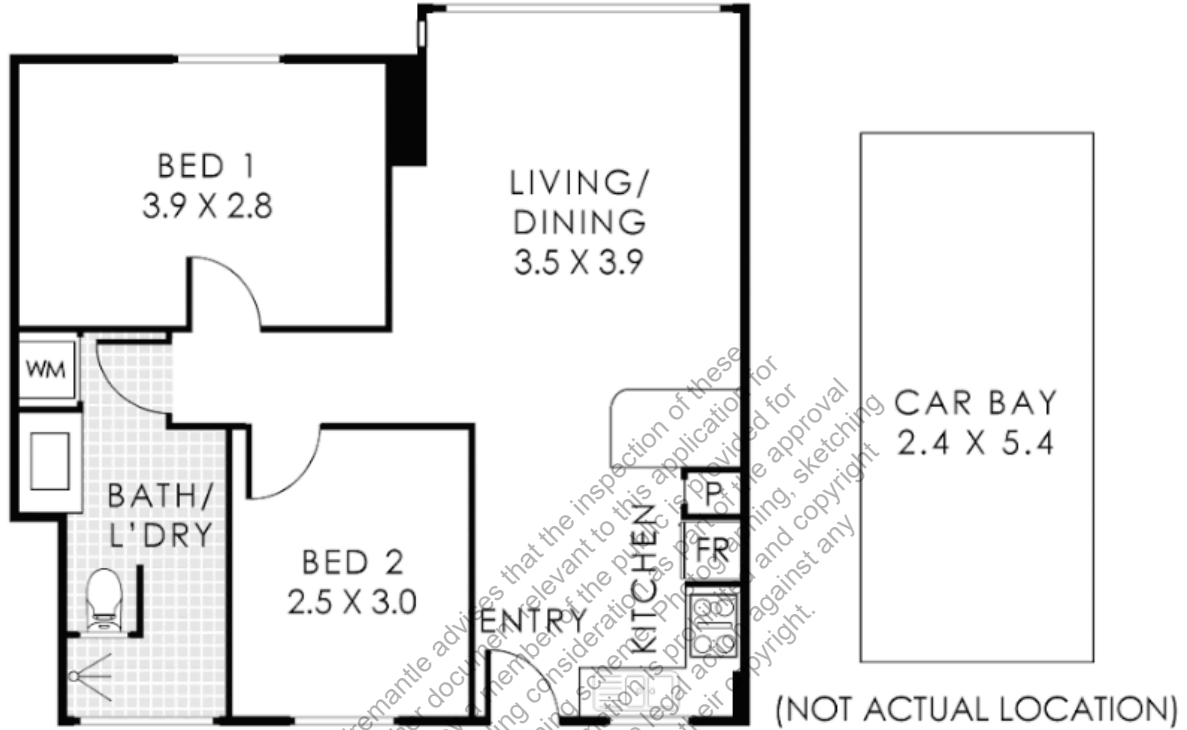
The property includes compliant RCDs and Smoke Alarms.

A fire extinguisher is available in the kitchen, as well as an emergency safety plan in case of a fire. In our detailed guest handbook, guests are provided with the contact details for the local police station, hospitals & fire station and that our emergency contact number is '000'.

A first aid kit is provided for guests.

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Floor Plan
Unit 39/31 East Street



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These Plans Form Part of
DA0153/26
23 Apr 2026

Site Plan

Black Arrow = North direction

Red Square = Parking bay number 39 (For unit 39)



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