



**MANAGEMENT PLAN
FOR
SHORT TERM ACCOMMODATION**

Property Address

Unit 7 37 Pakenham St, Fremantle WA 6160, Australia

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3. BACKGROUND, OPPORTUNITIES & OVERVIEW

SmartStayWA intends on becoming the Exclusive Managing Agent for the property located at Unit 7 37 Pakenham St, Fremantle WA 6160, Australia

The property hosts a maximum of 2 guests and is a (1) bedroom, (1) bathroom apartment with (1) parking bay provided. The bedding configuration will be (1 Queen Bed).

The property is conveniently located in the centre of Fremantle close to the Fremantle Train Station.

SmartStayWA is located at 201 South St, Beaconsfield WA 6162 and is a 7 minute drive from the property.

For simple contact and availability of the hosts, [REDACTED] are the directors of the company, please see below the relevant contact details:

[REDACTED]

[REDACTED] live together in Southern River which is a 46 minute drive from the property. Additionally, SmartStayWA engages management, cleaning and housekeeping personnel who are located closer to the property in Fremantle.

Our contact details are made available to all guests for properties under our management and are available online for anyone to access in the rare cases of an emergency. We are contactable 24/7 and able to attend to properties in person within a maximum of 1 hour for any emergencies.

Short term accommodation is a unique experience, and the guiding principles of our Code of Conduct are to treat this property as your own home, respect your Neighbours & leave it as you found it.

Part of our management procedures and guest handbooks include providing local recommended tips for nearby shops, restaurants, cafes, restaurants, entertainment, attractions and much more. This local spending allows local businesses in the council area to thrive and expand their operations.

4. OBJECTIVES OF MANAGEMENT PLAN

To clearly outline and demonstrate the professional management procedures implemented by SmartStayWA to ensure the smooth operational management of the subject property while mitigating perceived disruptions to the local amenity & surrounding areas.

5. BOOKING REQUIREMENTS

We anticipate approximately one to two bookings per week and our average trip length is 4-6 nights. This is based on the average performance of our listings in our portfolio.

We specify a mandatory minimum stay length of two nights as we find this significantly deters any unwanted targeting for parties or gatherings. We also do not make same day bookings to occur from opportunistic and likely undesirable guests.

6. GUEST SCREENING PROCEDURES

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:

- Contact details including full name (s), phone number & e-mail address
- 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 categorised for items such as observance of house rules, cleanliness and communication
- Total number of guests & location based
- Their reason for visiting Perth and booking the property

We can then further screen the potential guest by cross-referencing linked social media accounts, obtaining names of all guests, requiring government issued ID that all guests are required to submit upon successful booking confirmation.

We have set a "pre-booking questionnaire" requesting applicable responses in relation to the above.

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 or after acceptance of the booking, we also send our "party screening" message which essentially reiterates our stance on no parties to be hosted at the premises and encourages guests to cancel their booking if that is their intent.

Our set of house rules are displayed both on the online listing and in our comprehensive digital guest handbook sent to the guest prior to their arrival. We can add additional house rules to suit the property, location, neighbourhood, or landlord's desires.

We intend to list the property on Airbnb, Booking.com, Homeaway (VRBO) and our personal website SmartStayWA. The Airbnb platform offers a "professional host" support and \$1m USD host guarantee & \$1m USD host protection insurance underwritten by Lloyd's of London. Once a guest is confirmed, our direct phone numbers are automatically exchanged for any further communication required. For other platforms, we deduct a \$300 security deposit from each

guest. We privately message our guests before, during and after their stays and all the correspondence is saved for our own records.

7. CHECK IN AND CHECK OUT PROCEDURES

Check-in is from 3:00pm until late, this is because guests can arrive off long haul flights late at night or arrive after work as they have travelled by car from the country. We always obtain the arrival time of our guests from them.

The property includes detailed visual and written easy check-in instructions and guests find them extremely easy to follow and do not cause any disruption in checking in or out of our properties. Check-out is at 10am or earlier on their departure date.

A secure lockbox will be installed at the property so guests can easily access the property with ease.

We also offer a 'meet & greet' service and like to find out when their estimated time of arrival will be and may offer to meet the guest from time to time to welcome them to the property if required. Our check-in instructions are issued to guests three (3) days prior to their arrival and are issued through the Booking Platforms for safety & security.

The guests will be issued with detailed check-in instructions to guide them through the whole process, they will receive a photo of the property they are staying at, how to access the lockbox, how to access the front door, a photo of their parking spot and where the council bins are located.

8. MITIGATION, NOISE MANAGEMENT & COMPLAINTS PROCEDURE

We are contactable 24/7 and our phone numbers and e-mail addresses are provided to our guests upon confirmation of booking and are also advertised in the property for easy access. We are more than happy to provide these contact details to nearby neighbours for us to be even more effective in managing our properties.

In our online listings, which the guest(s) must agree to before booking with us and the also included in the guest handbook, we have extensively listed our house rules in respect to the property and other nearby residents of the surrounding area & amenity.

Priority is given to the adherence of our noise and parking policy. 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, lockbox code and door lock/s may also be required to be changed depending on the circumstances.

If we receive any complaints about guests, they will be dealt with immediately upon receipt of said complaint. We will contact the guests informing them of the situation and any breach of house rules and based on severity of the breach then the reservation may be terminated.

Guests and visitors must not create noise which is offensive and excessive to occupiers of neighbouring properties especially between 10pm and 7am Monday to Saturday and 10pm – 9am on Sunday and public holidays, during arrival, and during departure, and at any time throughout the occupancy.

Offensive and excessive noise is prohibited and may result in termination of permission to occupy the property, eviction, and extra charges for damage, security, and other expenses, which may be deducted under the terms and conditions.

Guests and visitors must not engage in any anti- social behaviour and must minimize their impact upon the residential amenity of neighbours and local community.

Professionals and/or police may be engaged to attend during & after normal business hours to minimise disruptions to neighbours. Any complainant will be kept informed throughout the process and will be encouraged to provide evidence to support the cause of us taking swift action. From receipt of a complaint, it is extremely rare for an issue to extend beyond just a few minutes, and we aim to resolve all issues within 30 minutes – 1 hour total.

9. USE AND MAINTENANCE

The owners of the property can be provided with real-time access of the bookings calendar and may regularly schedule maintenance works in between guests stays to ensure the property is kept up to our property and guest's expectations. Property maintenance is regularly reported and resolved swiftly either during or after guest's stays depending on the severity so that the appearance of the property meets or exceeds the standard of neighbouring properties. We also will be in communication with the STRATA Manager about any maintenance work that need to be done in the building.

10. SAFETY

The building is STRATA managed and is up to date on its safety checks. It includes compliant smoke alarms and safety checks are organised from time to time to ensure the property is compliant and safe. 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'.

11. HYGIENE, COMFORT AND WASTE MANAGEMENT

General waste (red lid), recycling (yellow lid) and garden organics (green lid) are to be disposed in accordance with the local council policies & procedures and in the correct allocated bins.

Any excess rubbish must not be left in sight of a public area and is removed by housekeeping. Guests are notified & reminded to place all rubbish & recycling in the allocated bins at the property. 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 are 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 will be provided for guest convenience to use during their stay to wash their clothes as required.

12. CAR PARKING

The property includes **one secure underground parking space**. Guests will receive clear instructions on how to access the parking area prior to or upon arrival.

Paid street parking is also available nearby if required. However, as the property accommodates a maximum of **two guests**, the allocated parking space is generally sufficient for one vehicle.

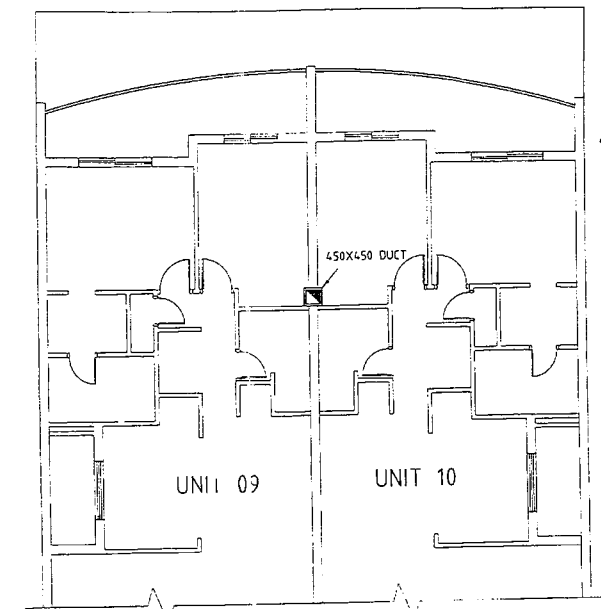
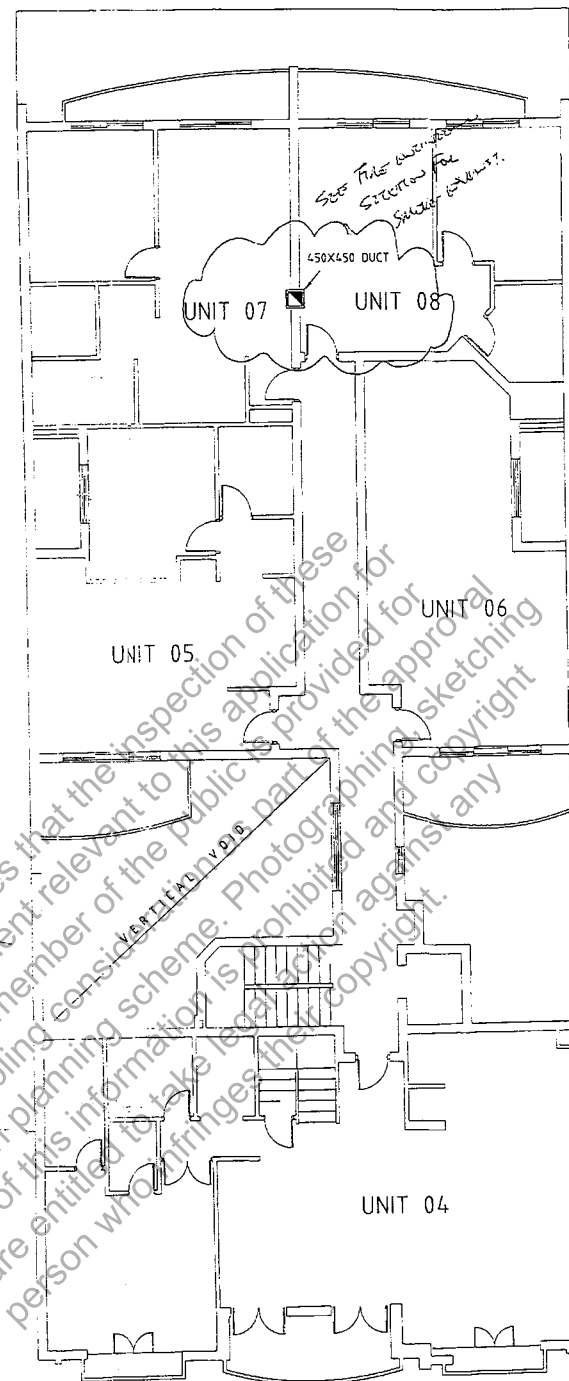
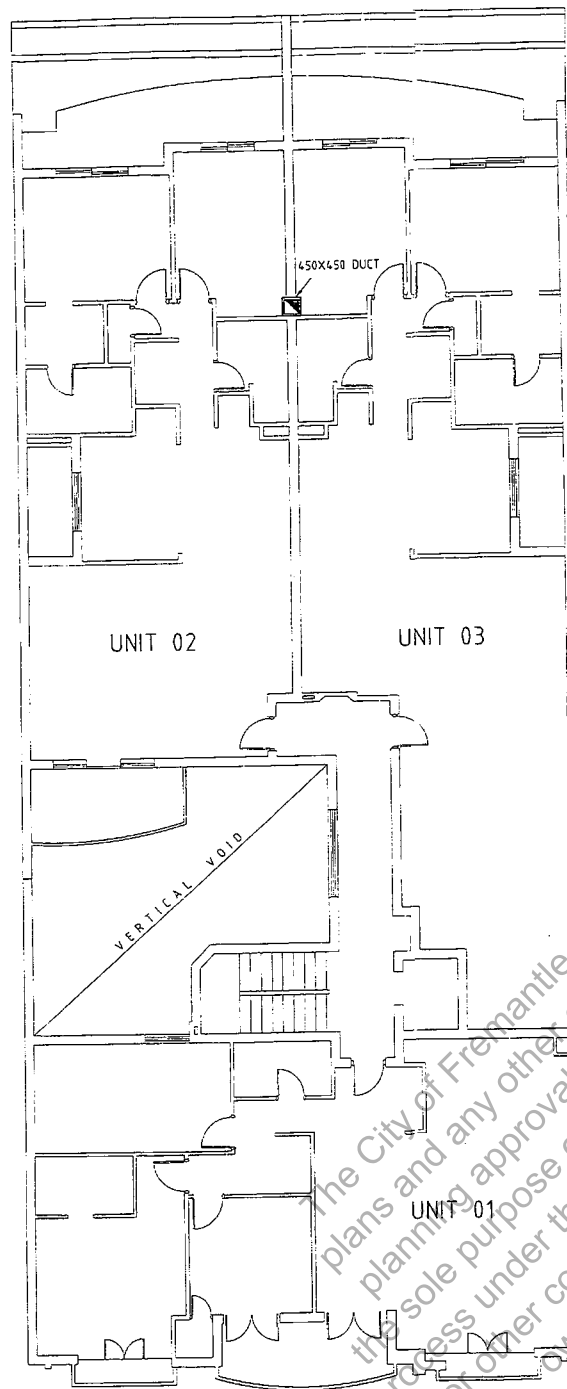
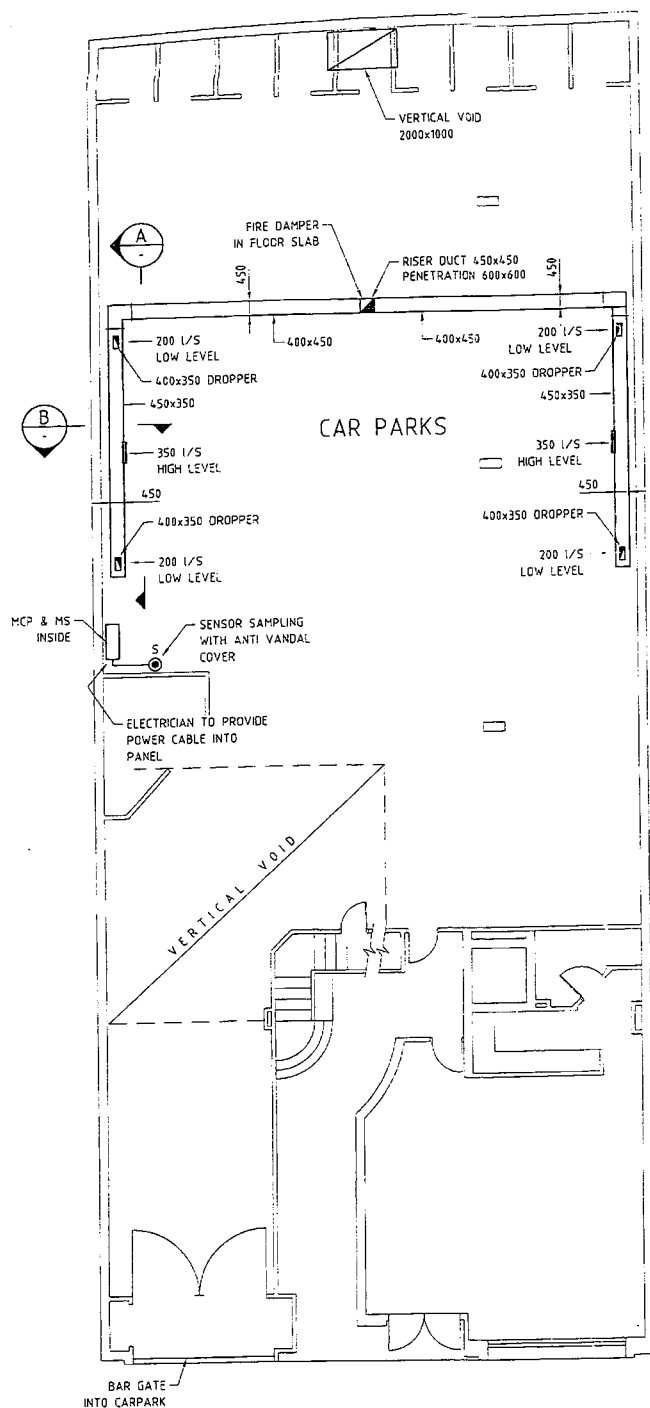
Further, we provide details for ride share companies such as Uber and Ola. We also promote our local taxi companies.

13. BUSHFIRE MANAGEMENT PLAN

A Bushfire Management Plan is not applicable in this case as the area does not fall under the designated Bush fire prone area.

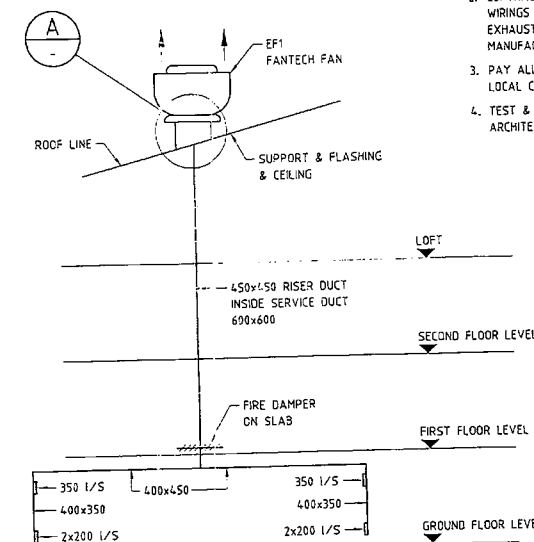
PLEASE CHECK TO ENSURE THE ABOVE STATEMENTS IS TRUE FOR YOUR PROPERTY:

<https://maps.slip.wa.gov.au/landgate/bushfireprone/>



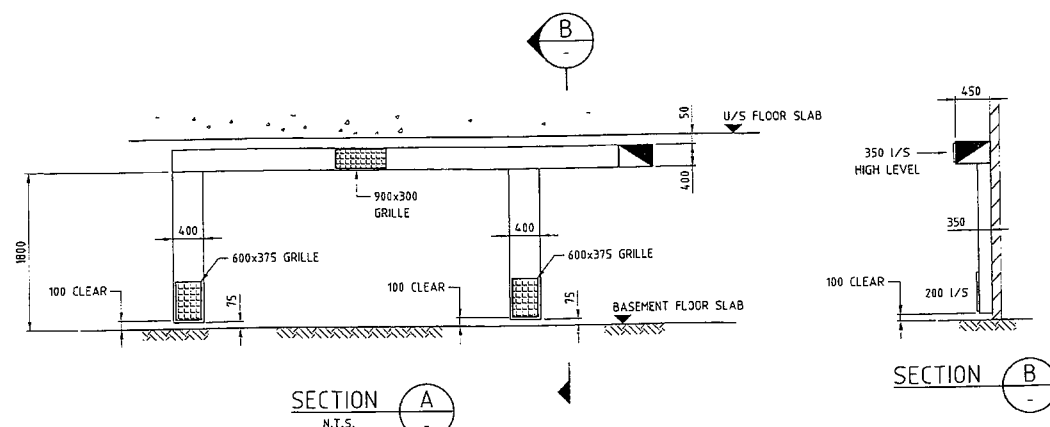
GENERAL NOTES

1. READ SPECIFICATION WITH DRAWINGS
2. CONTRACTORS TO PROVIDE ALL POWER & CONTROL WIRINGS BETWEEN MECHANICAL CONTROL BOARD, EXHAUST FAN, GAS MONITORING SYSTEM TO MANUFACTURER SPECIFICATIONS.
3. PAY ALL COST TO SUBMIT DRAWINGS TO LOCAL CITY COUNCIL FOR APPROVAL & INSPECTION.
4. TEST & COMMISSION WORK TO AUTHORITY TO ARCHITECT & TO AUTHORITY SATISFACTION.



LEGEND:

- EF1 EXHAUST FAN
- MCP MECHANICAL CONTROL PANEL
- S SENSOR
- MS GAS MONITORING DEVICE
- ISO WEATHER PROOF ISOLATOR



SCHEDULE OF MECHANICAL VENTILATION EQUIPMENT							
EXHAUST FAN UNITS	AREA SERVED	CAPACITY l/s	STATIC PC	MOTOR VOLTAGE V	MOTOR POWER kW	RUNNING Amps	OPERATING WEIGHT kg
EF1	CAR PARK	1500	120	240V/10	0.84	4.1	38

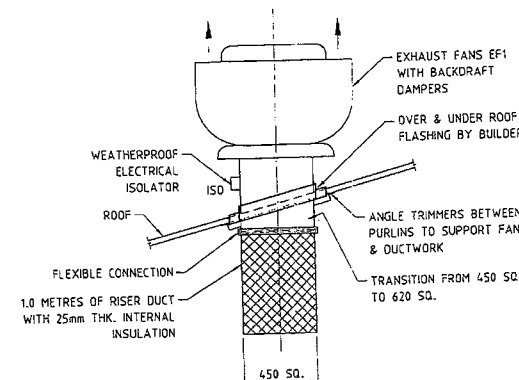
NOTE:

WORK OF ALL TRADES TO BE CO-ORDINATED BEFORE COMMENCEMENT OF INSTALLATION.

CITY OF FREMANTLE
These Plans Form Part Of

DA0298/26

5 Aug 2026



MECHANICAL SERVICES

Title
**FLOOR PLAN LAYOUT
EXHAUST SYSTEM**
Drawn ZUL Job No. P00127 Drawing No.
Scale 1:100 Date APRIL '00 M01

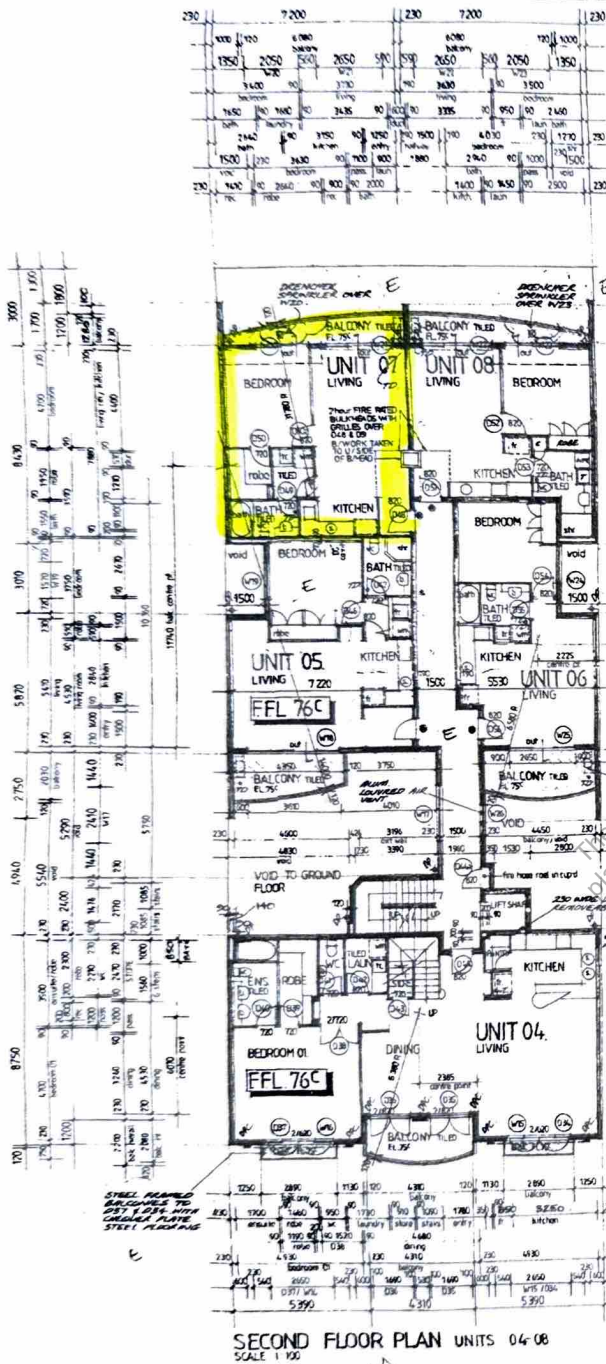
Project
**PAKENHAM STREET
DEVELOPMENT for**

SHEET - A1 PLOT SCALE 1:100

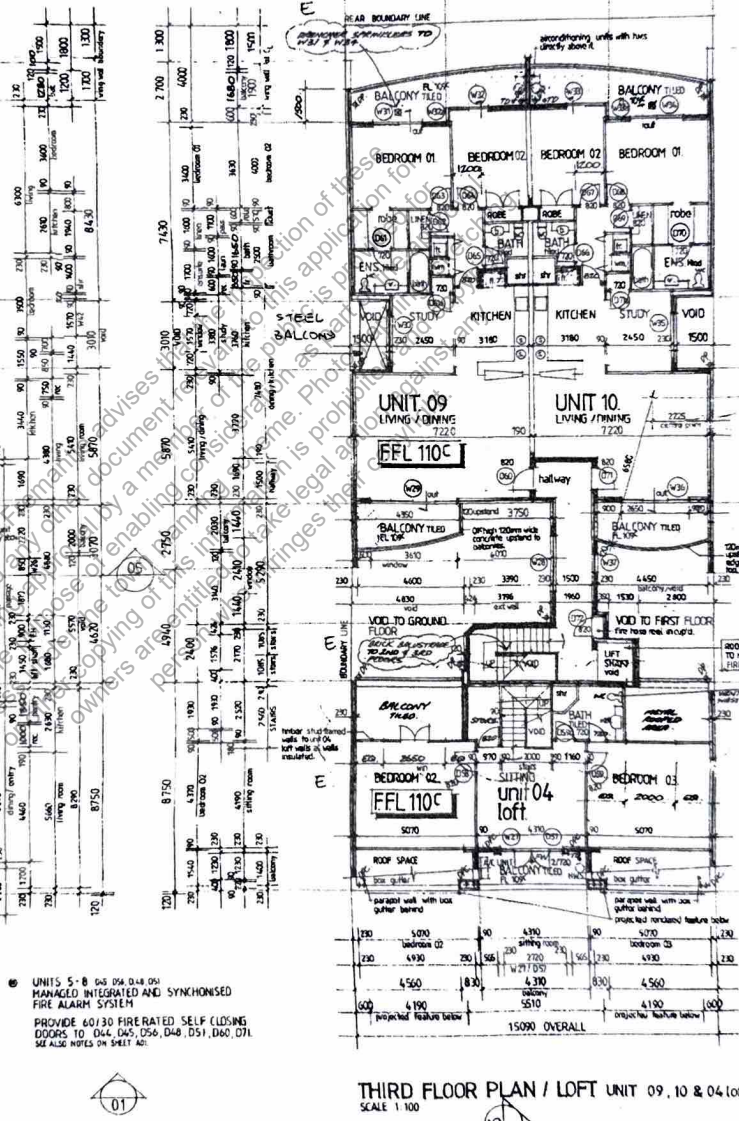
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5 Aug 2026



- DO - SURFACE MOUNTED COLDBRAND CONDENSERS.
- MC - SEWER GEAR MC DOWNPIPS IN CAVITY OR DUCTS.
- FW - FLOOR WASTE
- TD - TUNDISH
- T - TAPS FOR FRIDGE RECESS, 20 UNITS 1, 2, 3, 4, 9 & 10.



THIRD FLOOR PLAN / LOFT UNIT 09, 10 & 04 loft.
SCALE 1:100

[illegible]

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Contractors must check all dimensions, levels and gradients before commencing any work or preparing any shop drawings. Contractors shall work to agreed dimensions. Large scale drawings preferred to small scale drawings. Report any discrepancies to the Designer for direction or clarification before proceeding with the work. All architectural drawings to be read in conjunction with all or any consultant drawings.

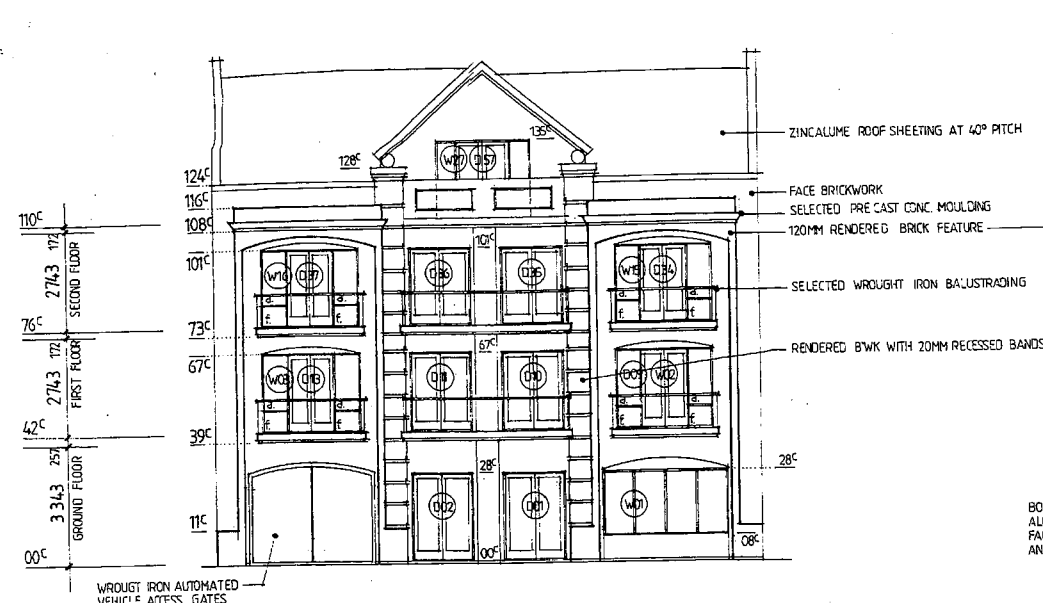
Spiccia Ambrogio Design Group
Spiccia Ambrogio

PAKENHAM ST LOT 113
development for

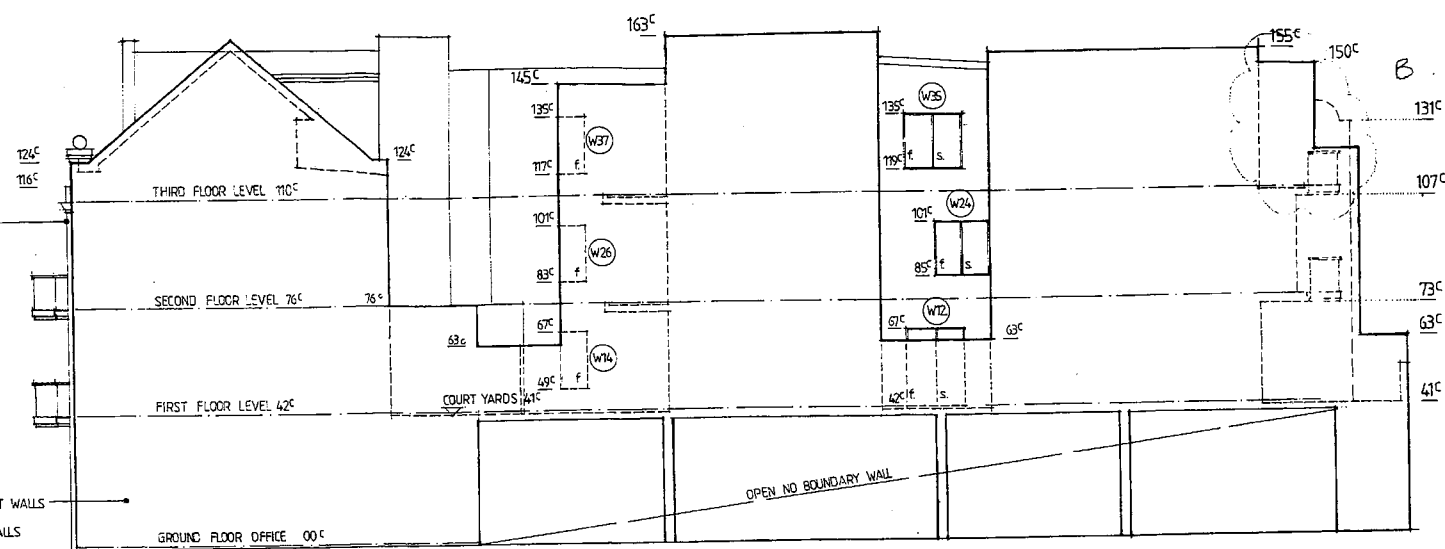
SECOND, THIRD FLOOR PLAN,
LOFT PLAN

DATE FEB 2000	DRAWN BLO.
SCALE 1:100	CHECKED

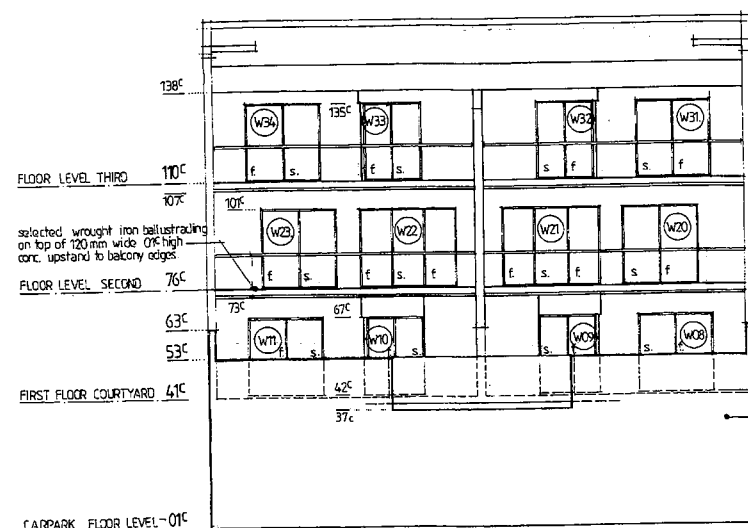
9939 A02 E



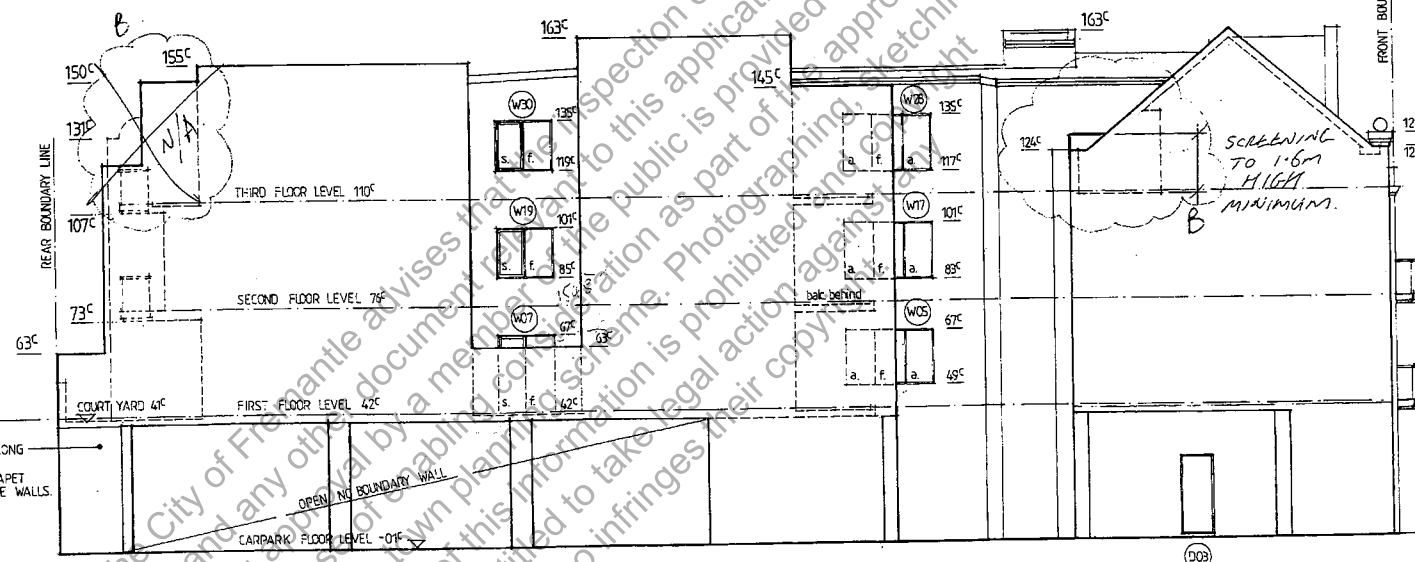
ELEVATION 01 VIEW FROM PAKENHAM STREET
SCALE 1:100



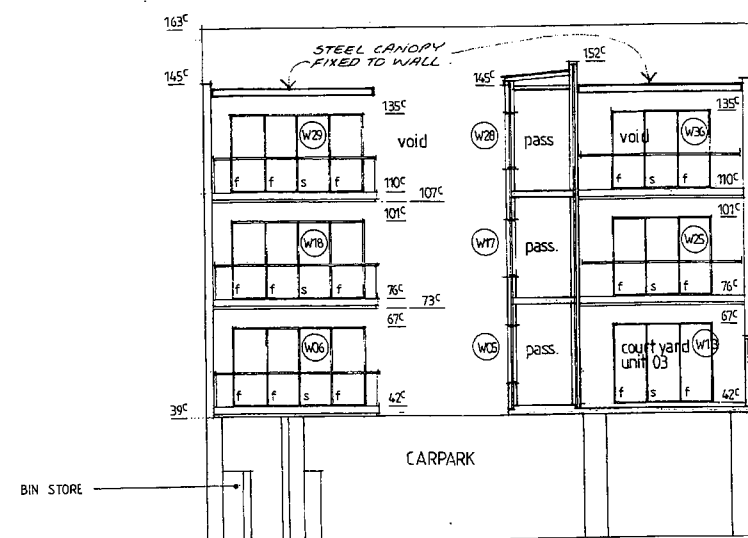
ELEVATION 02



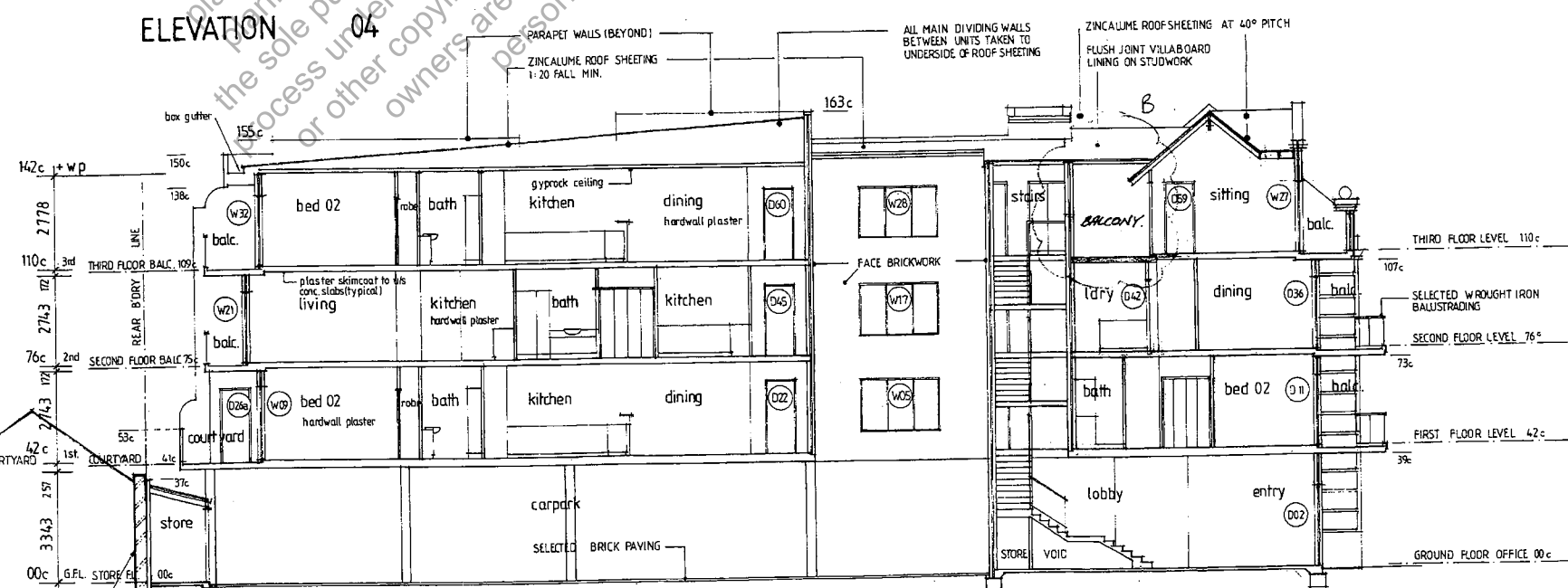
ELEVATION 03



ELEVATION 04



SECTIONAL ELEVATION 05



SECTIONAL ELEVATION 06

B. 27-B-01 PARAPET WALLS ADDED TO ELEV. 2	
REV. 8.1.01 STEEL CANOPY ADDED OVER W29 & W30. REAR BALCONY TO 2ND FLOOR UNITS INCREASED.	CA

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Spiccia Ambrogio Design Group
Spiccia Ambrogio

PROJECT
PAKENHAM ST. LOT11B.
development for

DRAWING TITLE
ELEVATIONS
SECTIONAL ELEVATIONS

DATE FEB 2000
SCALE 1:100
JOB NO
SHEET NO
REV

9939 A03 B