



# Ordinary Council Meeting 27/04/21

Item 12.1 refers

## Attachment 1

### Property Management Plan

*Creating opportunities*



# Property Management Plan

## Introduction

This Management Plan for Holiday House seeks to manage the amenity of 172 President St, Kewdale.

This Management Plan will establish acceptable standard of behaviour for tenants to minimise any adverse impact on the owner, neighbours, residents and the City of Belmont.

## Property manager details:

Name: Dan Chow

Address: 172 President St, Kewdale, WA. 6105

Mobile: 0415998117

Email: danchow111@icloud.com

## Complaints management:

- \* A copy of this Management Plan will be made available to immediate neighbours. Neighbours will also be provided with the contact details of the property manager (Dan 0415998117)
- \* specifically respond to complaints pertaining to tenants behaviour, within a 1/2 hour time frame. (24/7 contactable to Dan on who lives nearby and can be get to the property within 5 minutes )
- \* In relation to any other complaints, respond to any other complaints within a reasonable timeframe but within 24 hours
- \* A register of complaints will be maintained by the management and available for inspection by an authorised Council officer.

## Use of Premises:

- \*The property will be rented as a residence to a maximum of 6 occupants or one family for periods of less than 3 months at any one time. The number of proposed bedrooms is 3 for short term stay of 3 months or less.
- \* A register of all occupants will be kept and available for inspection by an authorised Council Officer, and shall contain:
  - \* The full names and usual place of residents of all occupants. The date of arrival and departure of the occupants.
  - \* Check in time — 2pm; check out time — 10am. Special check in and check out times can be arranged upon request.

## **Duties of property manager:**

- \* Supply to each tenant confirm receipt of the Code of Conduct, the Property Management Plan and the Fire and Emergency Plan (including the Fire Evacuation Route); These will be displayed at the property as well
- \* Liaise with tenants for the occupancy and vacation of the premises;
- \* Ensure the correct maximum number of people are staying overnight in accordance with planning approval conditions;

## **Property Maintenance:**

- \* premise are clean and maintained to a high standard
- \* bed linen is clean and replaced upon tenant vacation;
- \* rubbish and recycling bins are clean daily ; put out and collected as required.
- \* Garden and swimming pool are maintained to a high standard

## **Code of Conduct for Tenants**

This Code of Conduct is provided at the property to ensure that tenants know and comply with specific behaviour governing their permission to enter and occupy the property. The Code of Conduct will be displayed so it can be easily viewed by tenants

- *Treat this is as your homes.*
- *Treat it is as your own.*
- *Respect your neighbours.*
- *Leave it as you find it.*

## **General Requirements**

- \* Guests must comply with this Code of Conduct and instructions from the Manager during their stay.
- \* Guests must notify the Manager of any disputes or complaints from neighbours as soon as practicable.

## **Functions/parties**

- \* This is strictly **No Functions / Parties** policy

## **Noise and Residential Amenity**

- \* Guests must not create noise which is offensive 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 noise is prohibited and will result in termination of permission to occupy the property and will be required to vacate the property otherwise the police will be contacted.

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

\* No visitors or guests other than those who booked to stay at the property can stay in the property without first obtaining the managers approval.

### **Parking:**

\* Guests are to park within the garage or on the driveway, comply with parking regulations and show consideration to neighbours and other vehicles.

\* Parking arrangements on the property are restricted to a double garage (2 vehicles) and the double width driveway on the property with a total of 3 vehicles being able to be parked on-site.

\*All guests will park any vehicles within allocated bays and no vehicle parking will occur on the street.

### **Outdoor Areas**

\* Guests are to respect the privacy of neighbours when utilising outdoor areas.

### **Pets**

\* No Pet Policy.

### **TERMINATION OF ACCOMMODATION:**

if tenants are found to have contravened any of the above Code of Conduct responsibilities a verbal warning will be issued.If the contravention is not rectified immediately the accommodation booking will be terminated with 2 hours' notice at the Property Manager's discretion.No refunds will be made.

Dan Chow

Property Manager and Owner