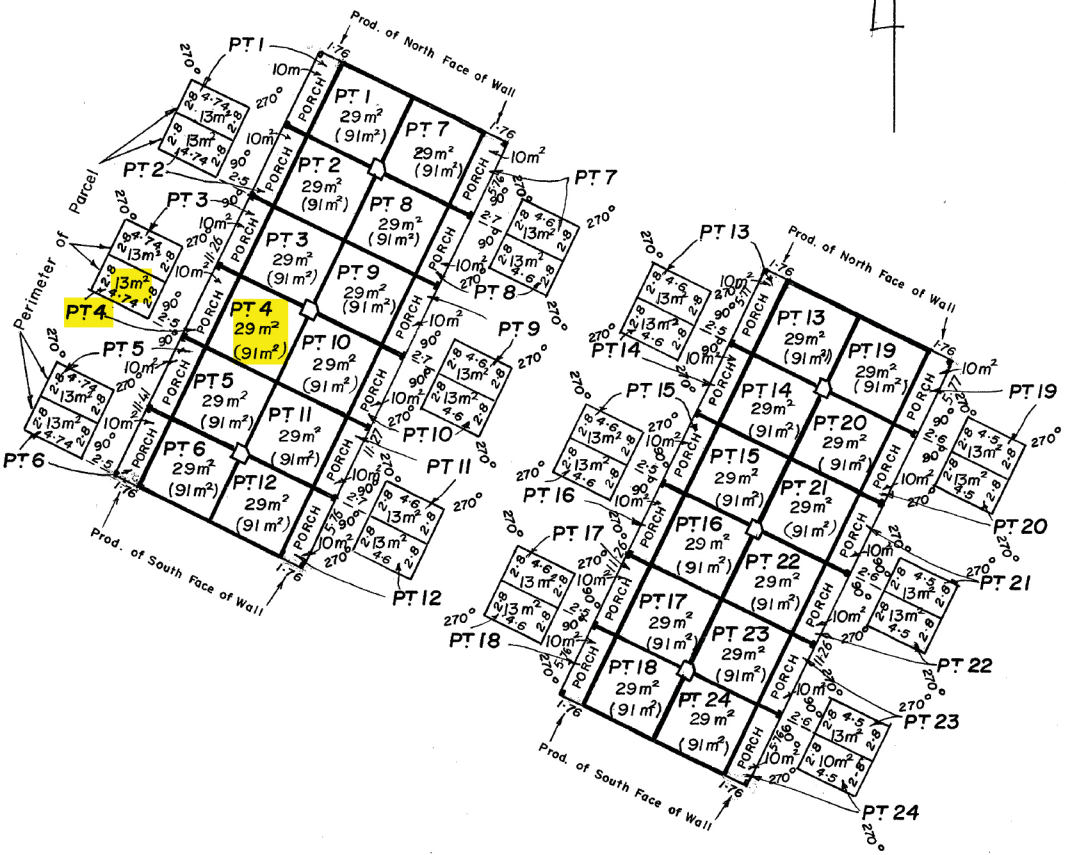
SHEET No. 1 OF 2 SHEETS CA5

STRATA PLAN No. 16992

GROUND FLOOR

NOTE:- 1. LOTS RESTRICTED TO SEC. 6(1) ACT 33 OF 1985
2. THE STRATUM OF PART LOTS EXTERNAL TO THE BUILDINGS EXTENDS BETWEEN 2 METRES BELOW & 5 METRES ABOVE THE UPPER SURFACE OF THE GROUND FLOOR OF THE RESPECTIVE LOTS EXCEPT WHERE COVERED.

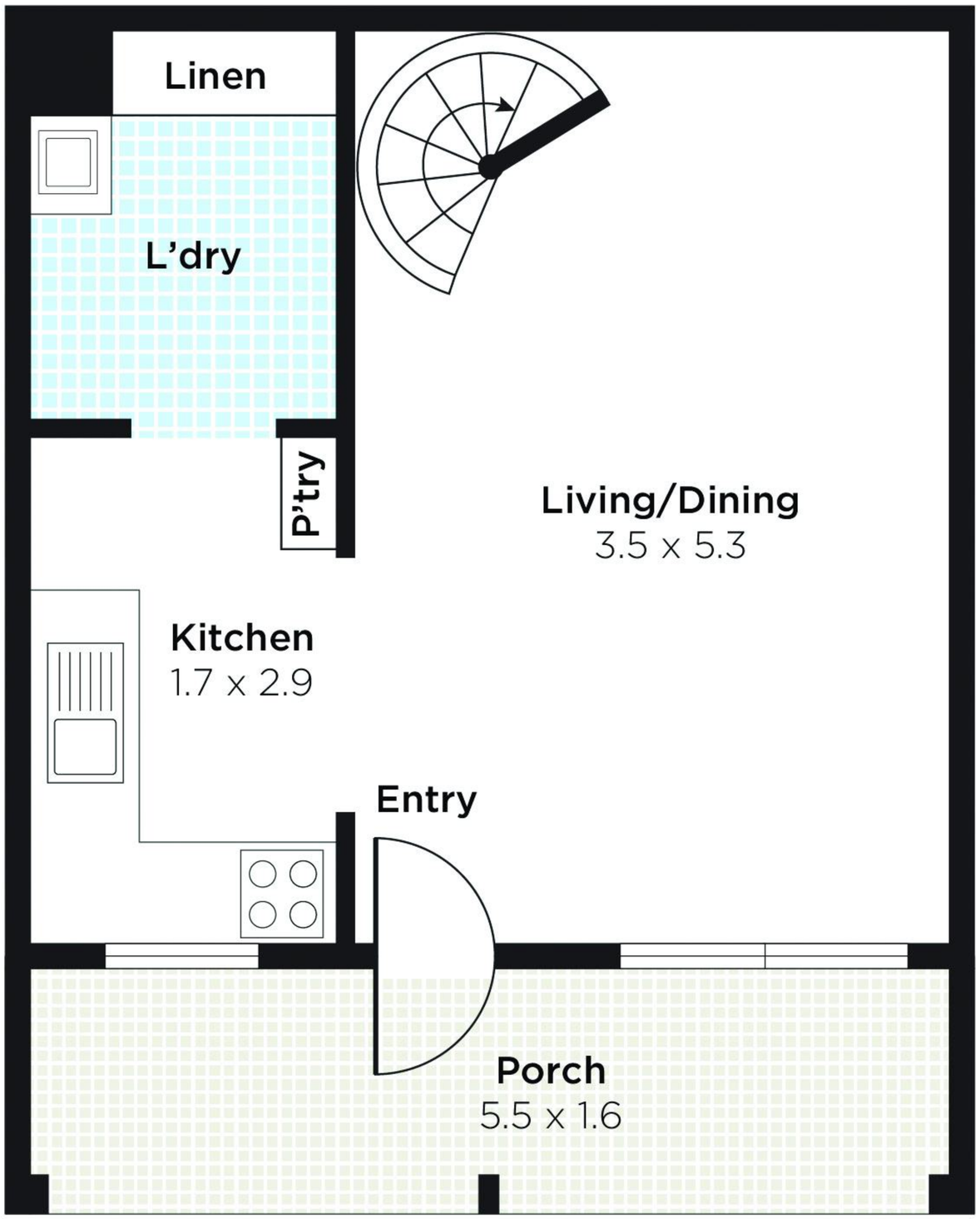


FOR RESIDUE OF PART LOTS SEE SHEET 2

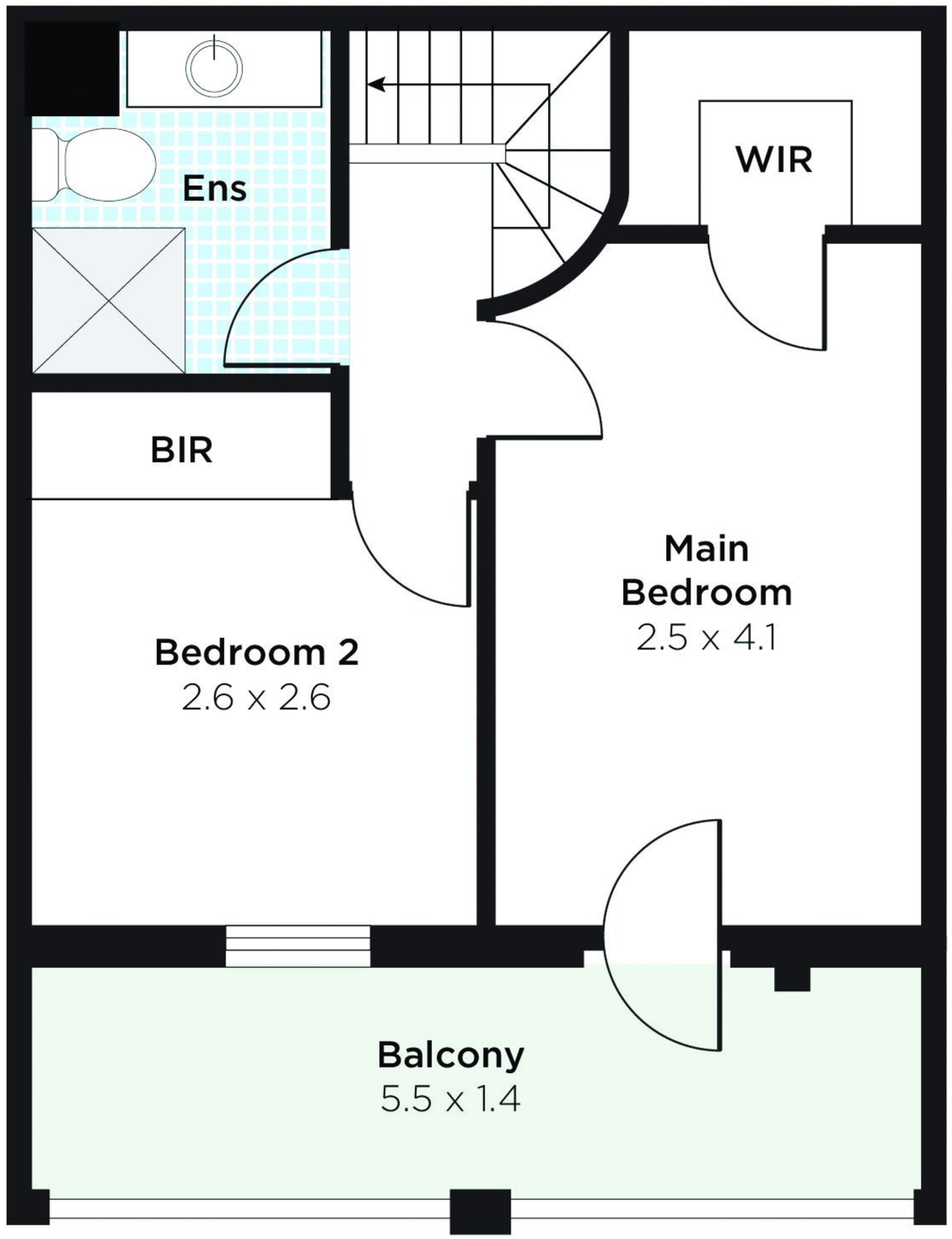
Scale 1 : 400

41445/6/85—1M—S/7658

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GROUND FLOOR



FIRST FLOOR

Approximate Areas	
Internal Living	58 sqm
Porch	9 sqm
Balcony	8 sqm
Total	**75 sqm**

Unit 4/60 Smith Street, Highgate, WA, 6003

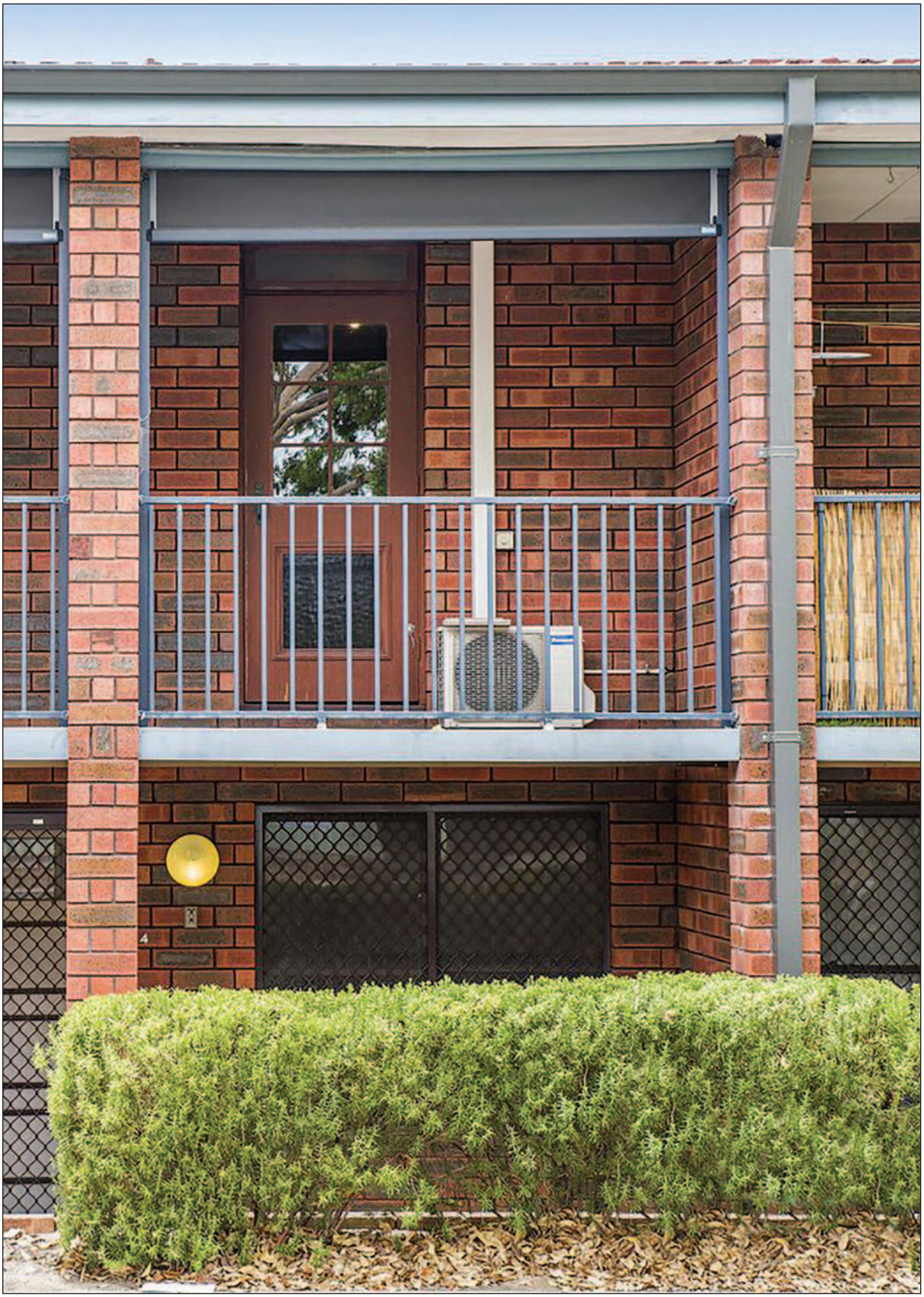


PLANNING APPLICATION & MANAGEMENT PLAN. SHORT TERM ACCOMMODATION

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4/60 SMITH STREET HIGHGATE

Prepared for: The City of Vincent May 2025





MANAGEMENT PLAN
PROPERTY DESCRIPTION/USE

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4/60 Smith Street Highgate is a terrace house which consists of two bedrooms and an ensuite upstairs and a living/dining room, kitchen and laundry downstairs.

There is parking for one vehicle in front of the terrace.

Number of guests per booking: 4

Duration of each booking: A minimum of 3 nights and a maximum of 90 nights.

The location is a short walk to public transport and close to restaurants, taverns, shopping, a supermarket, parks, major road arteries and the tourist precinct of Northbridge which will appeal to tourists and business travellers who need short-term accommodation close to the CBD.





MANAGEMENT PLAN
INTRODUCTION

This Short-Term Accommodation Management Plan demonstrates that the property has been professionally managed to minimise any adverse impact on neighbours and nearby residents.

Cloud BNB specialise in managing short-stay accommodation and have the procedures in place to ensure guests comply with a Strict Code of Conduct.

We use specialised software during the booking process to screen guests and only accept guests with a 5 star rating from AirBNB.

This software also requires guests to provide detailed identification information which is verified prior to bookings being accepted.

These additional checks flag potentially undesirable guests and discourages any anti-social behaviour.





MANAGEMENT PLAN
COMPLAINTS MANAGEMENT

Complaints can be resolved via the Manager.

If neighbours believe guests are not adhering to the Code of Conduct, they can contact the Manager.

A Register of Complaints will be maintained by the Manager and available for inspection by an authorised Council Officer.

The complaints register will contain the following information:

1: The date and time of the complaint;
2: The name and address of the complainant;
3: The nature of the complaint;
4: Investigations carried out;
5: Action taken; and
6: Response provided to complainant.

A copy of this Management Plan will be made available to neighbours.

Neighbours will also be provided with the contact details of the Manager and owner.

Neighbours can to be provided with the following:

1: A copy of the Code of Conduct;
2: A copy of the complaints management procedure;
3: Contact details which allows neighbours to engage with the Manager in the event of anti-social behaviour, particularly after hours.



MANAGEMENT PLAN
COMPLAINTS MANAGEMENT

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Complaints are divided into two categories, the process for each is detailed below:

Level 1: Complaint (minor noise disturbance and/or complaint)

In the event of a Level 1 complaint the following procedure is to be adopted:

1: The neighbour is encouraged to contact the Manager via phone or text.

3: The Manager will contact the guests to advise them of the complaint and remind them of their obligations under the Code of Conduct.

4: If the issue is not resolved and a further complaint is received within 12 hours, the Manager or an appointed security firm will attend the site;

5: In the event of a further complaint being received and the complaint validated, the guests will be evicted in accordance with the Code of Conduct.

Level 2 Complaint (major noise disturbance)

Guests are encouraged to enjoy their time on the property, but as specified in the Code of Conduct, social gatherings are not permitted and noise should be minimised after 9pm and before 7am.

If a Level 2 complaint is received, the following procedure is to be adopted:

1: The Manager or security firm will attend the premises within one hour of the complaint to verify if this is a major noise disturbance.

2: If the complaint and the issue is deemed to be a level 1 complaint then the procedure for Level 1 shall be followed.

3: If the complaint is verified as a Level 2 complaint, the guests will be evicted in accordance with the Code of Conduct.



MANAGEMENT PLAN
CHECK-IN AND CHECK-OUT

Check-In

At the time of booking online, guests must review and agree to accept the house rules which specifically state:

1: No social gatherings.

2: Quiet house after 9.00 pm

Check-In from 3:00 pm

Guests are provided with a code for keypad entry into the property.

Check-Ins are not permitted after 10.00 pm.

If guests arrive at the property after 10.00 pm they should find alternative arrangements for their stay overnight and check in the following day.

Check-out

Check-out time is before 10:00 am on the day of departure, unless other arrangements have been made with the Manager.

In the event that the Manager grants approval for check-out before 7.00am, guests are to ensure that noise is kept to a minimum to avoid disturbing neighbours.





MANAGEMENT PLAN
ON-SITE REGISTER / MAINTENANCE

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On-site register.

A register of all occupants will be kept by the Manager and be available for inspection by an authorised Council Officer, and shall contain:

1: The full names and usual place of residence of all occupants

2: The dates of arrival and departure of the occupants.

Maintenance.

Maintenance of the property will be managed by the Manager.

Maintenance will preferably be performed at a time between occupancy unless it is urgent and requires attendance at time of occupancy.

Other than in the case of an emergency, any maintenance contractors or staff will be engaged to attend during normal business hours to minimise disruptions to neighbours.





MANAGEMENT PLAN
GUEST GUIDE

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A guide containing the following information shall be prepared for guests and kept in a folder on the premises:

1: Manager name and contact details.
2: Code of Conduct.
3: Procedure in the event of the house alarm activating.
4: Wi-Fi Device name and password.
5: Key lockbox code.
6: TV Information.
7: Air Conditioner operation.
8: Location of the first aid kit.
9: Extra towels and sheets.
10: Hot water systems operation.
11: Rubbish bin location and procedure for collection of rubbish bins.
12: Check-in time.
13: Check-out time.
14: Local restaurants and shopping.
15: Local parks and recreation services.
16: Other major attractions.
17: Important contact numbers.
18: Any other information as required.

Manager's Guide and Responsibilities.

A guide documenting tasks and processes will be retained by the Manager for the following:

1: General hosting (Including liaisons with clients, providers and Local Government);
2: Cleaning information between occupants;
3: Procedure for bin collection;
4: Laundry requirements;
5: Garden preventative maintenance; and
6: Building preventative maintenance.

The Manager shall maintain:

The Register of Complaints as referred to in this Management Plan;

A register of all occupants referred to in this Management Plan;



MANAGEMENT PLAN
CODE OF CONDUCT FOR GUESTS

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The Code of Conduct is provided at the property to ensure that guests and visitors know and comply with specific behaviour governing their permission to enter and occupy the property.

The Code of Conduct will be displayed in a conspicuous place in the property so that it can be easily viewed by guests and visitors.

General Principles

Short-Term Accommodation is a unique experience and the guiding principles of this Code of Conduct are:

1: Treat the property as if it is your own home.
2: Respect your neighbours.
3: Leave it in the appropriate condition as it was upon occupation.

General Requirements

1: Guests and visitors must comply with this Code of Conduct and instructions from the Manager during their stay.

2: Guests must notify the Manager of any disputes or complaints from neighbours as soon as practicable.

Noise and Residential Amenity

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

2: Offensive noise is prohibited and may result in termination of permission to occupy the property, eviction, loss of rental paid and extra charges for security and other expenses, which may be deducted from the security deposit or bond under the terms and conditions.

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

4: A noise monitor will be installed in the living area to alert the host if noise exceeds a pre-set level. The host will then contact the guests and insist they reduce the noise.

5: A motion-sensor WIFI camera will be installed at the front door to enable the Manager-monitor how many people are within the building.

Visitors

1: Cloub BNB has a ‘no visitor’ policy. In exceptional circumstances visitors may be approved. For example if a guest is ill and needs support.



MANAGEMENT PLAN
CODE OF CONDUCT FOR GUESTS

Gatherings and Functions.

Strictly prohibited.

Parking.

1: Parking for one vehicle in a designated bay in front of the terrace.

Parking instructions are included with check-in instructions.

Garbage and Recycling

1: Rubbish and recycled goods are to be disposed of in accordance with the usual practice at the property in the allocated bins, and excess rubbish must not be left in a public area.

When the Manager inspects the property before and after each booking they will ckeck the bins. If any of the bins are more than 70% full they will remove bags and relocate them to properties they also manage where the bins are empty.

2: Rubbish and recycling arrangements at the property are in the form of a Green FOGO bin. Collected weekly. A yellow RECYCLING bin. Collected fortnightly. And a red GENERAL WASTE bin. Collected fortnightly.

Posters with instructions of how to sort waste for the respective bins will be attached to the refrigerator and a caddy with a supply of biodegradable bags will be located on the kitchen bench.

3: Bins will be placed on the verge after 12pm on the day before collection day.

The Manager is to check by 6pm on the evening prior to collection day that the bins have been placed on the verge. In the event that bins are not placed on the verge by 6pm on the evening prior to collection day, the Manger will place the bins on the verge.

The Manager is to check by 6pm on the day of collection that the bins have been brought onto the property and are not on the verge. In the event that bins are still on the verge at 6pm on the day of collection, the Manager will bring the bins back on the property.

Security.

1: Whenever guests are absent from the property they must close and lock all windows and doors to maintain security and prevent rain and water damage.

2: At all other times, doors and windows should be secured as a general security measure.

3: The mains electricity RCD's (Residual Current Devices) are located in the property's meter box.

In the event of the house security alarm being accidentally activated, guests are to endeavour to stop the alarm sounding as soon as possible and advise the Manager of the incident.



MANAGEMENT PLAN
CODE OF CONDUCT FOR GUESTS

Outdoor Areas.

1: Guests are to respect the privacy of neighbours when utilising outdoor areas.

2: Guests are to also minimise noise when in the outdoor areas.

3: The only outdoor area is a very small balcony which is accessible from the bedroom.

4: Outdoor areas are to be used strictly between the hours of 7:00am to 9:00pm Monday to Saturday and until 9:00am on Sunday and public holidays. All guests must make their way inside the property and keep noise to a minimum after 9:00pm.

Smoking.

Smoking is not permitted within the residence.

Pets.

Pets are not permitted.

Motorcycles and Bicycles.

Motorbikes and bicycles are not permitted within the residence.

Damages and Breakages.

Any damage or breakages must be reported to the Manager.

Compliance.

1: Breach of the Code of Conduct is a breach of The Terms and Conditions of Contract and permission to occupy of the property.

2: The owner and Manager reserve the right, in accordance with the law, to terminate permission to occupy and to evict from the property guests or visitors who refuse to follow the Code of Conduct, or who cause a nuisance.