

OPERATIONS MANAGEMENT PLAN

Property Address: 9/583 William Street, Mount Lawley 6050

Property Profile: 1-Bedroom Ground Floor Apartment (R80 Multiple Dwelling)

Permitted Occupancy: Maximum 2 adult guests (plus children under 18)

24/7 Complaints Management & Accountabilities

- **Designated Local Contact:** Managed directly by the Host Georgina Vlassco +61416008487.
- **5-Minute Proximity:** The Host resides within 5 minutes of the property to handle any physical escalations or emergencies.
- **Availability:** The Host is available 24 hours a day, 7 days a week, 365 days a year to immediately receive and action complaints.
- **Community Notification:** This direct contact number will be provided to all immediate neighbors sharing a wall, floor, or ceiling, and to the Strata Manager.
- **Resolution Protocol:** Upon receipt of a noise or behavioral complaint, the host will contact guests via phone and the booking platform within 15 minutes. If unresolved, the host will attend the site within 30 minutes. Uncooperative guests face immediate eviction and booking cancellation without a refund.
- **Complaints Register:** A digital log book recording the date, time, nature of the complaint, and resolution details will be maintained for the life of the approval. It will be made available to City of Vincent compliance officers immediately upon request.

After-Hours and Emergency Procedures

- **Emergency Contact:** In life-threatening emergencies, fire, or active crime, guests must dial 000. A laminated reference

sheet with the exact street address, apartment number, and nearest cross-street is permanently fixed to the inside of the main entry door.

- **Non-Emergency Police:** For non-urgent matters, guests are directed to call Police Assistance on 131 444.
- **Utility Emergencies:** Contact details for Western Power (13 13 51), Water Corporation (13 13 75), and Atco Gas (13 13 52) are provided in the Guest Welcome Book. Visual instructions are included to locate the internal water isolation valve and electrical trip switches.

Parking Management Framework

- **Allocated Bay:** Guests are allocated exactly one secure, resident parking space designated as Number 9.
- **Visitor Bay Restrictions:** Visitor vehicles are not permitted in the resident car park. Parking for visitors is strictly restricted to the side streets.
- **Public Transit Promotion:** Given the property's location directly on a high-frequency bus route, the property listing heavily promotes a "No Car Required" stay.

Waste Management

- **No Kerbside Action Required:** Bins form part of the building's infrastructure and are brought to the kerb entirely by the building's Strata Caretaker. Guests have no interaction with street bins
- **Turnover Clean:** Cleaning staff will thoroughly empty, sanitise, and clear all apartment waste down to the communal enclosure at the end of every booking

GUEST CODE OF CONDUCT

Property Address: 9/583 William Street, Mount Lawley 6050

Maximum Occupancy: 2 Adults (plus children under 18)

Host contact: Georgina Vlassco +61416008487 or Airbnb

Check-In & Lockout Rules

- **Lockout Protocol:** Guests must use the mechanical backup lockbox containing a master key located beside the meter box next to the front door. Guests are strictly barred from forcing doors or windows.
- **Secure Car Park Protocol:** Guests must retrieve the electronic car park remote from the front door lockbox prior to entry. Vehicles are strictly prohibited from standing on William Street or blocking the bus lane. Side street parking is available on Forrest or Wasley Street.

Parking Restrictions

- **Strict Vehicle Limit:** A strict limit of one (1) vehicle per booking applies. Guests with multiple vehicles are not permitted to book.
- **Common Property Enforcement:** Any guest vehicle found parked on common property, or another resident's bay, will be subject to immediate strata fines, clamping, or towing at the vehicle owner's expense.

Courtyard & Acoustic Curfews

- **Courtyard Curfew:** To protect the acoustic privacy of the apartments directly above, the private courtyard is completely out of bounds between **9:00 PM and 9:00 AM**. All external doors must remain closed during these hours.
- **Audio Prohibitions:** The use of Bluetooth speakers, radios, or televisions in the courtyard is strictly prohibited at all times.

Pet Policy & Rules

- **Pre-Approval Mandatory:** Guests must disclose the breed, age, and weight of their pet at the time of booking. Dangerous dog breeds or non-house-trained pets are strictly prohibited.

- **Size Caps:** A strict limit of one (1) small-to-medium house-trained pet weighing under 8 kilograms (<8kg) is permitted.
- **No Unattended Pets:** Pets must never be left unattended at the property to eliminate separation anxiety and nuisance barking. If guests leave the unit, the pet must accompany them. A local pet-friendly guide is provided.
- **Leash & Hygiene Rules:** Pets must be securely leashed immediately when moving into any common property pathways or the car park. Pets are not permitted to use common garden beds as a toilet. All waste in the private courtyard must be bagged and disposed of immediately. Pets are strictly prohibited from climbing on furniture.

Registered Smoke-Free Policy (Strata By-Law 16)

- **Total On-Site Prohibition:** In strict compliance with registered Strata By-Law 16, smoking or vaping of any substance is 100% banned inside the apartment, on the private courtyard, or anywhere on common property. This ensures zero smoke drift enters neighbouring windows. Fine \$2000.
- **Designated Smoking Area:** The only legally permitted smoking zone is located no fewer than 1.5 metres away from the vehicle security gate on Wasley Street.
- **Breach Penalties:** Any violation will result in an immediate breach notice. The guest will be held fully liable for all deep-cleaning costs, and the Strata Company reserves the right to apply to the State Administrative Tribunal (SAT) for financial penalties.

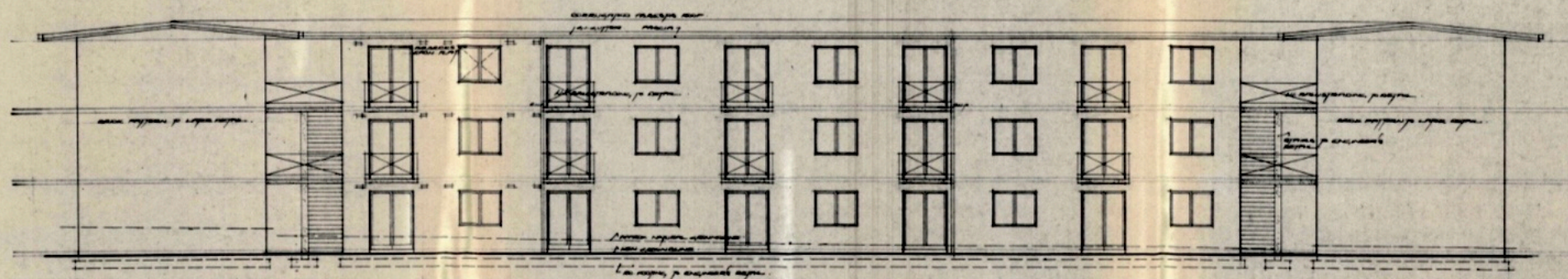
Waste & Rubbish Disposal

- **Internal Separation:** Guests must use the two designated bins beside the fridge: Red for general waste and Yellow for comingled recycling. Follow the City of Vincent pictorial sorting guide on the fridge.

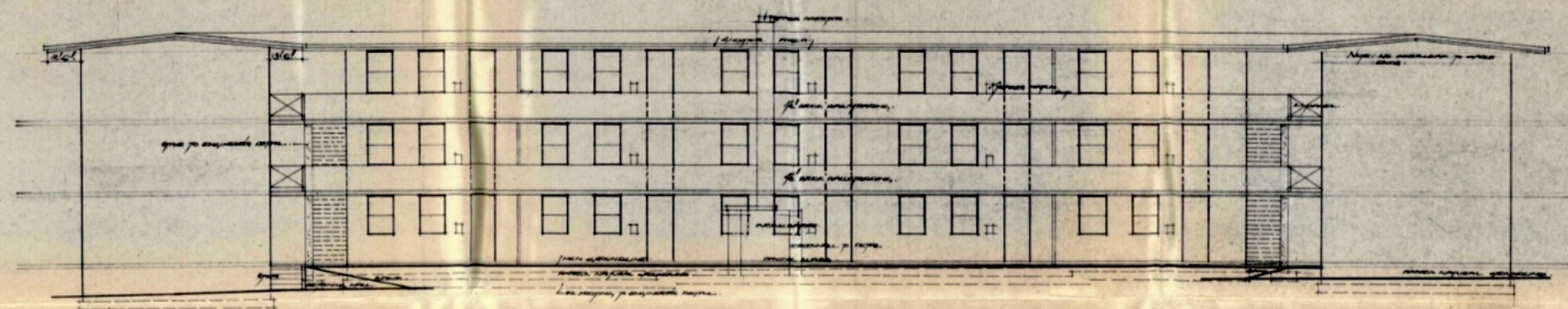
- **Communal Bin Disposal:** Guests must manually transport and dispose of their sorted bags into the building's shared communal bin enclosure located on the Ground Floor next to the western vehicle gate.
- **Common Area Zero-Tolerance:** Leaving rubbish bags, boxes, or bottles in common corridors, stairwells, or the garage is strictly prohibited.

Safety & Emergency Responsibilities

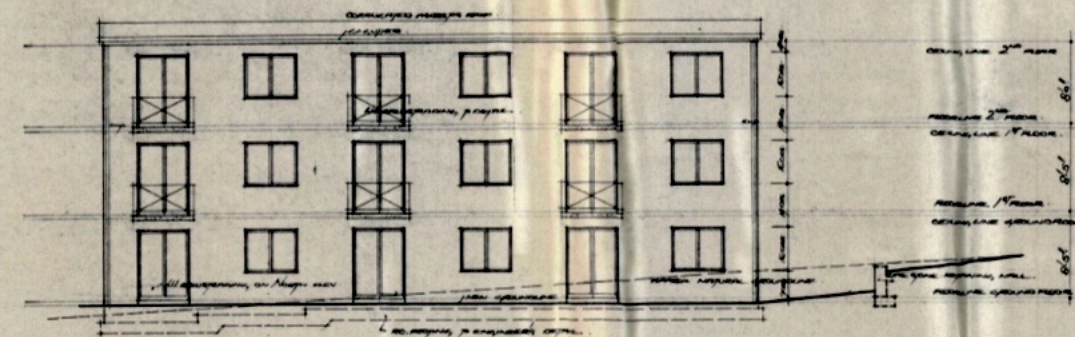
- **Building Fire & Evacuation:** The fire evacuation map illustrating the outdoor assembly point is permanently fixed to the back of the apartment entry door.
- **False Alarm Liability Warning:** Triggering a fire alarm through reckless behavior (unattended cooking, smoking) will result in the guest being held personally liable for the standard Department of Fire and Emergency Services (DFES) fee (~\$1,300+ AUD).



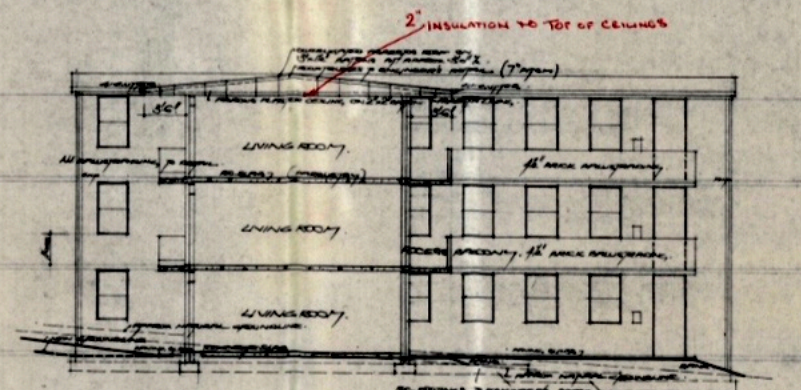
EAST ELEVATION



NEST ELEVATION.

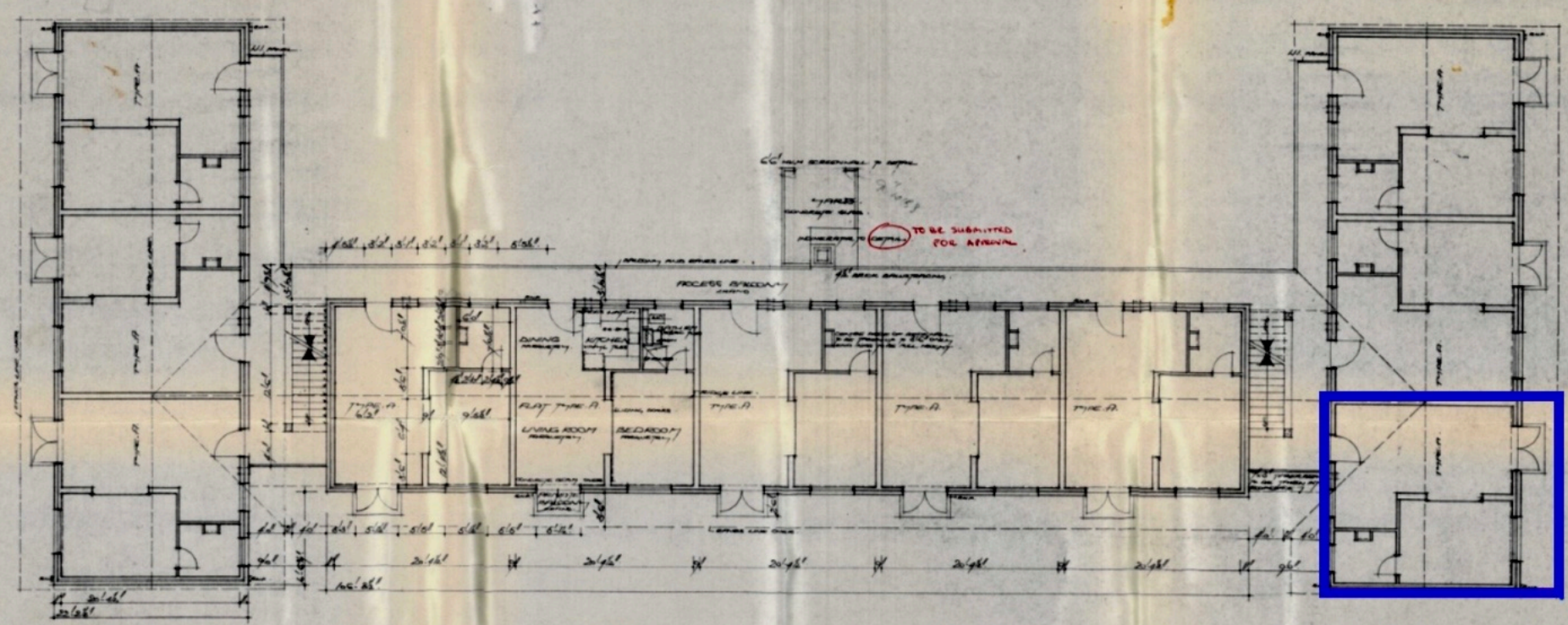
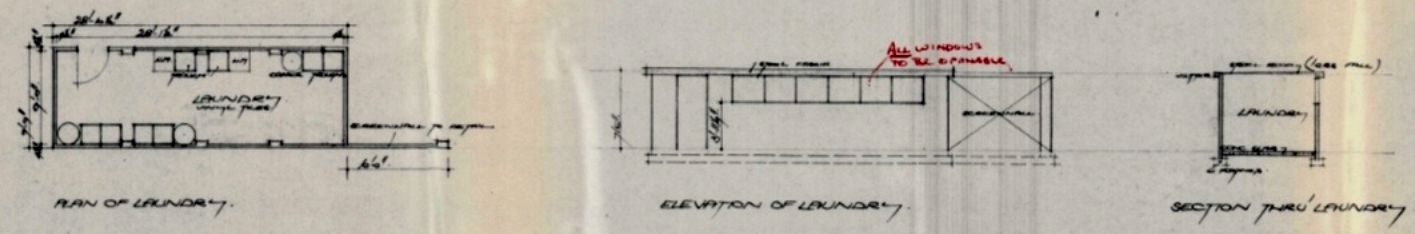


SOUTH ELEVATION



SECTION A-A

This plan must be strictly adhered to and any departure from this plan will be considered a violation of the plan.



Unit 9 floor plan

TYPICAL FLOOR PLAN (THREE STOREY'S)

William Street

This plan must be signed, sealed and approved by the City Engineer and the City Council before it can be used for the purpose of the building. It is not to be used for any other purpose without the written consent of the City Engineer.

KRAVITZ AND WILSON ARCHITECTS	
100 ST. GEORGE'S TERRACE, MONTREAL, QUEBEC	
Job Title: <i>Architectural</i>	Client: <i>City of Vincent</i>
Project: <i>Unit 9 floor plan</i>	Drawn by: <i>[Signature]</i>
Checked by: <i>[Signature]</i>	Date: <i>20.1.09</i>

