



MANAGEMENT PLAN

SHORT TERM ACCOMMODATION

106 SCHOOL LANE BUDGEE BUDGEE NSW

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This management plan is to be reviewed and updated annually.

Record of Review of Management Plan

Version	Description	Review Date
V2.0	Version 2	Decemeber 12, 2004

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1 Introduction

This Short-Term Accommodation Management Plan seeks to manage the amenity of 106 School Lane Budgee Budgee NSW and conform with all relevant Mid-Western Regional Council planning and NSW rental accommodation requirements.

This Management Plan establishes an acceptable standard of behavior for guest and visitors to seek to minimize any adverse impact on the owner, neighbors, residents, and locality of Budgee Budgee NSW.

It is envisaged that guests will be able to book a stay at this address via established supporting organizations such as local rental management company Bliss Stays, located in Mudgee.

Management of the short term accommodation is to fully comply with the following.

Fair Trading Amendment (Short-term Rental Accommodation) Act 2018

Better Regulation Legislation Amendment Act 2019

Fair Trading Regulation 2019 Part 2A Short-term rental accommodation industry code of conduct

Code of Conduct for the Short-term Rental Accommodation Industry

Bookings are for a maximum of 4 persons per 2-bedroom apartment. Total of 4 x 2-bedroom serviced apartments on site. Total of 16 persons on site.

2 Check In

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

- No parties or events, you will be evicted immediately without refund, and if necessary, we will press further charges with police.
- Adult guests who book must give ID, pay a refundable security deposit of \$500, and sign a rental agreement on our secure online management portal. Guests are not allowed to stay and will not receive check in details until we have received these details.
- Quiet house after 10.00pm
- Check in time is 2.00pm – 8.30pm daily.
- Guests are provided with check in instructions, and a code for the entry gate and a separate lock box to gain entry into each individual apartment. Guests are to check in by 9.00pm.
- Check ins are not permitted between 9.00pm and 7.00 am.

3 Access To The Property

Guests receive their check in details via our online portal. All pre-checkin components must be completed before details are sent. (Copy of ID, copy of credit card used to book, signed rental agreement including agreement to abide by the Code of Conduct – see

Appendix A – Code of Conduct.

Guests are issued with an access code to access the main entry gate

On arrival at individual apartment a secure lock box is provided with key pin entry. Keys for each individual unit will be provided in each lock box.

4 Check Out

Check out time is between 8.00 am and 10.00 am on the day of departure unless other arrangements have been made with the Manager.

5 Managers Details

Contact details for the Manager of the site are as follows:

Name: Bliss Stays Mudgee

Phone Number: 0435 352 850

Email Address: hello@blissstays.com.au

Job Description: Property management of site, individual units, bookings, maintenance, cleaning, client management, complaints and disputes, gardening.

Note: Managers details to be confirmed/updated prior to occupation certificate and commencement of operations

6 Use Of Premises

The property will be rented as a complex of 4 apartments comprising 4 x 2 bedroom apartments

Each 2 Bedroom apartment to cater for a maximum of 4 persons.

All guests' vehicles can be parked within the property in designated parking bays. Each apartment has a designated parking area adjacent to the apartment. There are 3 x designated visitors carparks assigned on the main driveway. Guest's vehicles are not to be parked outside of the designated parking areas. Guests are not to park on the main access driveway. Guests are not to park on the School Lane Road or verge.

Guests should be mindful of the proximity to neighbors when using the outdoor spaces and keep noise to an acceptable level and ensure no impact upon the amenity of neighbors.

Premises are available for a minimum stay of two (2) nights and a maximum of 90 days.

Properties are serviced on each and every check out, or on a weekly basis in addition to cleaning prior to check in.

A full maintenance team including dedicated gardener, cleaner, electrician, and plumber are part of the team. These team members will be directed by the Apartment manager as required to undertake all works on site.

Only one booking is accepted at any one time. Whilst the property contains a number of apartments individual rooms shall not be leased, or sub leased separately. Names of all guests staying at the

property is to be provided to the Manager at the time of booking. The Manager is to be made aware of any changes to the booking in terms of the number of guests being accommodated. This accommodation is suited to couples and small groups.

Each property is monitored by Minut 24hrs a day. Minut monitors noise, temperature, number of persons at the property, motion, and humidity. Any non-compliance by the guest is sent as an alert to the manager within ten (10) minutes. The manager will investigate immediately and take appropriate action. If non-compliance continues, eviction will immediately follow.

Property Is a non smoking property. Relevant signage to be provided and also outlined in booking agreements.

No fire pits provided to reduce risk of bushfire and grass fires. Additionally, to reduce smoke impact on surrounding properties.

7 On-Site Register

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

- The full names and usual place of residence of all occupants
- The date of arrival and departure of the occupants

8 Monitoring Guest Behaviour

24x7 CCTV is installed to monitor all communal areas, entrances to site, including the security gates and pathways outside of the complex. These cameras are monitored by the Property Managers and provide recorded footage of all persons on site.

Separately, all apartments are fitted with a device that monitors the following:

- Noise Monitoring
- Occupancy Monitoring
- Motion Detection
- Device Tamper Detection
- Broken Glass

- Temperature & Humidity

The monitoring device will alert the property manager to any unusual disturbance. The Property Manager will then follow a management procedure to resolve any disturbance with the guest directly. Full details of the monitoring devices and management procedure are included in Appendix C - Monitoring

9 Complaints Management

Complaints will be managed by the dedicated Manager.

If neighbours believe that residents are not being respectful of the Code of Conduct, they are to contact the Manager. The Manager's contact details are as stated above.

If neighbours are having any issues with the operation of the property, such as the location and/or orientation of lighting, vegetation on site or any other general issues they are encouraged to contact the Manager to further discuss such issues.

A Register of Complaints (see Appendix B – Complaints Register) will be maintained by the owner and available for inspection by an authorised Council Officer. The complaints register is to 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.

Neighbours are to be provided with the following regarding the short stay accommodation at 106 School Lane Budgee Budgee.

1. A copy of the Code of Conduct
2. A copy of the complains management procedure;
3. Contact details which allows neighbours to engage with the Manager in the event of antisocial behaviour, particularly after hours, if not addressed directly with the guests.

Neighbours are encouraged to contact the police if they have concerns that any illegal activity at 106 School Lane, Budgee Budgee.

Complaints can be divided into 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.
2. The Manager will contact the guests to advise the nature of the complaint and remind the guests of their obligations under the Code of Conduct and/or explain the nature of the concern raised;
3. If the issue is not resolved and a further complaint is received within 12 hours, the Manager or an appointed security firm is to attend the site;

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

Level 2 Complaint (major noise disturbance or party)

Guests are encouraged to enjoy their time on the property but as outlined in the Code of Conduct, parties are not permitted and noise should be minimised after 10pm 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 thirty minutes of the complaint to verify if this is a major noise disturbance or party;
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.

10 Maintenance

Maintenance refers to both building maintenance and care of the gardens. Maintenance will be managed by Bliss Stays Property management. 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.

11 Guest Guide Portal

A guide is available for guests that provides the following information:

- Manager and contact details.
- Code of Conduct.
- Wi-Fi Device name password.
- Key lockbox code.
- TV information.
- Air Conditioner operation.
- Location of the first aid kit.
- Hot water systems operation.
- Rubbish bin location and procedure for collection of rubbish bins.
- Check in time.
- Check out time.
- Local restaurant and shopping.
- Local parks and recreation services.
- Other major attractions.
- All local events and attractions to support local community and businesses.
- Important contact numbers.

In response to the COVID-19 pandemic the guest guide is now provided in a digital format, which also ensures that it remains current and can be accessed by guests while they are in the property, or out and about the Mudgee township. A summary of the information provided is included in Appendix D - Guest Guide

12 Manager's Guide & Responsibilities

A guide shall be prepared for the Manager and kept in a folder by the Manager, documenting tasks and processes for the following:

- General hosting (Including liaisons with clients, providers and Local Government);
- Cleaning information between occupants;
- Procedure for bin collection;
- Laundry requirements;
- Garden preventative maintenance; and
- Building preventative maintenance

The Manager shall maintain:

- A Register of Complaints as referred to in Section 10 ;
- A register of all occupants referred to in Section 8;

13 Appendix A – Code of Conduct

CODE OF CONDUCT FOR GUESTS AND VISITORS

The Code of Conduct is provided to guests upon confirmation of the booking and will be 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 full view at 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:

- Treat this is as your own home.
- Respect your neighbours.
- Leave it in the appropriate condition as it was upon occupation.

General Requirements

- Guests and visitors 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.

Noise and Residential Amenity

- 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 10pm and 7am Monday to Saturday and 10pm -9am on Sunday and Public Holidays, during arrival, during departure, and at any time throughout the occupancy.
- 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 deposit or bond under the terms and conditions.
- Guests and visitors must not engage in any anti-social behaviour and must minimise their impact upon the residential amenity of the neighbours and the local community.

Visitors

- No visitors or guests other than those who are booked to stay at the property can stay in the property without first obtaining the Manager's approval.
- If the Manager's approval is obtained for visitors, guests are responsible for ensuring that visitors comply with this Code of Conduct.

Gathering or Functions

- This property is not a "party house" and any such activities are strictly prohibited.
- The property is not to be used for events, gatherings, parties, functions or similar activities.
- The property is monitored by an onsite sensor for noise, temperature, and number of guests. Any breach of protocol is sent to the manager as an alert. All breaches will result in instant eviction without refunds to the guests (also listed in 'house rules' and signed rental agreement).

Parking

- Guests and visitors are to comply with parking regulations and other requirements set out below and show consideration to neighbours and other vehicles.
- Parking is available on the property.
- Guests are not to park on the verge outside the property.

Garbage and Recycling

- Rubbish, food waste 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.
- Rubbish, food waste, and recycling arrangements at the property are in the form of designated skip bins for general, recycling waste and food waste. These bins are to be monitored by the manager and taken by private contractor when full to be emptied.
- Rubbish is collected by private contractor when direct by site manager
- Bins to be located away from boundaries and neighbors.
- The Manager or cleaner as direct by the manager is to check waste levels daily and advise of levels and if any collection is required.
- Each apartment is to be provided with individual recycling and general waste bins to be stored inside of the kitchen areas. Occupants and cleaners to take this waste as required to the designated skip bin.
- All skip bins to be secure and non-accessible to wildlife.

Security

- Whenever you are absent from a property, close and lock all windows and doors to maintain security and prevent rain and water damage.
- At all other times, secure doors, and windows, as required.
- The mains electricity RCD's (Residual Current Devices) are located on individual sub electrical distribution boards

Outdoor Areas

- Guests are to respect the privacy of neighbours when utilising outdoor areas.
- Guests are to also minimise noise when in the outdoor areas.
- Smoking is not permitted within the residence.

Pets

- Pets are only permitted by permission of the Manager.

Motorbikes and Bicycles

- Motorbikes and bicycles are permitted with permission of the site manager. Motorbikes are only to be used for access to the property and apartment only. Bicycles are only to be used for access to the property and apartments. Motorbikes and bicycles are not to be used across the site for recreation.

BBQ

- Where BBQ's are provided, ensure that all controls are turned off when not in use.
- The BBQ is to be cleaned after each use.
- Site manager and or cleaner to check bbqs and end of each occupancy for maintenance, gas levels and cleaning.

Damages and Breakages

- Damages and breakages must be reported to the Manager.

Compliance

- Breach of this Code of Conduct is a breach of: The Terms and Conditions of Contract; and permission for occupancy of the property.
- The owner and Manager reserve the right, in accordance with the law, to terminate the 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

14 Appendix B – Complaints Register

COMPLAINTS REGISTER
 SHORT TERM ACCOMMODATION

Date and time of complaint	Name and address of complainant	Nature of the complaint	Investigations carried out	Actions taken	Date and summary of Response to complainant

15 Appendix C - Monitoring Guest Behaviour

Security Cameras

24x7 CCTV is installed to monitor all communal areas, entrances to apartments, including the security gates and pathways outside of the complex. These cameras are monitored by the Property Managers and provide recorded footage of all persons on site.

Noise Monitoring Devices

Separately, noise monitoring devices are installed in every short stay apartment at 106 School Lane Budgee Budgee NSW. Not only used to prevent noise, damage, parties and break ins, but to ensure the safety and 5-Star guest experience for all our guests in residence.

Monitoring devices are located in the kitchen / lounge area which is where most noise within the apartments occurs. An example of the location on the 2 bedroom floorplan is provided below.

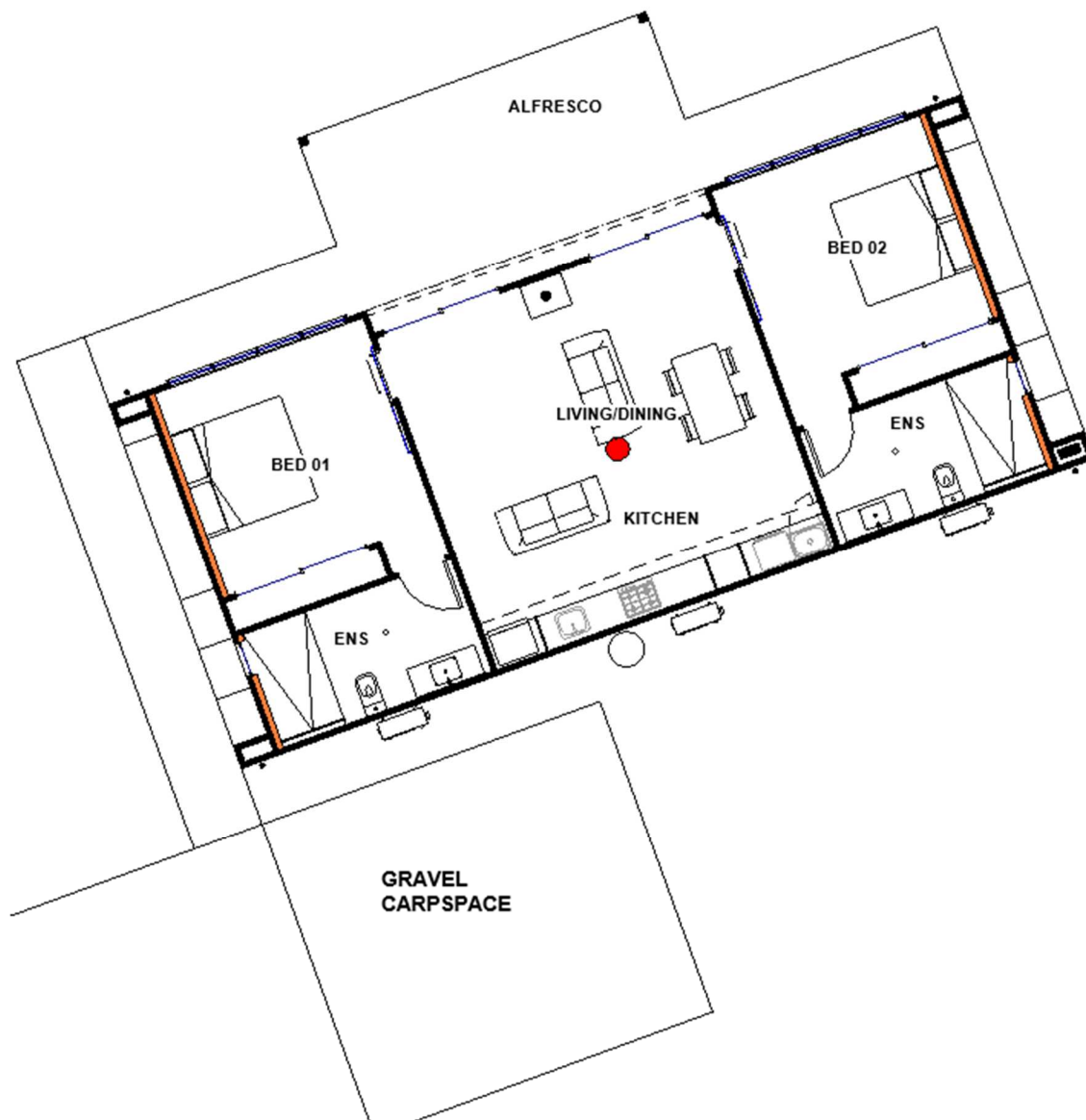


Figure 1 Location of Monitoring Device 2 bedroom apartment.
(red dot)

An example of the monitoring application dashboard is provided below.

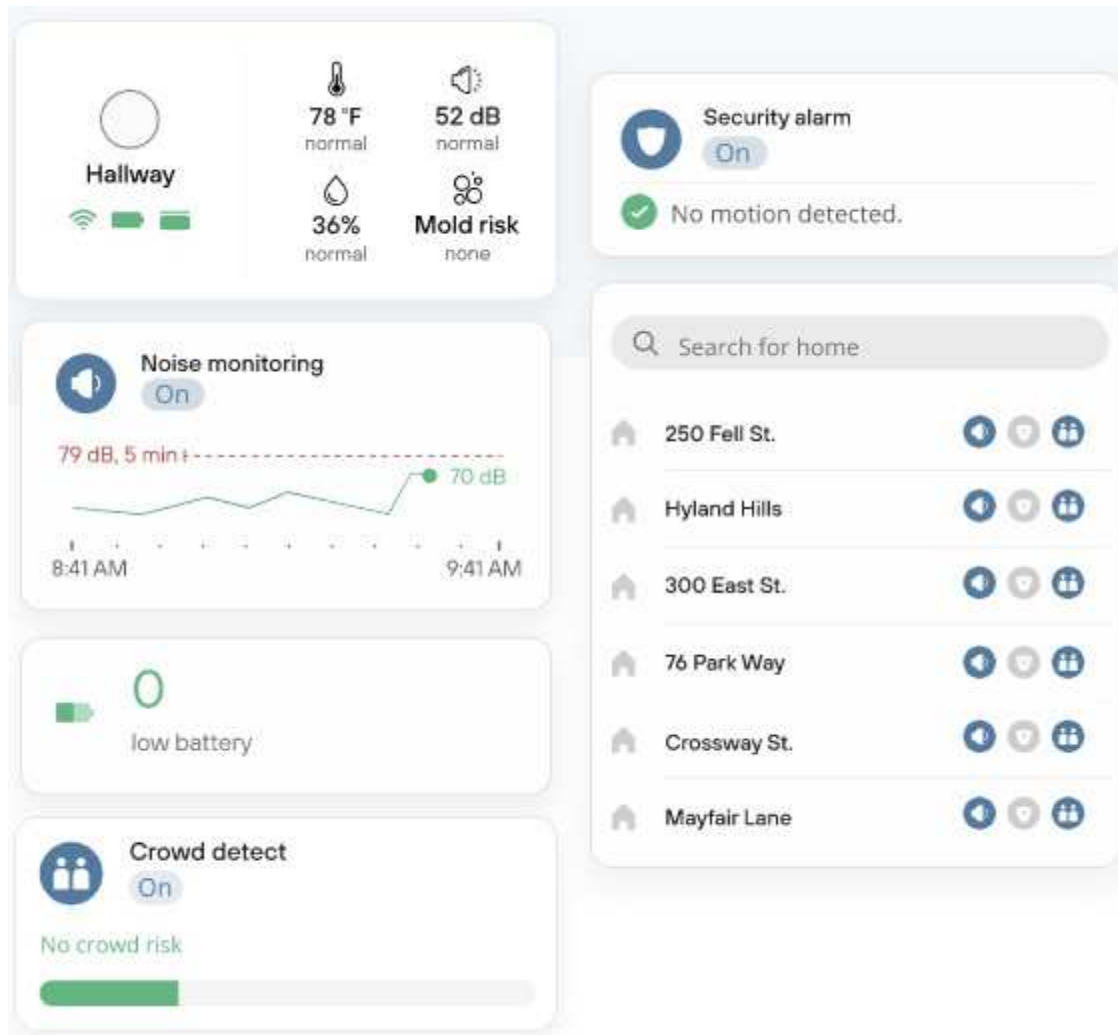


Figure 2 Monitoring Device - Dashboard

The monitoring devices include the following specifications:

- Integrates with our PMS system to enable capabilities of automatic messages to guests.
- **Noise Monitoring:** Measures noise in decibels. Each sensor is set to alert the Manager via text if there has been noise over 85 decibels for a continued period of 10 minutes. At this stage a process (detailed below) is in place to manage guests).
- **Occupancy Monitoring:** Tracks number persons at the apartment by how many devices are logged into the Wi-Fi.
- **Motion Detection:** Detects any motion within the apartment, and whether there is a lot or little motion.
- **Tamper Detection:** Instantly notifies Manager via text if the monitoring device is removed from its' ceiling mounting plate. Manager then calls the guest immediately and advises to replace and not touch the device, and that breach results in eviction without refunds.
- Instantly notifies Manager via text if the monitoring device is touched. Manager makes a call to the guest to advise not to touch the device, and that breach results in eviction without refunds.

- All breaches are dealt with immediately with instant results as a prevention strategy to loud gatherings or parties. It is the Manager's role to ensure noise control and prevent damage to property.
- Alarm – if an alarm goes off within the apartment, the Manager is immediately alerted via text.
- Security Alarm – can be turned on to protects the apartment from break ins during no occupancy.
- Broken Glass – if glass is broken or window smashed, the Manager is immediately alerted via text.
- Tracks Temperature & Humidity always shows the temperature and humidity inside the apartment.

Management process for alerts is as follows:

1. Noise over 85db recorded continuously for 10 minutes generates a message to the Manager:
2. Guest automatically sent a message from the monitoring system asking them to turn down the noise.
3. The manager then monitors noise and other factors to determine next steps.
4. If noise continues for 10 minutes a call is made from the manager to the guest inform them that eviction will occur if they continue to make noise
5. If noise stops no further action is taken.
6. If noise continues the guest is evicted from the property.

An example of how the monitoring device process works at 106 School Lane Budgee Budgee,



Figure 3 Monitoring Device - Manager Alert

<Operator> Hi John, I'm calling on behalf of Seaside Rentals. We received a notice that it's been loud for 20 minutes in the property you're staying at. Is everything alright?

<Guest> Hey there, yeah we're having some friends over for dinner.

<Operator> We'd like to remind you that noise should be kept at a minimum after 10 pm and that no parties are allowed in the property.

<Guest> Oh ok, thanks for letting us know. We didn't realise we were that loud and will keep it down from now.

<Operator> Thank you for your help John. Enjoy the rest of your stay.

Figure 4 Monitoring Device - Guest Communication

16 Appendix D - Guest Guide Portal

A Guest guide is available for guests once they have made a booking to stay at the property. In response to the COVID-19 pandemic the guest guide is now provided in a digital format, which also ensures that it remains current and can be accessed by guests, and can be translated into 20 different languages, while they are in the property, or out and about the Mudgee township.

The Guest Guide Portal also provides the guest with direct access to the property manager if they have any questions regarding their stay.

A summary of the Guest Guide Portal outlined below:

PROPERTY DETAILS

ABOUT THE AREA AND MUDGEE

LOCAL BUSINESSES & WINERIES

LOCAL ATTRACTIONS AND ACTIVITIES

LOCAL FOOD OPTIONS AND DINING

TRANSPORT OPTIONS

HOUSE POLICIES AND GUIDELINES.

17 Appendix E – Rubbish System

The document below is installed in each apartment for the purpose of educating residents on the rubbish system.

HOW TO USE THE BINS

Did it live and grow?

YES = Use the small kitchen bin.
 Deposit full bags into **GREEN LID BIN**
(bread, dairy, fruit, veg, meat, bones, seafood, leaves, paper towel, serviette, tissues)

NO = Can it be recycled?
 Yes – use **YELLOW LID BIN**
(Cardboard, tins, plastic bottles, glass)

All other waste = **RED LID BIN**
(general rubbish, nappies, wipes, non-recyclables, plastics, plastic bags)

The kitchen bin is in the kitchen cupboard under the sink.
 All bins are on the opposite side of the complex, at the front, near the pedestrian gate.

Figure 5 FOGO Rubbish System