

Shire of Esperance Short Stay Accommodation Property Management Plan



PROPERTY DETAILS

Name					
Lot Number		Street Number		Street Name	
Locality					

PROPERTY MANAGER DETAILS

Name				
Address				
Email		Phone		
SIGNATURE		Date		

ROLES AND RESPONSIBILITIES OF PROPERTY MANAGERS

The nominated Property Manager agrees to;

- Ensure that all guests and visitors to a Property under their Management comply with this Code of Conduct;
- Have day-to-day management of the Short Stay Accommodation;
- Respond to complaints within a two hour timeframe pertaining to guest behavior made before 1am or respond within a reasonable timeframe, but within 24 hours, in relation to all other complaints;
- Ensure the Property Manager contact details are updated with the Shire of Esperance at the time of any change/s;
- Cooperate with other stakeholders including industry associations, tourism bodies, local councils and other government authorities to enhance the image, standards and contribution of Short Stay Accommodation to the economy;
- Supply, readily visible in the home
 - the Code of Conduct
 - the Property Management Plan
 - the Fire and Emergency Plan (including the Fire Evacuation Route)
 - a list of Emergency and After Hours contacts
- Liaise with guests for the occupancy and vacation of the premises;
- Ensure the correct maximum number of guests are staying overnight in accordance with Development Approval conditions;
- Maintain a register of all people who utilise the premises, available for inspection by the Shire of Esperance upon request;
- Ensure the premises are clean and maintained to a high standard;
- Ensure bed linen is clean and replaced upon guest vacation; and
- Ensure rubbish and recycling bins are put out and collected as required.

Should the property not have access to Shire waste collection services, please provide details of how waste shall be disposed of:

Short Stay Accommodation

CODE OF CONDUCT

Property address:

This Code of Conduct has been developed to provide a self-regulatory approach to the management of Short Stay Accommodation in Esperance and aims to;

1. establish acceptable standards of behavior for Short Stay Accommodation Guests and Visitors to minimize any adverse social or environmental impacts;
2. assist Owners and Managers of Short Stay Accommodation to meet the needs of all stakeholders including guests, neighbours, local communities, local councils and government authorities
3. inform the community of the standards of conduct expected from Short Stay Accommodation owners, managers, guests and visitors so as to effectively minimize amenity impacts.

The following Code of Conduct governs tenant behaviour and use of the property. The tenant agrees to follow the guidelines below, for themselves and for any visitors they allow at the property.

TENANT	<ul style="list-style-type: none"> • A responsible adult (over 18 years of age) shall be on site at all times when children are present. • No unauthorised people are permitted to stay overnight.
NOISE AND NUISANCE	<ul style="list-style-type: none"> • The tenants agree not to cause or permit nuisance at the property. This includes excessive noise, disruptive or anti-social behaviour. • Noise should cease after 9pm Sunday to Thursday and after 10pm Friday and Saturday
VEHICLE PARKING	<ul style="list-style-type: none"> • The tenants agree to use the parking spaces provided and not to park on lawn or garden areas on the property, on the street verge, or street outside the property. • Tenants and guests agree not to park any additional vehicles on the property in excess of the parking spaces provided.
SHIRE REGULATIONS	<ul style="list-style-type: none"> • The tenants agree to comply with all Shire regulations, including noise and fire limitations.
PREMISE CONDITION AND CLEANLINESS	<ul style="list-style-type: none"> • The tenants agree to leave the premise in a clean and tidy condition upon vacating, with all fittings and chattels in their original condition and position at the beginning of stay. • Tenants are to advise the Property Manager of any damage or disrepair within 24 hours of this occurring. • Any damage repairs or excessive cleaning that is attributable to the tenants will be paid for by the tenants.
FIRES	<ul style="list-style-type: none"> • The tenants agree not to allow any candles, open fires or similar to burn unsupervised within the premises. • No open fires are permitted outside at any time. • Barbeque facilities may be provided and used in a safe manner.
RUBBISH DISPOSAL	<ul style="list-style-type: none"> • Tenants agree to contain all their rubbish in the bins provided. • Tenants are responsible for putting out and collecting bins where their stay coincides with collection days. • Waste collection day is:
KEYS	<ul style="list-style-type: none"> • At the end of the agreed tenancy, tenants agree to lock the premise, close all windows and return the keys to the Property Manager. • Any lost or damaged keys will be replaced at the tenant's expense.
TERMINATION OF ACCOMMODATION	<ul style="list-style-type: none"> • 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 may be terminated with 2 hours' notice at the Property Manager's discretion. • No refunds will be made



Short Stay Accommodation

FIRE AND EMERGENCY PLAN

Property address:

EMERGENCY CONTACT DETAILS

FOR EMERGENCIES DIAL 000

Property Manager	
Esperance Police	9079 8999
Esperance Hospital	9079 8000
Shire of Esperance	9071 0666

EMERGENCY INFORMATION

In the event of a fire or emergency, evacuation information may be broadcast or available from the following sources:

ABC Radio: 837AM

DFES: www.dfes.wa.gov.au

132 500 - SES emergency assistance

13 DFES (13 33 37) for emergency information

Shire of Esperance: www.esperance.wa.gov.au



Short Stay Accommodation

FIRE EVACUATION ROUTE

Property address:

Attach map of the locality clearly showing the nearest Emergency Evacuation Point for the property and the primary route for evacuating the area – noting that this route must lead to a **main arterial road**.

Short Stay Accommodation

FLOOR PLAN OF PREMISES

Property address:

Attach floor plan of the dwelling showing the following:

- Hardwired smoke alarms (required in all bedrooms and passageways)
- Fire blanket (in kitchen)
- Exit lighting in the paths of exit
- Fire extinguishers
- External taps/garden hose locations
- 'You Are Here' symbol.