

**HOLIDAY HOME
PROPERTY MANAGEMENT PLAN
FOR**

_____ (trading name)

_____ (address)



PROPERTY ADDRESS:

TRADING NAME:

DUTIES OF PROPERTY MANAGER:

Name: _____ Phone: _____

Address: _____

Email: _____

Booking platform/ agency: _____

The property manager is responsible for day to day management of the holiday home, including:

Responding to Complaints

- Receiving and responding to complaints from guests, neighbours or other members of the public to the satisfaction of the Shire of Denmark.
- Complaints made about guest behaviour before 1am are to be responded to within a 2 hour period, including attendance at the property where necessary. All other complaints are to be responded to within a reasonable timeframe and generally within 24 hours.
- Maintaining a register of public complaints (including date, nature of complaint, contact details, action taken) and providing this to the Shire upon request.

Property Maintenance

- Ensuring that the property is maintained in accordance with the Shire's Fire Management Notice and any applicable Bushfire Management Plan.
- Ensuring the premises is cleaned and bed linen is replaced upon tenant vacation.
- Ensuring the property and grounds are maintained in good condition.
- Providing dedicated rubbish and recycling collection bins and ensuring correct disposal.

Managing Guests

- Ensure that guest stays are in accordance with local government approval conditions, including the maximum number of guests permitted on the premises and fire restrictions.
- Providing all guests with a copy of the Guest Code of Conduct upon (or prior to) arrival at the property and displaying a copy of the Fire & Emergency Evacuation Plan at the property.

Shire Liaison

- Maintaining up to date approval and registration of the holiday home with the Shire.
- Informing the Shire prior to any changes to trading name or management.
- Maintaining a register of all guests who stay at the premises and providing this to the Shire if requested.

Rubbish/ recycling collection arrangements

Shire Service

Commercial Service

By Manager

Collection day: _____

PROPERTY ADDRESS:

TRADING NAME:

GUEST CODE OF CONDUCT:

The following code of conduct forms part of the agreed terms of stay at this property.

- **NUMBER OF GUESTS:** All guests staying overnight on the property are required to be included in the guests booking. No additional guests may stay at the property without prior approval of the property manager.
- **RESPONSIBLE ADULT:** When on the property any children and pets must be under the supervision of a responsible adult guest (over 18 years of age).
- **PETS:** Any pets permitted on the property must be kept in an enclosure or on a lead at all times.
- **GUEST PARKING:** Parking of vehicles is permitted in designated sites/areas on the property (see site plan) and is not permitted on the verge or street outside of the property.
- **NEIGHBOURS:** Please respect neighbours and other residents – noise, offensive language, loud music, excessive alcohol consumption and other anti-social or disruptive behaviour is not permitted. Guests are required to keep noise to a minimum before 6am and after 9pm.
- **PREMISE CONDITION AND CLEANLINESS:** The premises is to be left in a clean and tidy condition, with all fittings and chattels in their original condition and position at the beginning of stay. Guests 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 guests stay will be paid for by the guests.
- **RUBBISH & RECYCLING:** Guests are to contain all rubbish and recycling in the bins provided. Please contact the property manager or visit www.denmark.wa.gov.au for recycling information.
- **NO OPEN FIRES:** No open fires or solid fuel barbeques (e.g. wood, charcoal or heat beads) are permitted on the property at any time. Contained gas or electric barbeque facilities may be used outside provided this occurs in a safe manner, no flammable material is located within 5 metres, an immediate and continuous supply of water is available nearby (e.g. garden hose), no hot material is permitted to escape the area, and a responsible adult attends all times.
- **KEYS:** At the end of the agreed tenancy, guests 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 guest's expense.

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.



PROPERTY ADDRESS:

TRADING NAME:

EMERGENCY EVACUATION PROCEDURES:

FOR ALL EMERGENCIES CALL 000

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

ABC Radio: 630AM or 558AM

emergency.wa.gov.au or download the Emergency+ App

13 DFES (13 33 37) for emergency information

- Before arriving at the property please make sure you have provided up to date contact details to enable the property manager to contact you.
- An evacuation plan for the property via the nearest main arterial road is attached.
- In the event of an emergency please follow the direction of the property manager and local emergency service representatives.
- If any safety risk or concern is identified please contact the property manager.
- *No open fires are permitted on the property at any time.*

See the attached Site Plan for the location of fire extinguishers, fire blankets and water sources.

Property Manager:

Name: _____ Phone: _____

Other contacts:

Denmark Police: 9848 0500

SES emergency assistance: 132 500

Health Direct: 1800 022 222

Denmark Hospital: 9848 0600

National Relay Service: 1800 555 660

Shire of Denmark: 9848 0300



PROPERTY ADDRESS:

TRADING NAME:

HOUSE FLOOR PLAN:

See checklist for details to be included

PROPERTY ADDRESS:

TRADING NAME:

SITE PLAN:

See checklist for details to be included

PROPERTY ADDRESS:

TRADING NAME:

EMERGENCY EVACUATION PLAN (LOCALITY):

Locality plan showing route of evacuation from property to nearest main road (eg. South Coast Hwy)