

# HOLIDAY HOME - PROPERTY MANAGEMENT PLAN

PROPERTY ADDRESS: \_\_\_\_\_

TRADING NAME OF HOLIDAY HOME: \_\_\_\_\_

Please note: If the Trading Name of the Holiday Home changes at any time, the Shire of Denmark must be informed in writing of the changes.

## PROPERTY MANAGER DETAILS:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Email: \_\_\_\_\_

## The nominated Property Manager will:

- *Have day-to-day management of the holiday home;*
- *Specifically respond to complaints pertaining to guest behaviour made before 1am, within a two hour timeframe;*
- *In relation to any other complaints, respond within a reasonable timeframe but within 24 hours.*
- *Maintain a Register of all complaints including the Date, Nature of Complaint and Action taken, in relation to the complaints received by the public. Note: this register is required to be submitted at the time of renewal of the Holiday Home registration.*

Please note: If complaints are received from the public, the Shire encourages the complainant to also register their concerns with the Shire of Denmark.

## DETAILS OF RESERVATIONS ARRANGEMENTS (please tick all applicable):

Internet (please specify)  \_\_\_\_\_

Denmark Visitor Centre  Property Manager

Other (please specify)  \_\_\_\_\_

## DUTIES OF PROPERTY MANAGER

- *Supply, readily visible in the kitchen or living area of the home, the Code of Conduct, the Property Management Plan and the Fire and Emergency Plan (including the Fire Evacuation Route);*
- *Liaise with tenants for the occupancy and vacation of the premises;*
- *Ensure the correct maximum number of people are staying overnight in accordance with planning approval conditions;*
- *Ensure the premises are registered with the Shire of Denmark as a Holiday Home provider;*
- *Ensure guests are aware of the Code of Conduct;*
- *Ensure guests are aware of the Fire and Emergency Plan;*
- *Maintain a register of all people who utilise the premises, available for inspection by the Shire of Denmark upon request;*
- *Ensure the premises are clean and maintained to a high standard;*

- *Ensure bed linen is clean and replaced upon tenant vacation; and*
- *Monitor and inform the Landowner of fuel loads and general ongoing compliance, as per the Shire of Denmark Fire Management Notice, throughout the year. Go to <https://www.denmark.wa.gov.au/residents/bush-fire-and-emergency-management/fire-management-notice.aspx> .*
- *Ensure rubbish and recycling bins are put out and collected as required.*
- *Ensure that dedicated rubbish recycling facilities are provided and that adequate information on recycling and signage is provided to all tenants.*

**NOTE:** *Should the property not have access to Council waste collection services, please provide details of how waste shall be disposed of, including proposed arrangements for collection and disposal of recycling. The Shire encourages the use of composting bins where appropriately managed.”*

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# HOLIDAY HOME - CODE OF CONDUCT

**PROPERTY ADDRESS:** \_\_\_\_\_

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

**TENANTS:** 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:** The tenants agree not to cause or permit nuisance at the property. This includes excessive noise, disruptive or anti-social behaviour. Noise should generally cease after 9pm Sunday through Thursday and 10pm Friday and Saturday.

**VEHICLE PARKING:** The tenants agree to use the parking spaces provided and not to park on lawn or garden areas on the property, or on the street verge or street itself outside the property. The guests agree not to park any additional vehicles on the property in excess of the parking spaces provided.

**SHIRE REGULATIONS:** The tenants agree to all Shire regulations, including noise and fire limitations.

**PREMISE CONDITION AND CLEANLINESS:** 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 stay will be paid for by the tenants.

**FIRES:** The tenants agree not to allow any candles, open fires, flames or similar burn unsupervised within the dwelling.

**NO OPEN FIRES:** No open fires or solid fuel barbeques (eg. wood, charcoal or heatbeads) are permitted at any time outside the dwelling. Contained gas or electric barbeque facilities may be provided and used in a safe manner provided no flammable material is located within 5 metres of the barbeque, an immediate and continuous supply of water is available nearby (eg. a garden hose), it remains attended by a responsible adult at all times and no hot material is permitted to escape the area.

**RUBBISH DISPOSAL:** The guests agree to contain all their rubbish and recycling in the dedicated bins as labelled and provided by the Property Manager. The Property Manager is responsible for the putting out and collection of the bins where their stay coincides with collection days (where Council waste collection services are provided).

*Your collection day is:* \_\_\_\_\_

**KEYS:** 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:** 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.

# HOLIDAY HOME - FIRE AND EMERGENCY PLAN

PROPERTY ADDRESS: \_\_\_\_\_

## EMERGENCY CONTACT DETAILS

***FOR ALL EMERGENCIES DIAL 000***

Property Manager: \_\_\_\_\_

Denmark Police: 9848 0500

Shire of Denmark: 9848 0300

Denmark Hospital: 9848 0600

Health Direct: 1800 022 222

National Relay Service: 1800 555 660

## EMERGENCY INFORMATION

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

ABC Radio: 630AM or 558AM

EMERGENCY: [emergency.wa.gov.au](http://emergency.wa.gov.au) or download the Emergency+ App  
132 500 for SES emergency assistance  
13 DFES (13 33 37) for emergency information

Shire of Denmark: [www.denmark.wa.gov.au](http://www.denmark.wa.gov.au)

## HOLIDAY HOME - FIRE EVACUATION ROUTE

*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**.*

## HOLIDAY HOME – FLOOR PLAN OF PREMISES

*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.*