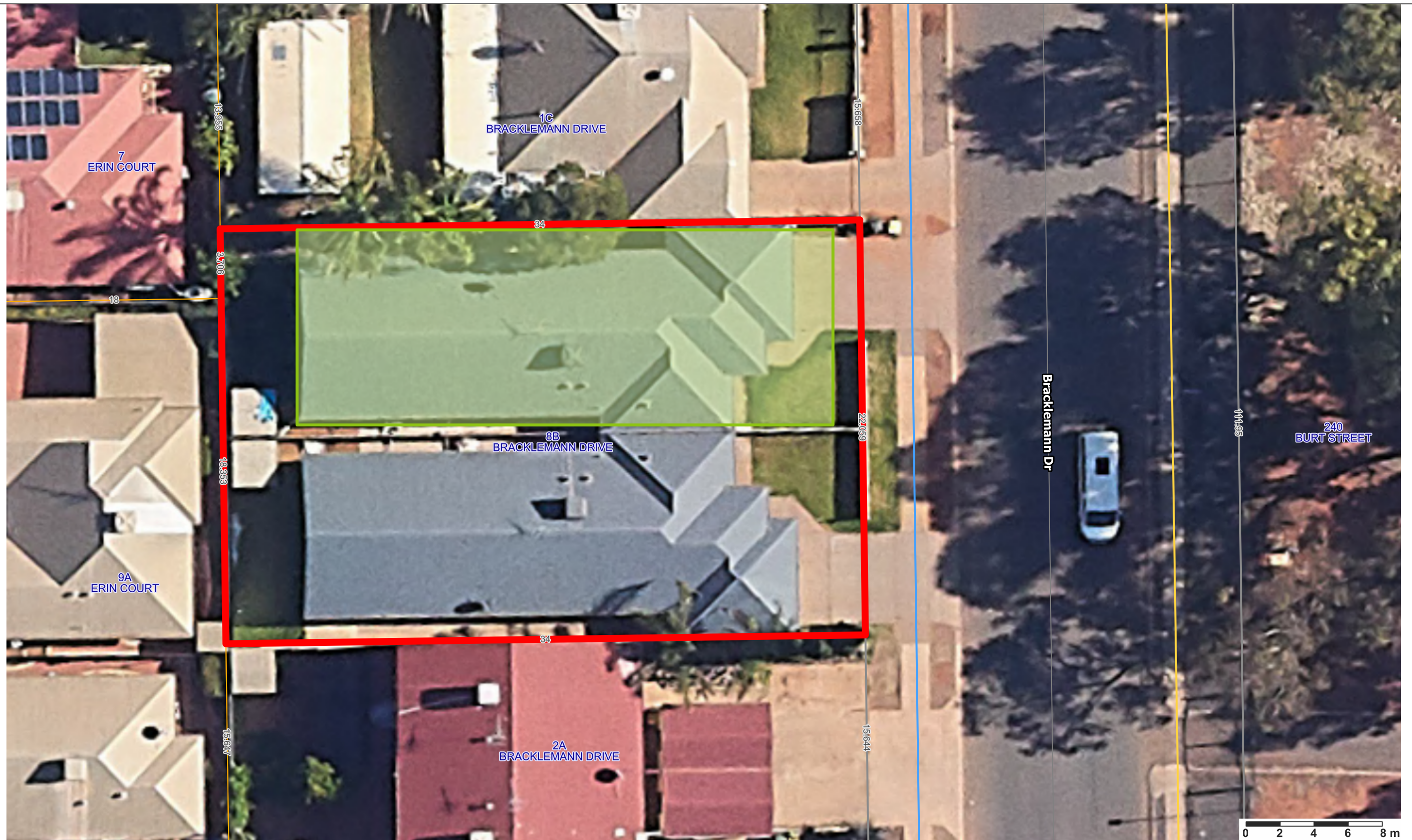




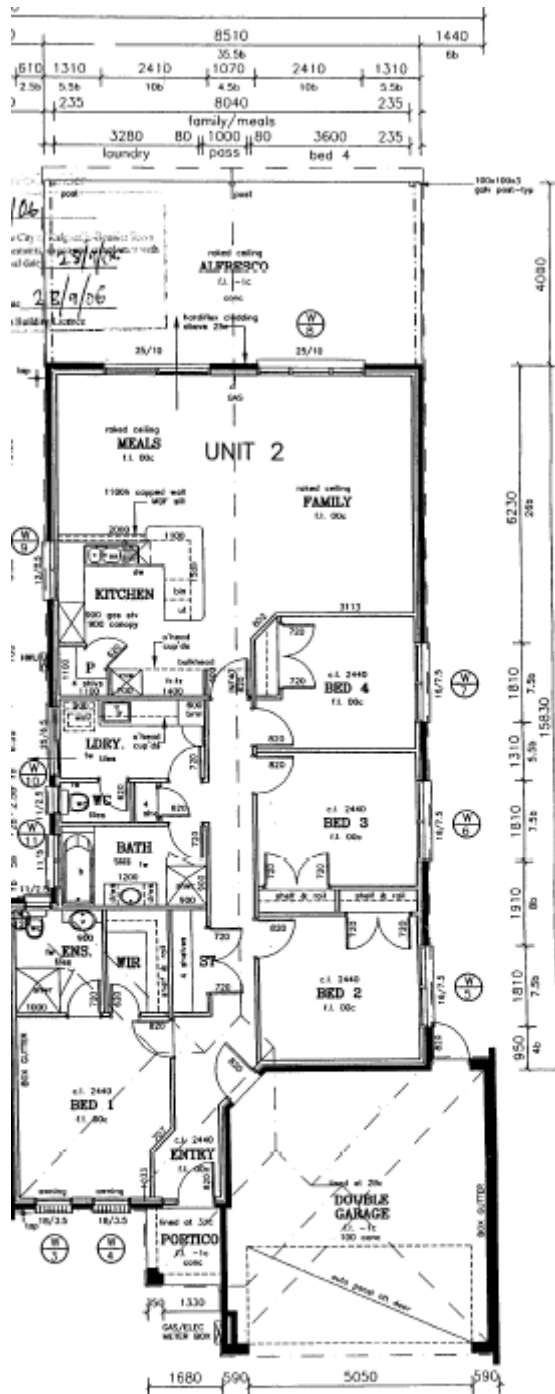
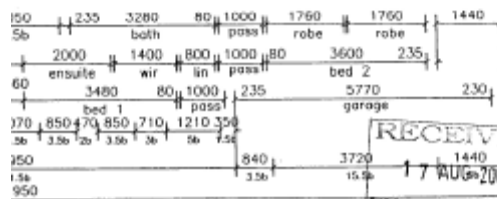
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*Site highlighted in green.

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OPERATIONAL MANAGEMENT PLAN

SHORT-TERM RENTAL – HOLIDAY ACCOMMODATION

Property: 8A Bracklemann Drive

Management Type: Self-Managed Holiday Accommodation

Owner/Host: Barbara Rezk

Primary Contact: [REDACTED]

OPERATIONAL MANAGEMENT PLAN

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Owner/Host: Barbara Rezk

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1. Purpose of the Operational Management Plan

This Operational Management Plan has been prepared to establish clear procedures for the operation and management of the short-term holiday accommodation at **8A Bracklemann Drive**.

The property will be operated as a professionally managed, self-managed short-term accommodation premises, with the primary objective of providing quality accommodation while minimising impacts on surrounding residents and maintaining the amenity of the neighbourhood.

The owner is committed to responsible guest management, appropriate supervision, prompt response to complaints and maintenance matters, and compliance with applicable local government requirements.

2. Management Arrangements

The property is self-managed by the owner, **Barbara Rezk**.

The owner is responsible for:

- Managing all guest bookings and communications.
- Providing guests with the property's House Rules and Code of Conduct.
- Confirming the number of registered guests before arrival.
- Monitoring compliance with occupancy, parking and noise requirements.
- Responding promptly to guest enquiries and complaints.
- Responding to neighbour concerns.
- Coordinating cleaning and property maintenance.
- Inspecting the property following guest departures.
- Managing emergencies and urgent incidents.
- Ensuring the property is maintained to an appropriate standard.
- Ensuring the accommodation operates in accordance with applicable Council requirements.

A secondary emergency contact is also available to assist when required.

Primary Contact:

Barbara Rezk

Phone: [REDACTED]

Secondary/Emergency Contact:

Kokouri Mcmillan

Phone: [REDACTED]

The secondary contact may assist with urgent property matters, guest issues, maintenance, emergency response and other operational matters when requested by the owner.

3. Maximum Number of Guests

The property has a strict maximum occupancy of:

- **Maximum adults:** 8
- **Maximum children:** Subject to the overall maximum occupancy
- **Total maximum guests:** 8

The maximum occupancy of **8 guests must not be exceeded at any time.**

The number of guests staying at the property must correspond with the number of registered guests included in the booking.

Only registered guests are permitted to stay at or use the property.

The property does not provide a cot, fold-out bed or sofa bed specifically for additional sleeping capacity. Guests must not bring additional sleeping arrangements that would result in the maximum occupancy being exceeded.

4. Guest Screening and Booking Controls

The property will be booked through an established short-term accommodation platform, including Airbnb.

The owner will take reasonable steps to ensure responsible guest selection and compliance with the property's House Rules.

Guests will be informed prior to arrival of:

- Maximum occupancy requirements.
- No-party and no-event requirements.
- Quiet hours.
- Parking restrictions.
- Smoking restrictions.
- Visitor restrictions.
- Waste and bin requirements.
- Property care requirements.
- Security and monitoring arrangements.

Guests who do not agree to comply with the House Rules will not be permitted to stay.

Where a guest breaches the House Rules, the owner may issue a warning, require the guest to remedy the breach immediately, or terminate the booking where the breach is serious or ongoing.

5. Code of Conduct for Guests

All guests are required to comply with the property's House Rules and Code of Conduct.

Guests must:

- Respect neighbours and the surrounding residential community.
- Keep noise to a reasonable level at all times.
- Observe quiet hours between **9:00 PM and 9:00 AM**.
- Not hold parties, events or functions.
- Not exceed the maximum occupancy of 8 guests.
- Not permit unauthorised visitors onto the property.
- Keep the property clean and tidy.
- Dispose of rubbish appropriately.
- Use the designated garage and driveway parking areas.
- Avoid any anti-social, illegal or disruptive behaviour.
- Report damage, maintenance issues or other problems to the owner as soon as possible.
- Follow all reasonable instructions issued by the owner in relation to the safe and appropriate use of the property.

Serious or repeated breaches may result in termination of the booking and, where appropriate, reporting through the relevant booking platform.

6. Strict No-Party and No-Event Policy

Parties, functions and events are strictly prohibited.

This includes, but is not limited to:

- Birthday parties.
- Celebrations.
- Weddings.
- Bucks or hens events.
- School or university gatherings.
- Large social gatherings.
- Functions involving people who are not registered guests.

The property is intended for quiet short-term accommodation only.

Any unauthorised gathering or serious breach of the no-party policy may result in immediate intervention by the owner and termination of the booking.

7. Quiet Hours and Noise Management

Quiet hours are from:

9:00 PM – 9:00 AM

During these hours:

- No parties or gatherings are permitted.
- Loud music is prohibited.
- Amplified music is prohibited.
- Loud outdoor conversations are prohibited.
- Guests must keep noise to a level that does not disturb neighbouring properties.
- Guests must be particularly mindful of residential amenity during late evening and early morning periods.

Guests are expected to respect the residential nature of the property throughout their stay, including outside the designated quiet hours.

Noise Monitoring

Noise monitoring is used as a preventative management measure.

The property has monitoring/security equipment associated with the exterior of the premises. The purpose of monitoring is to assist with identifying potential occupancy, disturbance or compliance issues and to protect the property and surrounding residential amenity.

Guests will be informed of applicable monitoring arrangements in accordance with the policies of the booking platform and applicable requirements.

The owner will respond promptly to any identified noise or disturbance issue.

8. Occupancy Monitoring and Security

External security cameras are installed at the property.

The cameras are positioned externally and are intended to assist with:

- Property security.
- Monitoring access to the premises.
- Identifying potential unauthorised occupancy or gatherings.
- Protecting guests and the property.
- Assisting with responding to complaints or incidents.

Monitoring equipment is not intended to replace active management by the owner.

The owner will continue to manage bookings, communicate with guests and respond to complaints and incidents as required.

Guests will be appropriately notified of external security monitoring in accordance with applicable booking platform requirements.

9. Parking Management

A maximum of **two (2) vehicles** is permitted at the property at any time.
Guest vehicles must be parked within the property's:

- Garage; and/or
- Driveway.

Guests must not obstruct neighbouring properties, accessways or other properties.
The following are not permitted:

- Parking that obstructs neighbours.
- Parking on another property's private area.
- Blocking shared access.
- Parking in a manner that creates a traffic or safety hazard.
- Additional vehicles beyond the permitted maximum without prior approval.

Guests will be provided with parking instructions before or upon arrival.
The owner will respond promptly to any parking-related complaint.

10. Check-In and Check-Out

Check-In

Standard check-in is from:

9:00 AM there will be no same day check in due to cleaning

Guests will receive check-in information before arrival, including:

- Property access instructions.
- House Rules.
- Parking requirements.
- Maximum occupancy requirements.
- Contact details for the owner.
- Emergency contact information.

Where required, the owner will remain available to assist guests with access and arrival.

Check-Out

Standard check-out is by:

2:00 PM

Guests are required to:

- Remove personal belongings.
- Dispose of rubbish appropriately.
- Wash and put away used dishes or use the dishwasher where provided.
- Turn off lights, air conditioning and appliances.

- Close and secure doors and windows.
- Ensure vehicles are removed from the property where required.
- Report any damage or maintenance issues.
- Leave the property reasonably clean and tidy.

Following departure, the property will be inspected and cleaned before the arrival of subsequent guests.

11. Hours of Operation

The property operates as short-term holiday accommodation throughout the year. Guest stays may occur:

- Seven days per week.
- On weekends.
- On public holidays.

Guest access is restricted to registered guests during their confirmed booking period. Operational arrival and departure times are:

- **Check-in:** From 9:00 AM *there will be no same day check in due to cleaning duties
- **Check-out:** By 2:00 PM
- **Quiet hours:** 9:00 PM – 9:00 AM

The owner will manage the property to minimise impacts on surrounding residents.

12. Visitor Policy

Only registered guests are permitted to use the property.

Unregistered visitors are not permitted unless specifically authorised by the owner in advance.

The maximum occupancy of eight persons must not be exceeded under any circumstances.

The visitor policy is intended to prevent unauthorised gatherings, parties and excessive noise and to protect residential amenity.

13. Smoking Policy

Smoking is strictly prohibited inside the property.

Guests are responsible for ensuring that smoke does not enter the property or cause nuisance to neighbours.

Any cigarette butts or smoking-related waste must be disposed of safely and appropriately.

14. Pet Policy

Pets are not permitted unless approved by the owner in advance.

Any approved pet must be subject to conditions imposed by the owner to protect the property, cleanliness and neighbouring amenity.

15. Cleaning and Property Maintenance

The property will be professionally cleaned or appropriately cleaned between guest stays.

Cleaning procedures will include:

- Cleaning bathrooms and kitchens.
- Cleaning floors and surfaces.
- Removal of rubbish.
- Washing and changing linen and towels.
- Inspection for damage.
- Checking appliances and fixtures.
- Checking for maintenance issues.
- General presentation and cleanliness inspection.

Any damage or maintenance issue identified following a stay will be assessed and addressed as soon as reasonably practicable.

Urgent maintenance matters will be prioritised.

16. Waste and Bin Management

Guests are required to dispose of rubbish using the appropriate bins provided at the property.

For longer stays, guests will be instructed that bins are to be placed on the verge on **Sunday night** in preparation for collection.

Guests must not allow rubbish to accumulate around the property or in areas where it may create odour, pest or amenity issues.

The owner will ensure that bins are appropriately returned following collection where required.

17. Complaints Management Procedure

The owner recognises the importance of responding quickly to any concern raised by neighbours.

Where a neighbour experiences noise, parking, visitor or other disturbance, the following procedure will apply:

1. The neighbour may contact the owner using the primary contact number.
2. The owner will assess the complaint promptly.

3. The owner will contact the guest and instruct them to immediately address the issue.
4. Where necessary, the owner or authorised secondary contact will attend the property.
5. Continued or serious breaches may result in termination of the booking.
6. Significant or repeated breaches may be reported through the relevant booking platform.
7. Complaints and actions taken will be recorded for management purposes.

The objective is to resolve complaints quickly and prevent recurrence.

18. Complaint Register

The owner will maintain a record of significant complaints associated with the property.

Where appropriate, the register will record:

- Date and time of complaint.
- Nature of complaint.
- Person making the complaint, where provided.
- Action taken.
- Outcome.
- Any follow-up action required.

The complaint register will assist the owner in identifying recurring issues and improving property management.

19. Emergency Management

The owner will remain contactable for urgent property matters.

Where an emergency occurs, guests will be instructed to contact emergency services where appropriate before contacting the owner.

The owner or secondary contact will assist with property-related emergencies, including:

- Major maintenance failures.
- Security incidents.
- Significant water leaks.
- Electrical issues.
- Damage to the property.
- Guest safety concerns.
- Neighbourhood disturbance requiring immediate intervention.

The secondary contact, **Kokouri Mcmillan** [REDACTED] may attend the property when required.

20. Secondary Contact Arrangements

Where the owner is unavailable, the secondary contact will assist with operational matters.

Secondary/Emergency Contact:

Kokouri Mcmillan

Phone: [REDACTED]

The secondary contact may assist with:

- Guest access issues.
- Maintenance matters.
- Noise or disturbance complaints.
- Security concerns.
- Property inspections.
- Emergency attendance.
- Other matters authorised by the owner.

This arrangement ensures that the property can continue to be actively managed when the primary contact is temporarily unavailable.

21. Guest Communication

The owner will communicate with guests through the booking platform and/or telephone.

Guests will receive relevant information before arrival, including:

- Check-in instructions.
- Check-out requirements.
- House Rules.
- Maximum occupancy.
- Parking instructions.
- Quiet-hour requirements.
- Smoking restrictions.
- Visitor restrictions.
- Waste and bin requirements.
- Emergency contact information.

Guests will also be encouraged to report damage, maintenance problems or safety concerns as soon as they become aware of them.

22. Ongoing Management Commitment

The owner is committed to operating the short-term accommodation in a responsible manner that protects the amenity of surrounding residents.

The owner will:

- Maintain strict occupancy limits.
- Enforce the no-party policy.
- Monitor noise and potential disturbances.
- Manage parking appropriately.
- Respond promptly to neighbour complaints.
- Maintain the property to a high standard.
- Ensure guests receive clear House Rules.
- Address maintenance issues promptly.
- Maintain appropriate guest and property security.
- Keep records of significant complaints and incidents.
- Review management procedures where issues arise.
- Operate the accommodation in accordance with applicable Council requirements.

The property will be managed with the objective of providing high-quality executive accommodation while ensuring that the operation remains compatible with the surrounding residential environment.

23. House Rules – Guest Version

Guests staying at **8A Bracklemann Drive** are required to comply with the following rules:

1. Check-in is from **9:00 AM** and check-out is by **2:00 PM**.
2. Please respect quiet hours from **9:00 PM to 9:00 AM**.
3. No smoking is permitted inside the property.
4. No parties or events are permitted.
5. Only registered guests are permitted on the property.
6. The maximum occupancy is **8 guests**.
7. A maximum of **2 vehicles** is permitted.
8. Vehicles must be parked in the garage and/or driveway.
9. Please keep the property clean and tidy.
10. Turn off lights, air conditioning and appliances when leaving the property.
11. Please report any damage or maintenance issues as soon as possible.
12. No pets are permitted unless approved in advance.
13. For longer stays, bins must be placed on the verge on **Sunday night** for collection.
14. Please respect neighbours and the surrounding residential community.
15. Loud music, excessive noise and disruptive behaviour are not permitted.

16. Guests must comply with all reasonable instructions issued by the host.

Failure to comply with the House Rules may result in warnings, additional charges where permitted, termination of the booking, and/or reporting through the booking platform.

24. Contact Details

Primary Host / Property Manager

Barbara Rezk

Phone: [REDACTED]

Secondary/Emergency Contact

Kokouri Mcmillan

Phone: [REDACTED]

The owner and authorised secondary contact will work together to ensure that guest concerns, maintenance matters, security issues and neighbourhood complaints are addressed promptly.

25. Management Commitment

The owner of **8A Bracklemann Drive** is committed to ensuring that the property operates as a responsible short-term accommodation premises.

The management approach is based on:

- Responsible guest selection.
- Clear and enforceable House Rules.
- Strict occupancy controls.
- No-party and no-event requirements.
- Quiet-hour controls.
- Appropriate parking management.
- External security monitoring.
- Prompt response to complaints.
- Regular cleaning and property inspections.
- Effective maintenance procedures.
- Emergency contact arrangements.
- Respect for neighbouring residents and the surrounding community.

The property will be operated in a manner that seeks to minimise disruption and maintain the residential amenity of the surrounding area.