

QUAIRADING QUARTERS MANAGEMENT PLAN

21 DALL STREET, QUAIRADING WA 6383

MARCH, 2024

1. BACKGROUND

Quairading Quarters is a single dwelling Airbnb property. The property has three bedrooms and one bathroom. The property will host up to a maximum 6 guests. The property has been set up to appeal to business travelers and families.

2. OBJECTIVES OF MANAGEMENT PLAN

This management plan is to ensure we provide an exceptional guest experience to boost positive reviews and encourage repeat bookings; ensure the property is well-maintained and meets or exceeds guest expectations; minimize potential risks and handle emergencies effectively; and foster positive relationships with the local community.

3. MANAGEMENT STRATEGIES

3.1 MANAGER

The property is owned by Tarnya Fraser and is managed by Tarnya and her husband Cameron Fraser.

Tarnya and Cameron Fraser live approximately 10kms from Quairading Quarters and will ensure they or a delegate will be available locally whenever guests are staying at the property to deal with any issues that may arise during their stay.

Contact Details

Tarnya Fraser 0428 881 048

Cameron Fraser 0427 882 662

3.2 CHECK-IN/CHECK-OUT

Check-in time is 3pm and Check-out time is 11am.

Late/early check-in/check-out arrangements can be with advanced notice.

Guests will be provided with detailed check-in information prior to arrival. They will be provided with a key code to a locked box situated at the front door, which will give them a set of keys to the property. The code to the locked box will be changed on a regular occasion.

An additional locked box will be situated with a spare set of keys at the back door- to ensure if keys are lost or locked inside, guests can be directed to the locked box.

A welcome pack is made available to guests, which gives them a list of tasks they need to complete when checking-out of the property.

3.3 MITIGATION AND COMPLAINTS PROCEDURE

Prior to booking the house, guests are made aware of a variety of house rules. These include no parties, and quiet time begins at 10pm.

Neighbouring properties will be given the property managers number to report any occurrence of these rules being broken. Property manager will liaise directly with guests to ensure compliance with the rules.

Bookings will only be accepted from guests who have a high and verified Airbnb guest ratings. Failure to comply with rules, will result in the property manager returning an appropriate guest rating on the platform.

3.4 USE AND MAINTENANCE

The use of the property and on-going maintenance of the property including but not limited to:

- landscaping and gardens;
- upkeep the property areas or facilities; and
- removal of old/disused furniture

3.5 SAFETY, HYGIENE AND SECURITY

3.5.1 SAFETY

The property has been fitted with smoke alarms, a fire blanket, a fire extinguisher and some medical supplies. Emergency contact details and information will be listed in the welcome pack.

3.5.2 HYGIENE AND COMFORT

The property has been set up to be comprehensively cleaned after each guest. The list of cleaning tasks have been placed on a cleaning register, so that at each turnover nothing is missed.

The property includes fresh linen and towels. Laundry facilities are provided for guests to use. The property has evaporative air-conditioning and a fire place for guest comfort regardless of the seasons.

The property has a number of bins for waste and a number of cleaning supplies that will be made available to guests.

3.5.3 SECURITY

The property has security screens and door locks.

3.6 CAR PARKING

The car port is suitable for one vehicle. Further open air car parking can be found on the driveway. Vehicles can also access the ample space in the backyard via side gate access.