

Information for
19a Knight Terrace,
Denham

Parking Plan

19A Knight Terrace, Denham

All tenants are to park at the rear of the back yard on the concrete pad. Access is via the driveway on the left of the house. The parking area is secured with a large double gate.

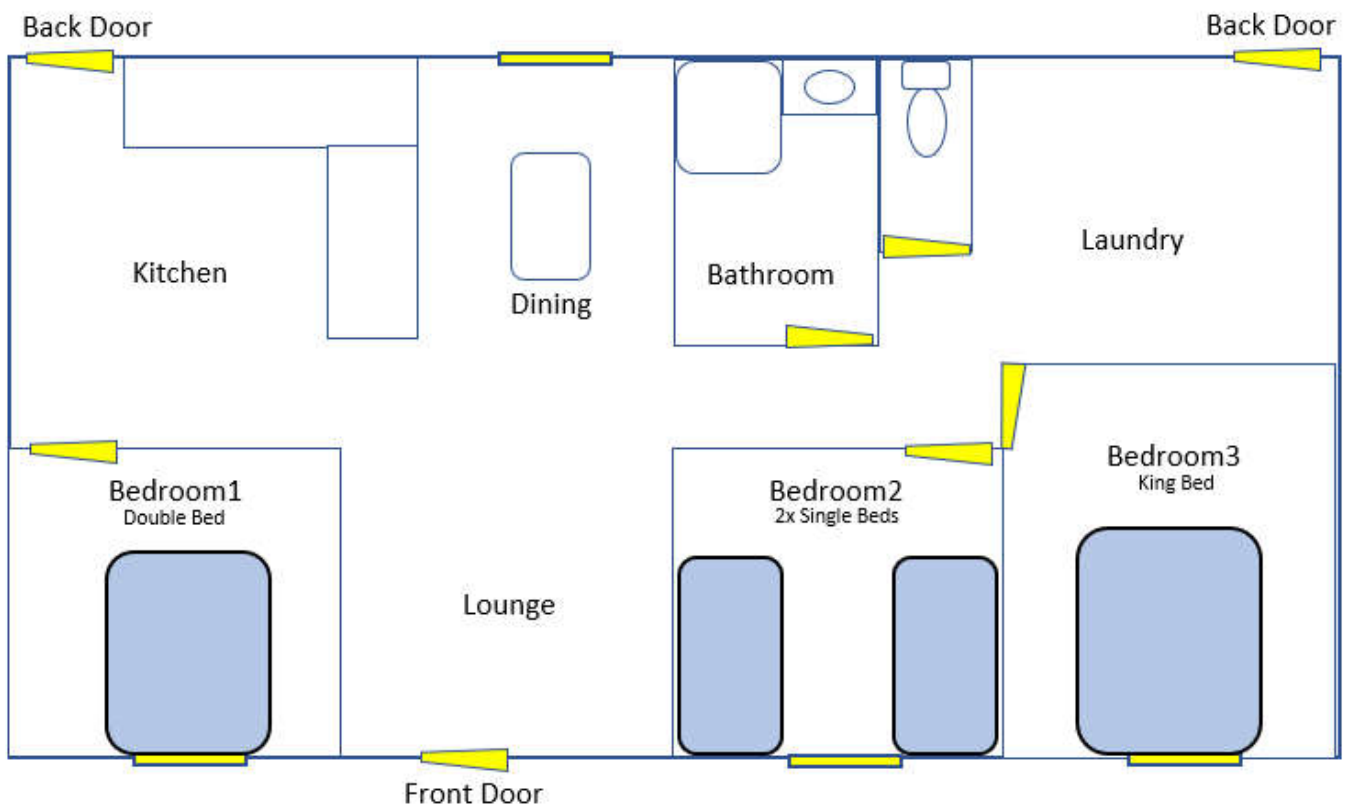


Floor Plan & Bedding Arrangement

19A Knight Terrace, Denham

This property sleeps 6 people:

- Bedroom 1 has a double bed
- Bedroom 2 has two single beds
- Bedroom 3 has a queen bed
- There are no fold out couches/sofa



**RAY WHITE SHARK BAY
MANAGEMENT PLAN**

1. PROPERTY ADDRESS: 19A KNIGHT TERRACE, DENHAM

2. PROPERTY MANAGER DETAILS:

Name: Rob Emery and Trudy Grant, Ray White Shark Bay
Address: U3/ 71 Knight Terrace, Denham
Phone Number: 9948 1323
Mobile: 0408 641 541
Email: sharkbay.wa@raywhite.com

3. DETAILS OF RESERVATION ARRANGEMENTS (PLEASE TICK ALL APPLICABLE):



Property Manager :_All bookings through Ray White



Other (please specify) N/A

4. RAY WHITE SHARK BAY MANAGEMENT STATEMENT

Ski At Denham Pty Ltd T/A Ray White Shark Bay has been managing holiday accommodation houses and units in Denham continuously for the last 20 years.

Ray White Shark Bay are a complete property management service and over the years have developed the skills necessary to help the owners of the properties, and, the many thousands of visitors we deal with annually. We are based permanently in Denham and have an office located at 3/71 Knight Terrace. The office is officially open 6 days a week and we are available by mobile if the office is not open.

Some key points of our service below.

- The premises are inspected after guest check out to ensure that it has been kept in a neat and tidy condition. Guests can provide their credit card details as security or pay a bond which is refunded after inspection.
- Bins are put out weekly for standard Council pick up or as necessary.
- We arrange regular cleaning of the premises in between guest stays, and ongoing maintenance of the property.
- Any damage, safety or general maintenance issues are reported to the owner, including smoke alarms.
- If works are needed, such as replacement of smoke alarms, new batteries in smoke alarms, or general safety / maintenance repairs then we organise those works for the owners.
- As premises are inspected regularly we have a high level of knowledge about the condition of each property/dwelling under our management.
- Because we are based locally and live in the Denham community we have excellent knowledge of what happens at all the properties that we manage.

5. BOOKING PROCEEDURE CONDUCT FOR GUESTS

RAY White Shark Bay have booking proceedures and provide guests with the following at the time of booking:

TERMS AND CONDITIONS (House rules) Need to know items such as Check in Check out times. After Hour Key Pick Up. Linen and what is provided. Cancellation Policy. Pet Information. Rubbish collection. Guest Numbers/Excessive Noise. Guest Responsibilities. Left Items. Feedback. Call Outs. Loss or Damage to Property. Alternate Accommodation. Property Keys. Covid 19 information.

CONFIRMATION LETTER which the guest acknowledges the booking is for 6 amount of guests and that there is a strict no smoking policy inside the premises, they also acknowledge that if house rules are broken and false or misleading information has been given that as the manager we have the authority to order the premises be vacated with no refunds given.

When guests check in whether it be in business hours or after hours they collect an envelope with a town map and directions to their accommodation, a set of keys, our after hour contact numbers if they are needed and important things to know.

6. MAINTENANCE AND ACCESSIBILTY

Who will be responsible for ensuring that a fire extinguisher will be provided?	Owner
Who will inspect the premises regularly to ensure that the smoke alarms and fire extinguisher are in working order?	Owner / at least 2 times a year
What arrangements are in place for cleaning the house before each booking?	Organised by Ray White Shark Bay via local contract
Is there a working outdoor hose available to guests?	Yes two / one on the west side of the house/ and one at rear
If windows are fitted with locks, are the keys provided to guests?	Yes - organised by Ray White Shark Bay
Are guests given keys to all external lockable doors, including security doors?	Yes - organised by Ray White Shark Bay
What arrangements are in place for maintenance of external yard areas?	Organised by Ray White Shark Bay & also conducted via owners on a regular basis. The place is always well kept.

7. RAY WHITE SHARK BAY ACTIVE COMPLAINTS POLICY

- Ray White Shark Bay have staff available after hours who are contactable by mobile and email if neighbours need to report any guest behaviour issues.
- All complaints are recorded in an electronic form with the address and nature of complaint.
- Each complaint is assessed based on the individual situation taking into regard the seriousness of the complaint.
- Any premises would be inspected in person on receipt of a complaint and staff would talk to the guests about any issue reported by a neighbour.
- Depending on the nature of the issue, staff may give the guests a warning or under extreme circumstances our company has authority to evict guests.
- The complainant /neighbour would be informed of the outcome of any inspection, and action taken by our company to respond to the complaint. Advice would be generally be provided in writing by email for recording purposes.

- Owners are also advised in writing of the any serious or justified complaint and action taken to respond or resolve any complaint.
- If warranted we would liaise with police over any serious issues, and have a good working relationship with local police.
- During peak holiday periods we conduct drive by inspections of properties under our care to ensure that they are well managed. We take an active role in overseeing the use of all holiday houses under our management to ensure that they are used responsibly.
- It is in our interest to ensure that all properties under our care are well managed, looked after, and maintained to fulfill our contractual obligations with land owners.

Also being a part of a large franchise group such as Ray White we can also call on our corporate office for assistance and support regarding any complaints or disputes.

As outlined in Point 5 all guests are provided with detailed terms and conditions as part of the booking process.

MANAGEMENT PLAN – ANNEXURE
CODE OF CONDUCT FOR GUESTS

PROPERTY ADDRESS: 19A Knight Terrace

The following Code of Conduct governs guest behaviour and use of the property. All guests are to follow the Code of conduct for themselves and any visitors they allow at the property.

GUESTS:

- 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.
- There shall be a maximum of 6 guests on the property at any one time.

NOISE AND NUISANCE:

- Guests are not to cause or permit nuisance at the property.
- This includes excessive noise, disruptive behaviour or anti-social behaviour.
- Noise should generally cease after 9.00pm Sunday to Thursday and 10.00pm Friday and Saturday.
- The property manager may contact any guests where noise levels are deemed unacceptable.

VEHICLE PARKING:

- Guests shall park all cars and any trailers, caravans or boats on the property at all times.
- Guests shall not park on the verge or on the street outside of the property.

PREMISE CONDITION AND CLEANLINESS:

- It is all guests responsibility to leave the premises in a clean and tidy condition upon vacating.
- All fittings and chattels are to be left in their original condition and position that they were in at the beginning of each stay.
- Guests are to notify the Property Manager of any damage or disrepair within 24 hours of this occurring.
- Any damage repairs or excessive cleaning that is attributed to guests stay will be paid for by the guests.

FIRES:

- No candles or open fires are permitted on the property.
- All guests should read the Fire and Emergency Response Plan.

RUBBISH DISPOSAL:

- All rubbish is to be placed in the bins provided.

Optional:

- Guests are responsible for taking out the outdoor rubbish bin where their stay coincides with collection days.
- Your collection day is: ____ Tuesdays and Thursdays

KEYS:

- At the end of your stay please:

☒ Lock the premises (including all doors and windows) and return the keys to the property manager:

☐ Leave the keys on the dining table or kitchen bench and lock them in the house:

☐ Other (please specify) _____

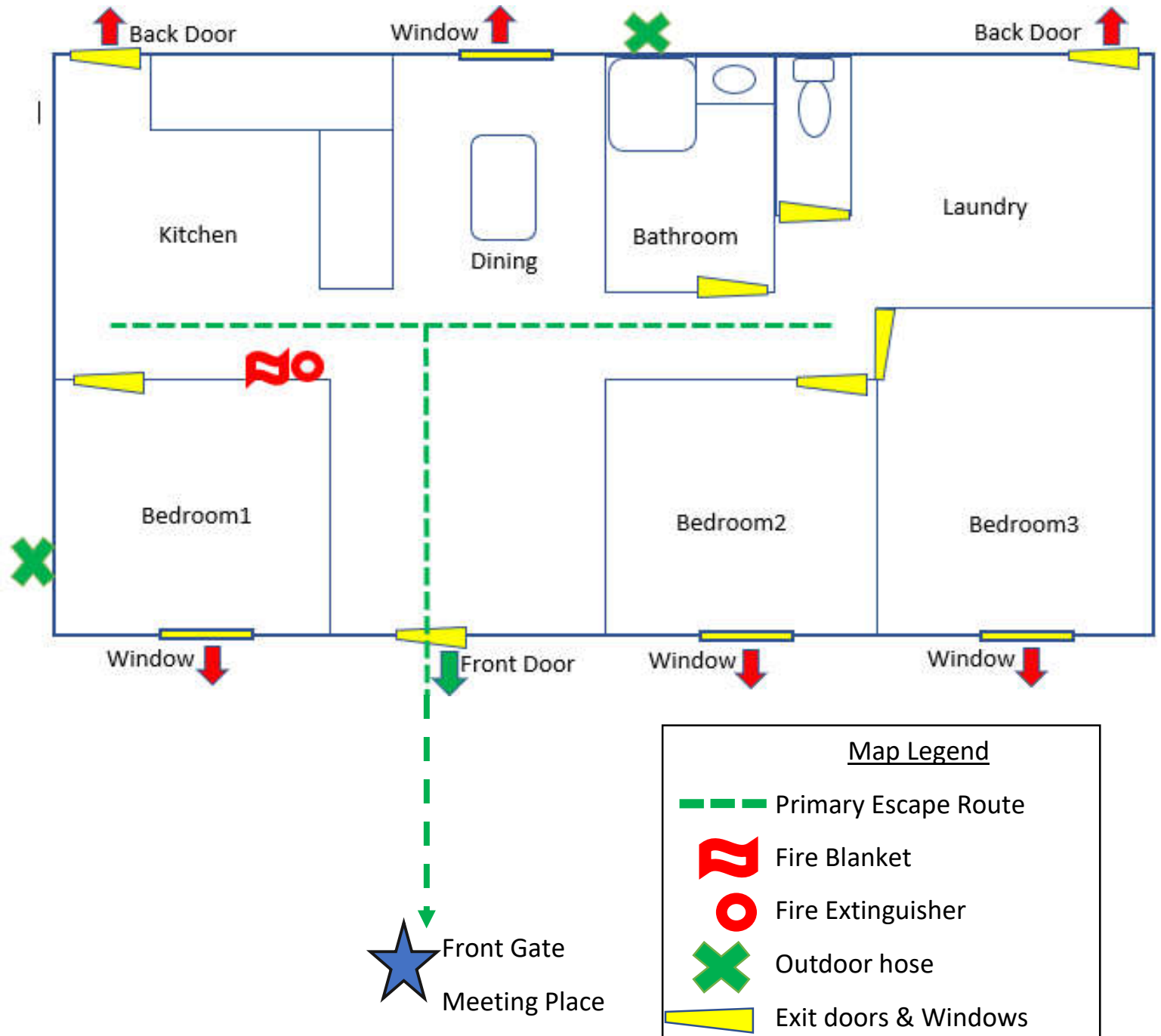
TERMINATION OF ACCOMMODATION:

The Property Manager reserves the right to terminate accommodation if guests are found to have contravened any part of the Code of Conduct. No refunds will be made where termination is made due to a breach of the Code of Conduct.

Fire and Emergency Plan

19A Knight Terrace, Denham

Fire extinguisher location: Kitchen, near fridge.



In Case of Fire:

- All guests to exit the house immediately. Adults should take all children outside.
- Call emergency services on '000' once you have safely exited the house.
- Assemble at the front gate. Do not go back into the house.
- Follow all instructions by emergency personnel.

3. EMERGENCY CONTACT DETAILS:

FOR ALL EMERGENCIES DIAL TRIPLE ZERO – 000 for Police, Fire or Ambulance

A. Property Manager Contact

Name: ____ Robert Emery Mobile: _0408641541

B. State Emergency Service: 132 500 or mobile: 0417 097 330

4. USEFUL SOURCES OF INFORMATION:

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

ABC Radio 846am

ABC RN: 107.5FM

DEPARTMENT OF FIRE AND EMERGENCY SERVICES – www.dfes.wa.gov.au
13 DFES (13 33 37)

5. CYCLONES:

The Bureau of Meteorology issues cyclone advice to the public through a Cyclone Watch and Cyclone Warning – www.bom.gov.au/cyclone The Department of Fire and Emergency Services then issues Community Alerts to keep people informed and safe - www.dfes.wa.gov.au. The Alert System changes to reflect the increasing risk to your life and advises what you need to do before, during and after a cyclone.

CYCLONE WATCH is used when damaging winds are expected to affect communities within 48 hours.

CYCLONE ALERT is used when damaging winds are likely to affect communities within 24 hours.

DFES then issues the following cyclone alerts:

BLUE ALERT Get ready for a cyclone. You need to start preparing for cyclone weather.

YELLOW ALERT Take action and get ready to shelter from a cyclone. You need to prepare for the arrival of a cyclone.

RED ALERT Take shelter immediately. You need to go to shelter immediately.

ALL CLEAR The cyclone has passed but take care. Wind and storm surge dangers have passed but you need to take care to avoid dangers caused by damages.

6. USEFUL CONTACT INFORMATION (NOT FOR EMERGENCIES):

Silver Chain Health Centre – 9948 1400

Denham Police Station (for general enquiries) – 9948 1201

Shire of Shark Bay – 9948 1218