

## **Operational Management Plan (OMP)**

### **1. Purpose of this Operational Management Plan**

This Operational Management Plan (OMP) has been prepared to demonstrate how the Short-Term Rental Accommodation (STRA) will be managed to minimise impacts on surrounding properties and ensure compliance with relevant State and local government requirements.

This OMP is to be submitted in support of a Development Application where required and must be implemented during the operation of the STRA.

### **2. Property Details**

Property Address:

Lot / Plan Number:

Zoning:

Type of STRA:  Hosted  Unhosted

Dwelling Type: (e.g. single house, grouped dwelling)

### **3. Owner and Operator Details**

Property Owner Name:

Postal Address:

Phone Number:

Email Address:

If different to the owner: - STRA Operator / Manager:

- Company Name (if applicable):
- Phone Number:
- Email Address:

**4. Local Contact Person (24-Hour)**

A local contact person must be available 24 hours a day to respond to issues or complaints.

Name:

Phone Number:

Email Address:

Distance from STRA (if applicable):

**5. Maximum Occupancy**

Maximum number of guests permitted at any one time:

Number of bedrooms:

The maximum occupancy will be clearly stated in all advertisements and house rules.

**6. Length of Stay**

Minimum stay:

Maximum stay (if applicable):

**7. Parking and Access Arrangements**

Number of on-site parking bays available:

Location of parking bays:

Visitor parking arrangements:

Guests will be informed that parking on verges, footpaths or in a manner that obstructs traffic is not permitted.

## **8. Noise and Amenity Management**

Measures to minimise noise and protect residential amenity include: - Provision of written house rules addressing noise and behaviour - Quiet hours between \_\_\_\_\_ and \_\_\_\_\_

No parties, events or commercial functions permitted - Immediate response to noise complaints by the local contact person

## **9. Waste and Recycling Management**

Bin location:

Waste collection day(s):

Recycling arrangements:

Guests will be provided with clear instructions regarding waste disposal and recycling requirements.

## **10. Guest Behaviour and House Rules**

House rules will be provided to all guests prior to and during their stay and will include: - Maximum occupancy limits - Noise restrictions - Parking requirements - Waste disposal requirements - Prohibition of parties, events and anti-social behaviour

Failure to comply may result in termination of the booking.

## **11. Fire Safety and Emergency Information**

Smoke alarms installed and maintained in accordance with legislation

Emergency evacuation information displayed within the dwelling

Emergency contact numbers provided to guests

## **12. Maintenance and Cleaning**

Regular cleaning between guest stays

Ongoing property maintenance to ensure safety and amenity

Prompt rectification of any hazards or issues

### **13. STRA Registration**

State STRA Registration Number:

Expiry Date:

The STRA registration number will be displayed on all advertising material.

### **14. Complaints Management Procedure**

All complaints will be recorded and addressed promptly.

**Procedure:**

1. Complaint received by owner/operator or local contact person
2. Immediate investigation and response
3. Corrective action implemented where required
4. Record kept of complaint and resolution

### **15. Declaration**

I/we declare that the information provided in this Operational Management Plan is true and correct and that the STRA will be operated in accordance with this plan and any conditions of approval.

Name:

Signature:

Date: