

# **SXAV**

## **SOUTHERN CROSS ACCOMMODATION VILLAGE**

**1. PROPERTY ADDRESS:** 12 Omega Street Southern Cross WA 6426

**2. PROPERTY MANAGER DETAILS:**

Name: Matt Powell

Address: 18 Arcturus Street Southern Cross WA

Phone Number: 9468 2502

Mobile: 0472 905 391

Email: matthewp@havconeng.com.au

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

- Internet (please specify) - Bookings through [sxavbookings@havconeng.com.au](mailto:sxavbookings@havconeng.com.au)
- Property Manager - Direct phone bookings through Property Manager or delegate
- Other (please specify) Third party bookings through other local accommodation businesses

**4. DUTIES OF PROPERTY MANAGER:**

- Supply, readily visible in the kitchen, dining or living area of the house, the Terms and Conditions for guests, and the Fire and Emergency Plan; all of these items will be available in all bedrooms also.
- Ensure guests are aware of the the Terms and Conditions and the Fire and Emergency Plan (including the Fire Evacuation Route);
- Ensure that an A3 laminated copy of the Fire Evacuation Route Plan is displayed in a prominent place near a front or back door, living area or kitchen and in each bedroom.
- Ensure that the maximum number of people staying overnight for each booking of the premises is consistent with planning approval conditions;
- Maintain a record / register of all bookings through the SXAV booking system
- Ensure the premises are clean and maintained to a high standard;
- Ensure bed linen is clean and replaced upon tenant vacation; and
- Ensure rubbish and waste disposal bins are put out and collected as required.

# **SXAV**

## **SOUTHERN CROSS ACCOMMODATION VILLAGE**

### **5. MAINTENANCE AND ACCESSIBILITY**

Who will be responsible for ensuring all bedrooms are provided with a hard wired smoke alarm?	Property Manager- task to be added to the Havcon Engineering Management System (HEMS) for Installation and Maintenance
Who will be responsible for ensuring that a fire extinguisher will be provided?	Property Manager- task to be added to HEMS for installation and regular servicing intervals in conjunction with other SXAV assets.
Who will inspect the premises regularly to ensure that the smoke alarms and fire extinguisher are in working order?	Property Manager- engage with external service providers at regular intervals to ensure smoke alarms and fire extinguishers are in a serviceable condition.
What arrangements are in place for cleaning the house before each booking?	SXAV cleaning staff to complete a "check in" check prior to guest checking in.
Is there a working outdoor hose available to guests?	There is a working outdoor hose available to guests
If windows are fitted with locks, are the keys provided to guests?	Nil window locks fitted to bedroom windows.
Are guests given keys to all external lockable doors, including security doors?	Yes, keys to access external doors are provided with bedroom keys upon check in.
What arrangements are in place for maintenance of external yard areas?	Yard maintenance to be completed by internal groundsperson as per SXAV intervals

# **SXAV**

**SOUTHERN CROSS**  
**ACCOMMODATION VILLAGE**

## **6. COMPLAINTS PROCEDURE BY PROPERTY MANAGER:**

- All guests to be provided with the SXAV Terms and Conditions.
- Any guest in breach of the Terms and Conditions will have their accommodation revoked immediately and their employer will be contacted. (if applicable)
- Prioritise booking our own employees into the accommodation prior to external personnel.

# **SXAV**

## **SOUTHERN CROSS ACCOMMODATION VILLAGE**

### **MANAGEMENT PLAN – ANNEXURE A**

#### **Terms and Conditions For Guests**

**PROPERTY ADDRESS:** 12 Omega Street Southern Cross

The following Terms and Conditions governs guest behaviour and use of the property. All guests are to follow the Terms and Conditions 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 5 guests on the property at any one time.
- Guests are expected to behave respectfully and considerately towards other guests.

#### **NOISE AND NUISANCE:**

- All guests are expected to use the facilities in a quiet, courteous and co-operative manner.
- No undue noise is permitted between the hours of 10:00pm and 08:00am. Excessive noise or parties will not be tolerated under any circumstances. Any such behaviour will result in accommodation privilege being revoked immediately.

#### **VEHICLE PARKING:**

- Guests shall park all vehicles on the property at all times.
- Light trucks or trailers are to be parked at the rear 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.

#### **FIRE:**

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

# **SXAV**

## **SOUTHERN CROSS ACCOMMODATION VILLAGE**

### **USE OF KITCHEN:**

- The kitchen is a shared space and is available for use during the specified hours. Please clean up after yourself immediately after use.
- Guests must wash and store all dishes, utensils, and cooking equipment after use.
- Any food or personal items left behind may be discarded daily, or at the discretion of the management.
- Guests must not leave perishable items in the fridge beyond 24 hours without prior approval.
- All guests are responsible for ensuring that the kitchen is left clean, tidy, and free of any food waste or cooking materials.

### **HYGIENE AND SAFETY:**

- Proper hygiene standards must be always maintained in the kitchen. This includes wiping down surfaces, cleaning up spills, and sanitizing utensils.
- All guests must ensure they are familiar with the fire safety rules and kitchen appliance usage.
- Guests should not leave cooking appliances unattended while in use.

Only registered guests are allowed to use the kitchen. Visitors should not be permitted to access or use kitchen facilities.

### **SHARED COMMON AREAS:**

- Guests should respect the privacy and space of others when using common areas, such as lounges, hallways, and bathrooms, alfresco.
- The common areas should be kept clean and free from personal items that might obstruct others' use of the space.
- Personal belongings left in the common areas are not the responsibility of the accommodation provider. Items left unattended may be removed.
- Any damage or loss of property in the common areas should be immediately reported to the management. Guests may be charged for any damages they cause.

### **PERSONAL ITEMS & STORAGE:**

- Guests are responsible for keeping their personal belongings secure. The accommodation provider is not responsible for any lost, stolen, or damaged items in the common or kitchen areas.
- Items in the fridge or cabinets must be clearly labelled with the guest's name and check-out date. Unlabelled items may be discarded after 24 hours.

# **SXAV**

## **SOUTHERN CROSS ACCOMMODATION VILLAGE**

### **PROHIBITED ITEMS:**

The following items/actions are prohibited in the kitchen and common areas:

- Alcohol consumption beyond reasonable limits.
- Illicit substances or any form of illegal activity.
- Firearms, weapons, or any dangerous materials.
- Loud or disruptive music that may disturb others.
- Guests found breaching any of these rules will have their accommodation terminated immediately.

### **RUBBISH DISPOSAL:**

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

### **KEYS:**

- At the end of your stay please:
  - Lock the premises (including all doors and windows) and return the keys to the property manager:or:
  - Leave the keys in room door and lock them in the house:

### **TERMINATION OF ACCOMMODATION:**

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