

HOLIDAY HOME RENTAL BEST PRACTICE STANDARDS

Holiday Home Rentals seeking tourism accreditation must complete the required sections of the Australian Tourism Accreditation Program in addition to the Holiday Home Rental Best Practice Standards.

DEFINITIONS

Holiday Home (standard) means a single house (excluding ancillary accommodation), which might also be used for short stay accommodation for no more than six people (but does not include a bed and breakfast, guesthouse, chalet and short stay accommodation unit).

Holiday Home (large) means premises conforming to the definition of holiday home (standard) with the exception that the premises provide short stay accommodation for more than six people but not more than 12 at any one time.

Short Stay means that no person is to stay for more than three months in any 12 month period.

Landowner/manager means the owner of the premises for short stay purposes.

Short Stay Accommodation constitutes premises ordinarily used for stays of no more than three consecutive months at a time in any 12 month period.

HOLIDAY HOME RENTAL BEST PRACTICE STANDARDS

The following are key requirements for accreditation of a Holiday Home Rental, in addition to the requirements set out in the Australian Tourism Accreditation Program;

MANAGEMENT

In the absence of the owner, a temporary Manager/Caretaker must be made available within 30 minutes of the property, 24 hours a day.

A **Management Statement** is required which must include:

- A Code of Conduct for guests
- A copy of the booking confirmation form that includes the Code of Conduct and directional maps
- A Fire and Emergency Response Plan (see below)
- An explanation of how the property will be managed
- Who the local emergency contact will be

A **Code of Conduct** is to be clearly displayed inside the Holiday Home. It will include such matters as:

- No noise or other behavior that impacts on neighboring properties
- A responsible adult (over 18 years of age) to be on the premises at all times
- Maximum group size as per planning approval (ie up to 6 or 12 persons)

- Emergency contact details
- No lighting of fires except in fireplace (if applicable)
- Include 'delivery of a quality service'

FIRE & EMERGENCY RESPONSE PLANS

In all cases, an emergency response plan (i.e. fire escape route maps etc) is required to be clearly displayed in a conspicuous location within the dwelling, plus:

- In accordance with the Building Code of Australia, each bedroom must be fitted with a hard wired smoke detector.
- A fire extinguisher must be in a clearly visible location, regularly maintained and in proper working order.
- Outside barbeques are to be gas or electric.
- International symbols must be utilised on emergency evacuation plans.
- Local contact numbers must be prominently displayed including emergency contact numbers – Police/Ambulance/Hospital/Fire/SES
- Response plan must be displayed 1 metre from exit points.

PROPERTY CHECKLIST

- **CAR PARKING** – Adequate off street parking relevant to maximum guest capacity is provided.
- **FIRE SAFETY:**
 - **EXTINGUISHERS/BLANKET** – Must be easily accessible, clearly marked and certified as serviced with date and in current working order.
 - **SMOKE ALARM/S** – Installed in good, current working order and close to the cooking area.
 - **EMERGENCY RESPONSE PLAN** – Prominently displayed with Emergency Contact Numbers.
 - **FIRST AID KIT** – provided and fully replenished.
- **WATER** - Private Houses must be either connected to the Water Authority's reticulated water supply or be serviced by a rainwater tank of at least 20,000 gallons capacity.
- **GAS** - Must be available, in working order and have instructions for refill.
- **LIGHTING** - Adequate lighting throughout the house and at outside entrances all in working order.
- **WINDOW TREATMENTS** – Must be clean and provide sufficient privacy and protection from light. Fly screens must be regularly checked and maintained.

- **SECURITY** – Home must be totally lockable. All external doors must have locks or bolts.
- **HEATING/COOLING** – Must be provided to suit house size. Sufficient wood and/or gas must be provided for fires (and flues cleaned regularly). Heaters must be checked and in working order.
- **CARETAKER** - Must be made available within 30 minutes of the property, 24 hours a day. Phone number of Caretaker/Cleaner must be well displayed in the Home for any emergencies or requirements.
- **INSTRUCTIONS** – A full instruction list/manual for all equipment (i.e. changing gas bottles, lighting stove, hot water system, dishwasher, washing machine, dryer etc) must be well displayed.
- **FLOOR COVERINGS** – Must be regularly cleaned and well maintained at all times.
- **BEDROOMS** – High quality beds/mattresses with pristine mattress/pillow protectors. Sufficient pillows. Bed Linen supplied if applicable. Bedrooms should feature bedside lamps, alarm clock, clothes hanging space, clothes hangers, luggage storage available. Cots, cot mattresses must be provided for bookings with infants.
- **KITCHEN** - Sufficient crockery and cutlery to match the maximum number of people the Home can accommodate, including a wide range of kitchen appliances and cooking utensils. Kitchen should contain in good working order:
 - Clean oven, stovetop, refrigerator; unmarked bench-top and stainless steel sink. Exhaust Fan.
 - Sufficient cleaning products for example dishwashing liquid, general purpose cleaner etc.
 - Cupboards to be clean internally and externally (inspected regularly for insects, leakage etc.)
- **BATHROOM** - Tiled with clean, unmarked sink, shower screen/recess, bath, toilet, mirror etc. Bath mats provided to avoid slipping etc and towel rails. Extraction fan provided in good, working order.
- **LOUNGE / LIVING / DINING AREAS** - Sufficient clean seating to match the maximum number of people the Home can accommodate.
- **OUTDOOR AREA/GARDENS** - BBQ (with sufficient fuel, cooking utensils and exceptionally clean.) Outdoor seating. Gardens (retic working) must be maintained and lawns mowed regularly.

- **SPAS/SWIMMING POOLS** – Maintained, properly treated, clean condition and compliant with legal requirements.
- **BALCONY/STAIRS** - Must be regularly maintained to a safe standard.
- **GUTTERS** - Check gutters after winter to avoid fire at property over summer.
- **GARBAGE & RECYCLING** – Provide information on local council garbage and recycling collection days and appropriate disposal of waste materials in property bins provided.
- **TOURIST INFORMATION** – Provide information relevant to the needs of visitors – eg. Local visitor guides, local and regional maps, flyers from local restaurants etc.

FURTHER INFORMATION

Further information regarding your application for Holiday Home Rental Accreditation is available from the Accreditation Team at TCWA.

Telephone: 08 9416 0700

Email: mpenn@tourismcouncilwa.com.au