

Complaint Response Plan for 673 Swanshore Place, Swansea Point

1. Neighbour Notification and Contact Information

A printed handout will be distributed to all immediate neighbours. This will outline the house and short-term rental (STR) rules, as well as provide contact details for myself, our local property manager, and our cleaner as a backup. This ensures neighbours know who to contact if any issues arise and helps us address concerns quickly and appropriately.

2. Complaint Handling Procedure

Upon receiving a complaint, I will first review footage from our exterior security cameras to assess the situation.

- If the complaint is confirmed, I will contact the guests directly via the rental platform or their personal phone numbers.
- If I am unable to reach the guests or resolve the issue remotely, I will dispatch our local manager to assess and handle the situation in person.
- If guests are found in violation of house rules and fail to comply, we will take further steps, which may include notifying the appropriate authorities (e.g., for noise violations), filing a report with Airbnb/VRBO, or issuing fines. In serious or ongoing cases, we reserve the right to terminate the reservation early.

3. Guest Accountability and Repeat Offenders

Any guest group that fails to follow our rules will be documented in our internal records as “not eligible for future stays.” We regularly update and communicate with our neighbours regarding which guests will not be welcomed back, to promote a respectful and peaceful environment for all.

4. Complaint Verification and Follow-Up

All neighbour complaints will be investigated and verified by myself, our manager, or our cleaner. Valid concerns will be addressed promptly and appropriately, ensuring we maintain positive relationships within the community.

Dear Neighbours of 673 Swanshore Place, Swansea Point,

We hope this message finds you well. During the summer months, we will have guests staying at our home for some weeks as short-term visits. These guests include friends, family, and individuals booking through platforms like Airbnb and VRBO. Regardless of how they book, all guests are expected to follow the same set of house rules.

If you encounter any issues or have concerns about our guests, please don't hesitate to contact us:

- [REDACTED] : [REDACTED]
- [REDACTED] : [REDACTED]
- [REDACTED] (our local short-term rental manager): [REDACTED]

[REDACTED] lives nearby and can respond quickly if we're unavailable. We also have exterior security cameras and can remotely check in if needed.

House Rules Shared with All Guests:

1. Quiet hours are from **10:00 PM to 8:00 AM** – guests are expected to be indoors or keep noise to a minimum during this time.
2. Maximum of **4 vehicles** allowed on the property.
3. **No outdoor music** is permitted on the deck after 10:00 PM or before 8:00 AM.
4. **Personal belongings** (towels, beach gear, garbage, etc.) should not be left outside overnight.
5. **Garbage** must be taken to the local waste and recycling depot unless otherwise arranged. If not, guests are instructed to leave it in the garage to avoid wildlife issues.
6. **Be respectful and courteous** to neighbours at all times. Many residents live here year-round.
7. **Children must be supervised** at all times, both in the yard and around the area. The roads can be busy, and the lake can be unpredictable.

These rules are sent to all guests prior to their arrival, and a more detailed version is available inside the home. If you notice any rules being ignored, please contact us right away. Both Airbnb and VRBO support hosts in ensuring respectful guest behaviour, and your feedback helps us prevent problem guests from returning.

We truly appreciate your support in helping us maintain a peaceful and enjoyable neighbourhood. Our goal is to ensure everyone—guests and neighbours alike—can enjoy the beauty of Swansea Point.

Warm regards,

[REDACTED]
and [REDACTED]
[REDACTED]