



Piermont Apartments

Rules for short-term rentals

Piermont is a residential building, and the majority of residents are owner occupiers. There is pride taken in the complex and a strong and friendly community within the building and residents have a right to the quiet enjoyment of their homes. With this in mind, it is expected that owners of apartments that are rented on a short-term basis ensure that the behaviour of their guests fits in with the culture of the building and expectations of owner occupiers/other tenants.

Short-term rentals are defined as those apartments that are let out for a period of up to three months.

There are Body Corporate Operational Rules which provide the foundation for these rules. Owners are expected to provide both these rules and the Operational Rules to all short-term guests.

1. Personal Introduction and Guest Vetting (by the owner or their agent)

- Prospective guests must be screened.
- The contact details for the owner of the short-term rental must be provided to the owners of all surrounding/adjoining apartments.
- A face-to-face meeting must be arranged with guests to provide an overview of the property.
- A copy of the Body Corporate Operational Rules and a copy of these rules must be provided to guests.
- Both sets of rules are to be explained to guests to ensure they understand them.
- Emphasise that Piermont is a quiet residential building and the importance of behaving respectfully.
- Advise tenants that noise carries in an apartment building and may disturb other residents.
- Advise tenants that parties are strictly prohibited.
- Smoking, alcohol consumption and excessive noise are not allowed in common areas. Common areas include the stairwells, foyer and car park.
- Advise how to access the building, car park, rubbish room and apartment.
- Advise guests about the potential for "tailgaters" when passing through secured doors, and advise them to ensure that doors close securely behind them.
- Advise location of smoke alarm silencer.
- Keys to apartments must not be attached to the exterior of the building in any way.

2. Noise

- Apartment living means that you are constantly in close proximity to other residents who have a right to quiet enjoyment of their home.
- Noise carries in an apartment building and short-term rental guests must be conscious that any excessive noise made may disturb other residents. Avoid things such as slamming doors, running in hallways, dropping heavy items on the floor and jumping off furniture.
- Excessive noise is also prohibited in common areas such as the stairwells, the foyer and car park.

3. Balcony Usage

- Guests must take care when using balconies as the nature of the building environs means that noise carries, particularly at night.
- Drying clothes on the balcony is not permitted.
- Smoking is allowed on balconies (if permitted by the operator of the short-term rental), but cigarette butts must be disposed of appropriately and not thrown over the balcony. This is not only a fire risk, it often impacts other owners when the discarded butts are blown back on to their balconies.

4. Fire Alarm Procedures

- Inform guests about the “Fire Alarm Silencer” and the possibility of the main alarm sounding and explain that e.g. if toast burns and the interior alarm sounds, they will need to reduce the smoke immediately by using the extractor fan, and opening windows
- DO NOT open the apartment’s entrance door while the smoke alarm is sounding, as this will cause the whole building to be evacuated. Instead, just open the balcony doors/windows.
- Instruct guests to evacuate via the stairs, not the lifts.
- Advise guests of the correct assembly point in the event of a full-building fire alarm and evacuation. This is down Cable Street toward the convention centre, away from the building. DO NOT cross the road.

5. Complaints

- Any complaints received about guests must be addressed immediately by the owner or their agent.
- An update must be provided to the person who complained (unless otherwise requested) and copied to the Body Corporate Administration Managers immediately after that.
- If complaints are received about guests in a short-term rental, or guests cause issues, the owner may be on-charged administration costs incurred in dealing with and resolving the issue(s).