Visitor Accommodation Management Plan

RM220058 Residential visitor accommodation for up to ten guests

18 Jack Adamson Drive Twizel

Prepared 15 September 2026

Item	Details
Property	18 Jack Adamson Drive, Twizel
Legal description	Lot 10 DP 537032
Consent holders	Regan Wyllie and Hayley Maxwell
Maximum occupancy	10 overnight guests
Booking arrangement	One group or party at a time; no room-by-room rental
Sleeping configuration	Three double bedrooms and one bunk room containing four beds
Onsite parking	Three car parks and one trailer or boat park; the garage is not relied upon
Property manager	Name: _____ Phone: _____
Alternative contact	Name: _____ Phone: _____

1 Purpose and application

This management plan sets out how residential visitor accommodation at 18 Jack Adamson Drive will be operated to protect the residential character and amenity of the surrounding area and to comply with RM220058. It applies to the consent holders, property manager, booking agents, cleaners, contractors and all guests.

The consent holders are responsible for ensuring this plan is implemented. A copy must be provided to the property manager, made available to Mackenzie District Council on request, and reflected in booking information and the house rules supplied to every guest group.

2 Management responsibilities

2.1 Consent holders

- Appoint a local property manager who can be contacted 24 hours a day while guests are staying.
- Keep the manager and alternative contact details current.
- Ensure booking platforms and agents do not accept bookings exceeding ten guests.
- Maintain the guest, complaint and incident records required by this plan.
- Review this plan following any substantiated complaint, breach or Council request.
- Ensure the property, parking areas, refuse facilities and safety equipment are maintained in good working order.

2.2 Property manager

- Be available by telephone 24 hours a day during every guest stay.
- Acknowledge any neighbour or Council complaint within 30 minutes and take immediate steps to address the issue.

- Attend the property as soon as practicable, and within one hour where an issue cannot be resolved remotely.
- Contact guests directly if a breach or disturbance is reported and require immediate compliance.
- Arrange removal of guests or contact the appropriate authority if a serious or repeated breach continues.
- Record every complaint, response and outcome in the complaint register.

3 Booking and occupancy controls

- No more than ten guests may occupy the site at any one time.
- The property must be rented to one group or party only and must not be rented room by room.
- The person making the booking must be at least 25 years old and is responsible for the conduct of the group.
- The booking agent or manager must obtain the lead guest's full name, mobile number, number of adults and children, vehicle numbers and arrival and departure dates before check-in.
- Visitors who are not included in the booking must not stay overnight or cause the total number of people onsite to create an unreasonable disturbance.
- The sleeping configuration is limited to three double bedrooms and one four-bed bunk room. Living rooms and other non-bedroom areas must not be advertised or used as additional sleeping spaces.

4 Guest information and house rules

The lead guest must receive the house rules before arrival and a copy must be displayed prominently inside the dwelling. Acceptance of the rules must form part of the booking process.

House rule	Requirement
Occupancy	Maximum ten guests. One booking group only.
Quiet hours	Quiet behaviour is required between 10.00 pm and 7.00 am.
Outdoor areas	The deck and lawns must not be used by guests between 10.00 pm and 7.00 am.
Parties and events	Parties, functions and events are prohibited.
Music	No amplified music outdoors. Indoor music must be kept at a level that is not audible as an unreasonable disturbance at neighbouring sites.
Parking	Use only the three identified car parks and the trailer or boat park. Do not park on lawns or block the footpath, road, neighbouring access or adjoining properties.
Vehicles	Avoid unnecessary engine idling, horn use, door slamming or loud loading and unloading, particularly during quiet hours.
Waste	Place refuse and recycling in the bins provided. Do not leave waste outdoors except within closed bins.
Neighbour amenity	Respect neighbouring residents. Outdoor voices and activities must remain at normal residential levels.
Fire and smoking	Follow all fire restrictions and property safety instructions. No outdoor fires or fireworks. Smoking is prohibited inside the dwelling.
Pets	No pets unless expressly authorised by the consent holders and permitted by the booking rules.

5 Noise management

Guests must comply with the applicable Mackenzie District Plan noise standards at all times. Noise will be managed proactively through the following measures:

- The deck and lawns are closed to guest use between 10.00 pm and 7.00 am.
- Parties, events and outdoor amplified music are prohibited.
- Guests arriving or departing during quiet hours must minimise voices, vehicle noise and luggage handling.
- Doors and windows must be closed if indoor activity could disturb neighbours after 10.00 pm.
- The manager will contact guests immediately after receiving a noise complaint and require the noise to cease or reduce.
- Repeated or serious non-compliance may result in termination of the stay without refund.

6 Parking and vehicle management

The updated site plan identifies three onsite car parking spaces and one dedicated trailer or boat park. The garage is not continuously available and is not counted as part of the parking provision.

- All guest vehicles, boats and trailers must be accommodated in the identified onsite spaces.
- The property must not be marketed in a way that encourages more vehicles than can be accommodated onsite.
- Parking must not obstruct vehicle manoeuvring, pedestrian access, the footpath, Jack Adamson Drive or neighbouring driveways.
- The manager must address any incorrect or unsafe parking promptly after being notified.
- A copy of the approved parking plan must be included in the guest information and displayed at the property.

7 Waste and servicing

- Adequate refuse and recycling bins must be provided for the maximum occupancy.
- Waste must be contained in closed bins and must not accumulate on the site.
- Bins may be placed at the kerb only for collection and must be returned to their storage area promptly afterward.
- The property must be checked between bookings and excess waste removed by the manager or cleaner.
- Guests must not discharge grease, chemicals, sanitary products or unsuitable material into the wastewater system.
- Any water leak, wastewater issue or service failure must be reported to the manager immediately and addressed promptly.

8 Arrival departure and site security

- Standard check-in and check-out times must be stated in the booking information.
- Where practicable, arrivals and departures should occur between 7.00 am and 10.00 pm.
- Self-check-in instructions must be clear and designed to avoid guests approaching neighbouring properties in error.
- Guests must secure the dwelling when absent and at departure.
- Exterior lighting must remain downward facing, shielded and used only as reasonably required for access and safety.
- Keys or access codes must be changed or managed securely between bookings.

9 Complaints and incident response

The property manager's 24-hour contact number must be displayed at the dwelling, provided to guests and offered to immediately adjoining neighbours. Complaints will be managed as follows:

1. Record the complainant's details, time, nature and location of the concern.
2. Acknowledge the complaint within 30 minutes.
3. Contact the lead guest immediately and require the cause of the complaint to be addressed.
4. Attend within one hour where the matter cannot be resolved remotely or where attendance is reasonably necessary.
5. Confirm the outcome with the complainant where contact details have been provided.
6. Record the action taken, outcome and any follow-up measure.
7. Notify the consent holders of any serious, repeated or substantiated complaint.
8. Provide complaint and response records to Mackenzie District Council promptly on request.

Emergency situations involving immediate danger must be reported to emergency services by calling 111. The manager must not attempt to manage a situation where doing so would place any person at risk.

10 Guest complaint and incident registers

10.1 Guest register

A guest register must be completed for every stay and retained for at least two years, or for any longer period required by Council or a consent condition. It must record:

- booking reference;
- lead guest name and mobile number;
- arrival and departure dates;
- number of overnight guests each night;
- number and registration of vehicles; and
- confirmation that the house rules were provided and accepted.

10.2 Complaint and incident register

Date and time	Issue and source	Action taken	Outcome and follow up
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

11 Safety and emergency information

- Maintain smoke alarms and all other required fire-safety systems in working order.
- Display the property address, emergency number 111, evacuation information and the location of safety equipment prominently inside the dwelling.
- Keep exits and escape routes clear at all times.
- Advise guests of any applicable fire restrictions and prohibit fireworks and outdoor fires.
- Provide instructions for power, water, heating or wastewater failure and the manager's contact details.

- Ensure the occupancy and use remain consistent with any Building Control requirements applying to the property.

12 Monitoring review and non compliance

The consent holders will review this plan at least annually and after any substantiated complaint, incident, change of manager or Council request. The review will consider whether further measures are required to maintain residential amenity and compliance.

A breach of the house rules may result in a warning, immediate corrective action, termination of the booking, removal from the property or referral to Council or emergency services, depending on seriousness. The consent holders will cooperate with any monitoring or review undertaken under RM220058.

13 Approval and document control

Document item	Details
Plan version	Version 1
Prepared	15 September 2026
Consent-holder approval	Name: _____ Signature: _____ Date: _____
Property-manager acceptance	Name: _____ Signature: _____ Date: _____
Council approval if required	Officer: _____ Signature: _____ Date: _____
Next review	Within 12 months of approval or earlier following a complaint, incident or material operational change

Appendix 1 Guest house rules summary

The following summary is to be supplied to guests and displayed prominently at the property.

- Maximum 10 guests. One group only.
- Quiet hours are 10.00 pm to 7.00 am.
- Do not use the deck or lawns between 10.00 pm and 7.00 am.
- No parties, events, fireworks or outdoor amplified music.
- Park only in the three marked car parks and the trailer or boat park.
- Do not block the footpath, road or neighbouring access.
- Keep all noise at a considerate residential level.
- Place all refuse and recycling in the closed bins provided.
- Follow fire-safety and emergency instructions.
- Contact the property manager immediately if there is a problem.

Property manager _____ *24-hour phone* _____