

## **Management Plan for 20-Room Hostel**

### **Objective:**

To provide a safe, clean, and welcoming environment for guests staying from a few days up to one year, while ensuring minimal impact on neighbours.

### **Team Structure:**

1. **Manager (1 FTE):**  
Oversees daily operations, guest issues, team coordination, and compliance.
2. **Reception (2 PTE):**  
Staffed 8am–8pm in shifts. Manages check-in/out, bookings, guest queries, and monitors guest conduct.
3. **Cleaning Staff (2 PTE):**  
Daily room and common area cleaning; deeper weekly cleaning for long-stay rooms. Rotating weekend schedule.
4. **Maintenance (1 PTE or on-call contractor):**  
Handles repairs, inspections, and upkeep of building systems. Emergency contact available 24/7.
5. **Security (1 PTE – nights only):**  
Present 8pm–8am. Ensures quiet hours (7pm–7am), monitors guest behaviour, and responds to disturbances.
6. **Community Liaison / Compliance (Duty shared by Manager & Security):**  
Ensures guests respect neighbours and house rules. Mediates complaints and maintains good relations with the community.

### **House Rules Summary:**

- No loud noise after 7pm.
- Guests must be registered and approved.
- Common areas monitored; no disruptive behaviour allowed.
- Regular inspections of rooms for cleanliness and safety.

### **Operations Summary:**

- Weekly team meetings to discuss issues and coordination.
  - Guest agreements include behaviour expectations.
  - Long-stay guests sign an extended-stay addendum.
  - Incident logs maintained for transparency and accountability.
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Bail hostels, known as Approved Premises, operate in a similar way as tourist hostels. Both types of accommodation are staffed 24/7, with on-site personnel responsible for monitoring the behaviour of residents, enforcing house rules, and ensuring the safety and quiet of the environment. Staff members oversee comings and goings, conduct welfare checks, and respond to any incidents or disruptions.

Stays at bail hostels typically range from a few days to up to 12 months. This is very similar to the length of stay at many tourist hostels, where guests might book for a short weekend or stay for several months, particularly in long-term arrangements. The management model, staffing requirements, and operational oversight in both settings are virtually identical, with an emphasis on maintaining order, ensuring security, and minimising disturbances to the surrounding community.

Bail hostels manage resident welfare and safety in much the same way that tourist hostels do, with a strong focus on ensuring residents do not disturb their neighbours and providing structured living spaces.

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