



PLANNING APPLICATION
RENEW SHORT-TERM ACCOMMODATION
DA Ref No: 5.2024.315.1 File No: 14818

21 MERTON STREET VICTORIA PARK

Prepared for: The City of Victoria Park May/2026



SUMMARY

21 Merton Street Victoria Park was approved to offer Short-Term Accommodation from December 23/2024. The owner is now seeking to extend this approval.

During 2025 the current Management Company offered Short-Term Accommodation (3 nights-90 nights) for a maximum of 6 guests.

The property has been managed according to the approved Management Plan and there have been no issues resulting in complaints from neighbours.

The owner is intending to change Management Companies from Easy Home Rentals to Host You Short-Term Accommodation Management who will manage the property according to the approved, existing management plan.

Neighbouring properties will be supplied with the new contact information for the hosts and a copy of the Code of Conduct/House Rules.





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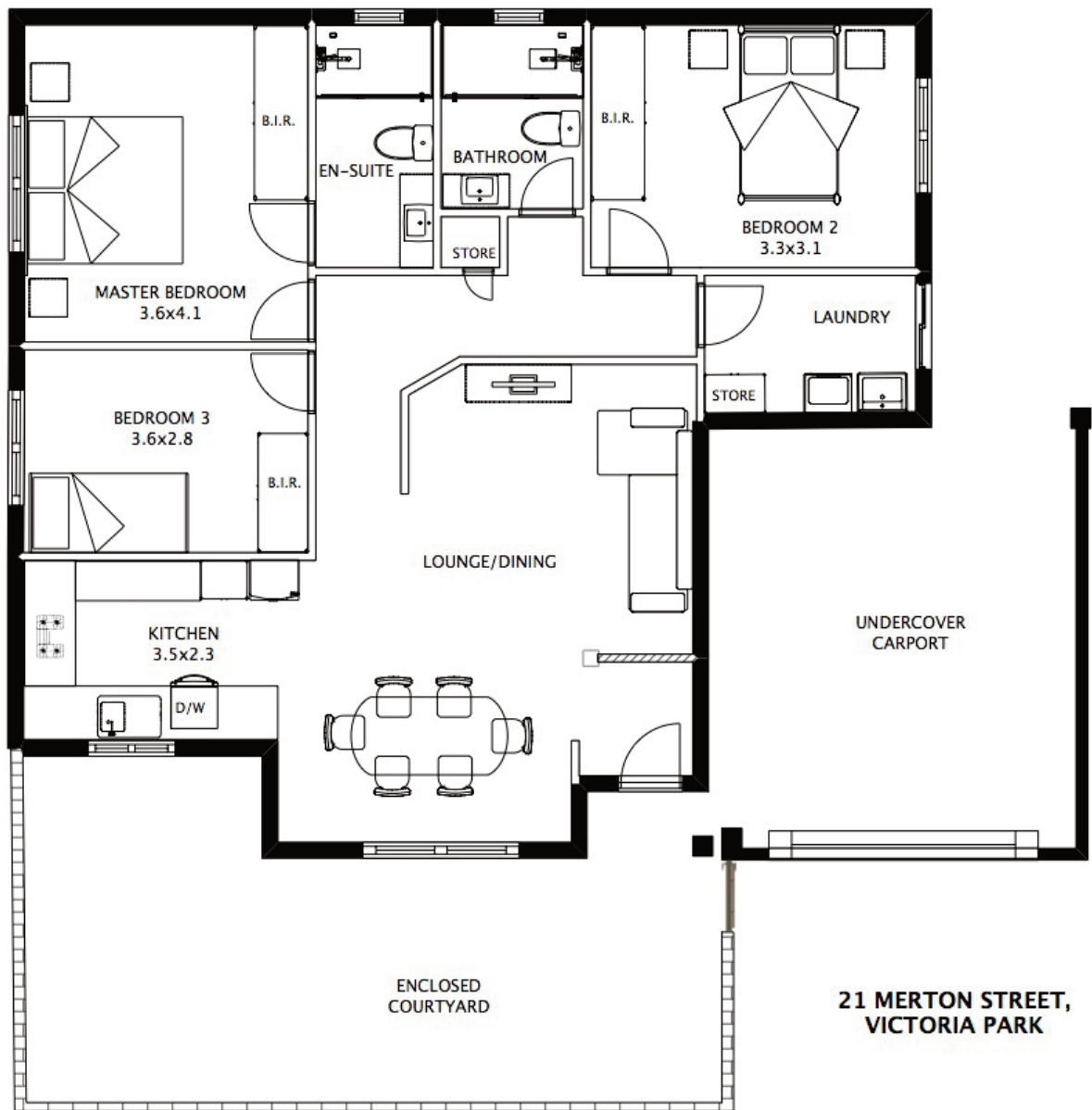
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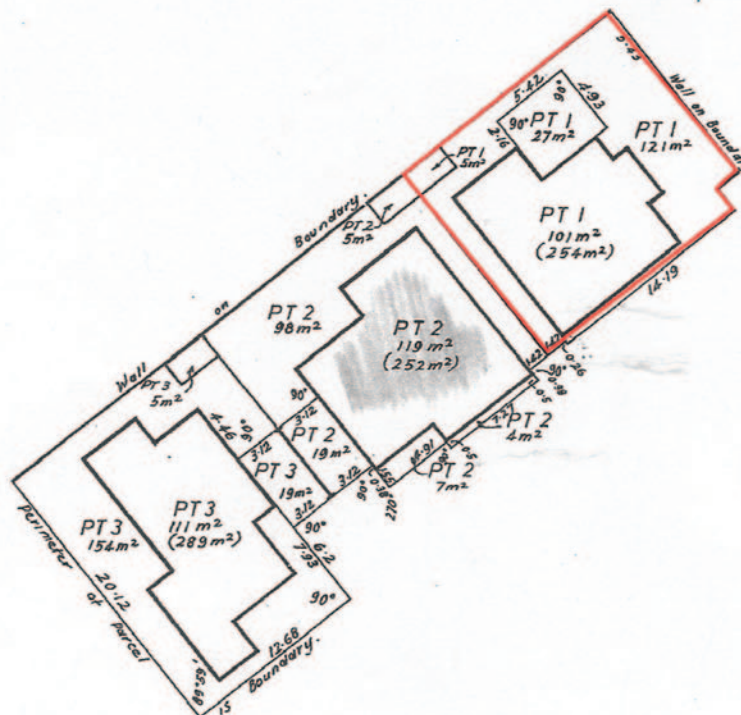


STRATA PLAN No.

28347

GROUND FLOOR

The Strata of part lots exterior to the building extends from 10m below to 10m above the upper surface of the ground floor of the respective adjoining lot except where covered.



As at 20th July 1997 unless a notice of resolution under section 21H or an objection under 21O has been recorded on the strata plan -

The boundaries of the lots or parts of the lots which are buildings shown on the strata plan are the external surfaces of those buildings, as provided by section 3AB of the *Strata Titles Act 1985*;

The scheme may not be a single tier scheme, as defined in section 3(1) of the *Strata Titles Act 1985*;

The areas of the lots shown on the strata plan may have changed;

Where 2 lots have a common or party wall, or have buildings on them which are joined, the centre plane of that wall or the plane at which they are joined, is the boundary;

The horizontal boundaries of the lots or parts of the lots which are not buildings shown on the plan (if any) remain as provided on this strata plan.







COVERING LETTER



Victoria Park, Western Australia. 6100

APPLICATION TO RENEW CHANGE OF USE TO SHORT-STAY ACCOMMODATION.

21 MERTON STREET VICTORIA PARK.

The owner of this property is seeking approval to continue offering Short-Term Accommodation.

The reason for this application is that the owner is in the travel industry and regularly travels interstate and overseas.

As a Short-Term Accommodation property she can be away from Perth for extended periods of time without being concerned about the property because it will be inspected after every guest and any maintenance issues will be identified and addressed immediately.

If approval is granted, the property will be managed by Host You, a company specialising in Short-Term Accommodation Management. They currently have 47 properties under management in the Perth Metropolitan area.

Guests must agree to a strict Code of Conduct during their stay which includes minimising noise and only parking in designated areas.

Noise monitors are installed in most properties to provide an alert if guests are making excessive noise after 9pm. Any disturbance will be dealt with immediately by contacting the guests. If they continue to disturb neighbours the Terms of Occupancy includes the authority to insist they vacate the property.

Specialised software is used to automatically check each guest's rating with Short-Stay Web Sites. If they have previously caused disturbances or damage bookings are not accepted.

This software also requires guests to provide additional identification information which is automatically checked and verified before each booking is confirmed.

Attached is a detailed Management Plan and associated information to enable the City of Victoria Park to assess this application to allow the owners to continue providing short-term accommodation to people visiting the area for business or holidays.



INTRODUCTION

‘Host You’

Short-Term Accommodation Management.

Guest Screening Procedures

When a guest requests or books a stay at this property, we require the following verification steps:

Contact details including full name(s), phone number & e-mail address

Acceptance of our stipulated house rules

Confirmed payment

Profile photo

Government issued ID (such as driver’s licence or passport uploaded to booking platform)

Written reviews/recommendations from other hosts

Total number of guests & location guests are travelling from

Their reason for visiting Perth & booking the property

To add an extra level of confidence in relation to the identity of a booking guest we then cross reference guest information details by using social media platforms.

We can further screen the potential guest/booking by obtaining names of all guests.

Once we have carried out a thorough check of the prospective guest, we then have a right to refuse, accept or cancel the reservation. Prior or after acceptance of the booking, each guest is sent a “HOUSE RULES and party screening” message.

This reiterates our stance on no parties, no gatherings, and no events. This further encourages guests with differing intentions to cancel their booking, as NO deviation from these rules will be tolerated.

Our set of house rules are displayed on the online listing as well as in the hard copy guest handbook which is located inside the property for the guest to refer to.





PROPERTY DESCRIPTION/USE

21 Merton Street Victoria Park is a unit in a group of three. Number 21 is the front unit with street frontage.

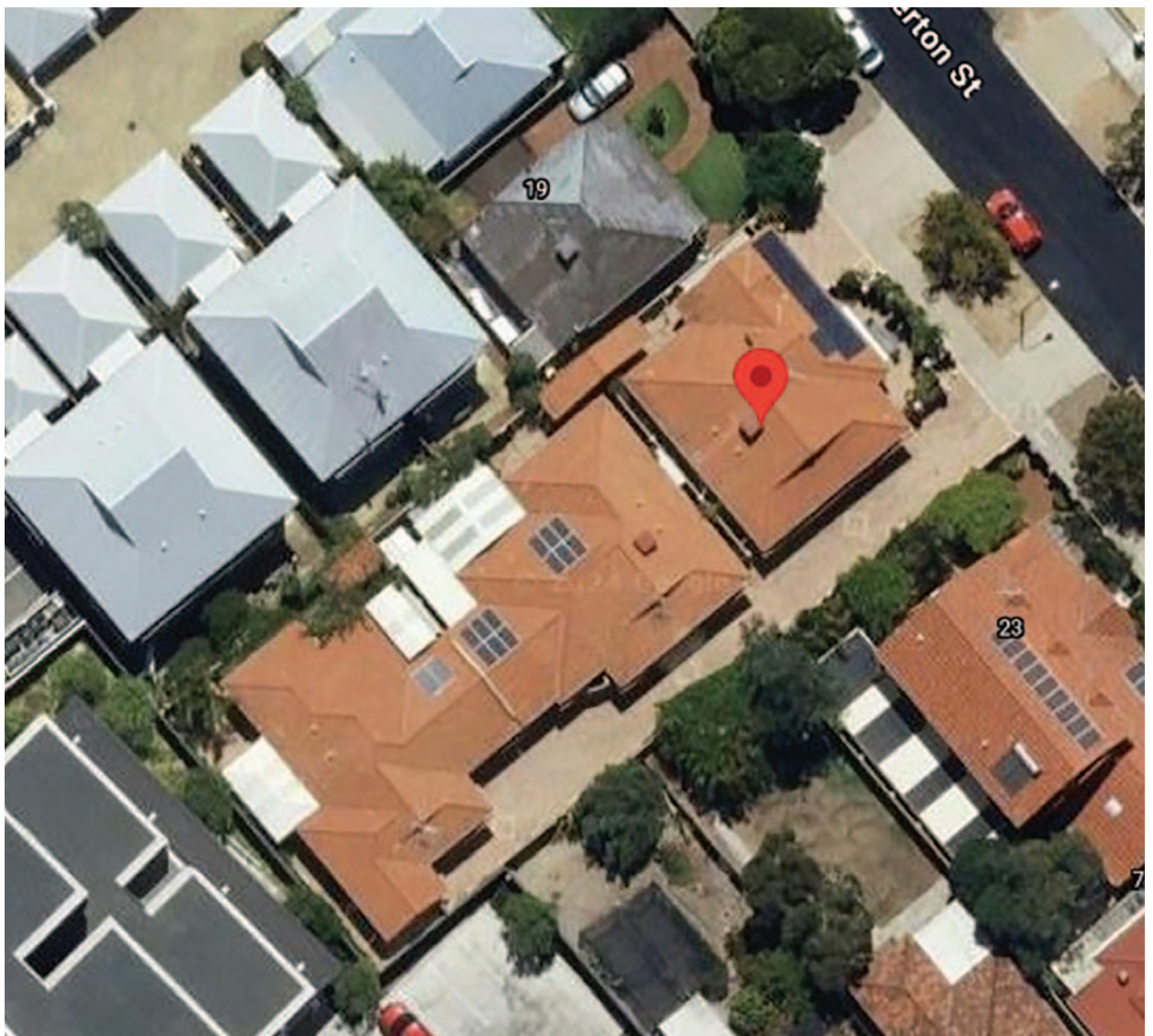
The property is fully fenced and guests will not have to access any common areas.

The unit consists of three bedrooms, a living room, a dining area, a kitchen, two bathrooms, a laundry and a front courtyard.

There are three storage areas within the property. Two inside - one is a locked cleaner's cupboard with cleaning supplies, towels etc and is not accessible to guests. The second storage cupboard is near the laundry and contains cleaning products, a vacuum cleaner and iron for use by the guests. The third storage area is at the rear of the garage and is not accessible to guests. It is locked and contains the owner's personal items.

There is parking for two vehicles in a lock-up garage and parking for a third vehicle in the driveway. A maximum of six people will be allowed to stay at the property during each booking.

The location is close to restaurants and cafes in Victoria Park and major road arteries which will appeal to tourists and corporate groups who need short-term accommodation in the area.





COMPLAINTS MANAGEMENT

Complaints can be resolved via the Manager.

If neighbours believe guests are not being respectful of the Code of Conduct, they can contact the Manager.

If neighbours are having any issues with the operation of the property, such as the location and/or orientation of lighting, vegetation on site or any other general issues, they are encouraged to contact the Manager to further discuss such issues.

A Register of Complaints will be maintained by the Manager and available for inspection by an authorised Council Officer.

The complaints register will contain the following information:

1. The date and time of the complaint;
2. The name and address of the complainant;
3. The nature of the complaint;
4. Investigations carried out;
5. Action taken; and
6. Response provided to complainant.

A copy of this Management Plan can be made available to neighbours. Neighbours will also be provided with the contact details of the Manager and owner.

Neighbours can to be provided with the following:

1. A copy of the Code of Conduct;
2. A copy of the complaints management procedure;
3. Contact details which allows neighbours to engage with the Manager in the event of anti-social behaviour, particularly after hours.

Neighbours will also be encouraged to contact the police if they have concerns of any illegal activity at the property.



COMPLAINTS MANAGEMENT

Complaints are divided into two categories, the process for each is detailed below:

Level 1: Complaint (minor noise disturbance and/or complaint)

In the event of a Level 1 complaint the following procedure is to be adopted:

1. The neighbour is encouraged to contact the Manager to advise of the concern;
2. The Manager will contact the guests to advise them of the complaint and remind them of their obligations under the Code of Conduct.
4. If the issue is not resolved and a further complaint is received within 12 hours, the Manager or an appointed security firm will attend the site;
5. In the event of a further complaint being received and the complaint validated, the guests will be evicted in accordance with the Code of Conduct.

Level 2 Complaint (major noise disturbance or party)

Guests are encouraged to enjoy their time on the property, but as specified in the Code of Conduct, parties are not permitted and noise should be minimised after 9pm and before 7am.

If a Level 2 complaint is received, the following procedure is to be adopted:

1. The Manager or security firm will attend the premises within one hour of the complaint to verify if this is a major noise disturbance or party;
2. If the complaint and the issue is deemed to be a level 1 complaint then the procedure for Level 1 shall be followed.
3. If the complaint is verified as a Level 2 complaint, the guests will be evicted in accordance with the Code of Conduct.



COMPLAINTS MANAGEMENT FORM

This form will be distributed to adjoining neighbours so they can easily contact the Manager in the event of any anti-social behaviour or issues which adversely affect the quiet enjoyment of their property.

If contact details for the Manager change in the future a revised form with the updated information will be circulated to neighbouring properties.



21 MERTON STREET VICTORIA PARK COMPLAINTS MANAGEMENT

21 Merton Street Victoria Park can now provide short-term accommodation under the management of Host You.

We want to be good neighbours so if there are ever incidents of anti-social behaviour or matters that concern you, please contact us and we will resolve them as soon as possible.

MANAGERS:



NAME:.....

ADDRESS:

TELEPHONE:EMAIL:

TYPE OF INCIDENT: (NOISE, LITTER, PARKING ETC).....

.....

TIME/DATE/LOCATION OF EVENT/S:.....

.....

PLEASE DESCRIBE THE EVENTS THAT TOOK PLACE: (ATTACH PHOTOGRAPHS IF POSSIBLE)

.....

REQUESTED OUTCOME YOU ARE WANTING TO ACHIEVE BY MAKING THIS COMPLAINT:

.....

We will send you an acknowledgement that we have received your complaint.

Your complaint will be initially responded to within 5 business days. The response may ask for further information via email or a request to arrange a time for a phone call to discuss.

If no further information is required, the response will include proposed resolution(s)

If resolutions are satisfactory, you will be required to state you accept the response in email to finalise the matter.

If proposed resolution is not satisfactory, we will continue to communicate with you to find a solution.

Should you feel that the matter is not solvable civilly with the property owners, please contact the Town of Victoria Park.



CHECK-IN AND CHECK-OUT

Check-In

At the time of booking online, guests must review and agree to accept the house rules which specifically state:

1. No parties or events;
2. Quiet house after 9.00 pm

Check-in time is 2.00pm - 9.00pm daily.

Guests are provided with a code for keypad entry into the property.

Check-ins are not permitted between 9.00 pm and 7.00 am.

If guests arrive at the property after 9.00 pm they should find alternative arrangements for their stay overnight and check in the following day.

Check-out

Check-out time is between 7:00am and 11:00am on the day of departure, unless other arrangements have been made with the Manager.

In the event that the Manager grants approval for check-out before 7.00am, guests are to ensure that noise is kept to a minimum to avoid disturbing neighbours.



On-site register.

A register of all occupants will be kept by the Manager and be available for inspection by an authorised Council Officer, and shall contain:

- 1 The full names and usual place of residence of all occupants
- 2 The dates of arrival and departure of the occupants.

Maintenance.

Maintenance refers to both building maintenance and care of the gardens.

Maintenance will be managed by the Manager.

Maintenance will preferably be performed at a time between occupancy unless it is urgent and requires attendance at time of occupancy.

Other than in the case of an emergency, any maintenance contractors or staff will be engaged to attend during normal business hours to minimise disruptions to neighbours.





GUEST GUIDE

A guide containing the following information shall be prepared for guests and kept in a folder on premises:

- 1 Manager name and contact details.
- 2 Code of Conduct.
- 3 Procedure in the event of the house alarm activating.
- 4 Wi-Fi Device name and password.
- 5 Key lockbox code.
- 6 TV Information.
- 7 Air Conditioner operation.
- 8 Location of the first aid kit.
- 9 Extra towels and sheets.
- 10 Hot water systems operation.
- 11 Rubbish bin location and procedure for collection of rubbish bins.
- 12 Check-in time.
- 13 Check-out time.
- 14 Local restaurants and shopping.
- 15 Local parks and recreation services.
- 16 Other major attractions.
- 17 Important contact numbers.
- 18 Any other information as required.

Manager's Guide and Responsibilities.

A guide documenting tasks and processes will be retained by the Manager for the following:

- 1 General hosting (Including liaisons with clients, providers and Local Government);
- 2 Cleaning information between occupants;
- 3 Procedure for bin collection;
- 4 Laundry requirements;
- 5 Garden preventative maintenance; and
- 6 Building preventative maintenance.

The Manager shall maintain:

The Register of Complaints as referred to in this Management Plan;

A register of all occupants referred to in this Management Plan;



CODE OF CONDUCT FOR GUESTS

The Code of Conduct is provided at the property to ensure that guests know and comply with specific behaviour governing their permission to enter and occupy the property.

The Code of Conduct will be displayed in a conspicuous place in the property so that it can be easily viewed by guests and visitors.

General Principles

Short-Term Accommodation is a unique experience and the guiding principles of this Code of Conduct are:

- 1 Treat the property as if it is your own home.
- 2 Respect your neighbours.
- 3 Leave it in the appropriate condition as it was upon occupation.

General Requirements

- 1 Guests must comply with this Code of Conduct and instructions from the Manager during their stay.
- 2 Guests must notify the Manager of any disputes or complaints from neighbours as soon as practicable.

Noise and Residential Amenity

- 1 Guests must not create noise which is offensive or has the potential to create a nuisance to occupiers of neighbouring properties especially between 9:00pm and 7:00am Monday to Saturday and 9:00pm – 9:00am on Sunday and public holidays, during arrival and departure, and at any time throughout the occupancy.
- 2 Offensive noise is prohibited and may result in termination of permission to occupy the property, eviction, loss of rental paid and extra charges for security and other expenses, which may be deducted from the security deposit or bond under the terms and conditions.
- 3 Guests must not engage in any anti-social behaviour and must minimise their impact upon the residential amenity of the neighbours and the local community.

Visitors

A 'No Visitor' policy applies.



CODE OF CONDUCT FOR GUESTS

Gatherings and Functions.

Any such activities are strictly prohibited.

Parking.

As required by the Town's Local Planning Policy 23 for three bedroom/six-bed short-term accommodation there is provision for three on-site car parking spaces.

- 1 Parking for two vehicles in the lock-up garage.
- 2 Parking for up to two vehicles in the driveway.

Garbage and Recycling

- 1 Rubbish and recycled goods are to be disposed of in accordance with the usual practice at the property in the allocated bins, and excess rubbish must not be left in a public area.
- 2 Rubbish and recycling arrangements at the property are in the form of a bin for general rubbish and a bin for recycled goods as per the Town of Victoria Park Guidelines.
- 3 Bins should not be placed on the verge before 12pm on the day before collection day.

The Manager is to check by 6pm on the evening prior to collection day that the bins have been placed on the verge. In the event that bins are not placed on the verge by 6pm on the evening prior to collection day, the Manager will place the bins on the verge.

The Manager is to check by 6pm on the day of collection that the bins have been brought onto the property and are not on the verge. In the event that bins are still on the verge at 6pm on the day of collection, the Manager will bring the bins back on the property.

Security.

- 1 Whenever guests are absent from the property they must close and lock all windows and doors to maintain security and prevent rain and water damage.
- 2 At all other times, doors and windows should be secured as a general security measure.
- 3 The mains electricity RCD's (Residual Current Devices) are located in the property's meter box.



CODE OF CONDUCT FOR GUESTS

Outdoor Areas.

- 1 Guests are to respect the privacy of neighbours when utilising outdoor areas.
- 2 Guests are to also minimise noise when in the outdoor areas.

Smoking.

Smoking is not permitted within the residence.

Pets.

Pets are only permitted with approval of the Manager.

Motorcycles and Bicycles.

Motorbikes and bicycles are not permitted within the residence.

Damages and Breakages.

Any damage or breakages must be reported to the Manager.

Compliance.

- 1 Breach of the Code of Conduct is a breach of The Terms and Conditions of Contract and permission to occupy of the property.
- 2 The owner and Manager reserve the right, in accordance with the law, to terminate permission to occupy and to evict from the property guests who refuse to follow the Code of Conduct, or who cause a nuisance.



MANAGEMENT CONTACT INFORMATION



HOST

[REDACTED]

EMAIL:

[REDACTED]

MOBILE:

[REDACTED]



COVERING LETTER

May/2026
Town of Victoria Park
99 Shepperton Road,
Victoria Park, Western Australia. 6100

APPLICATION TO RENEW CHANGE OF USE TO SHORT-STAY ACCOMMODATION.

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FLOOR PLAN

