



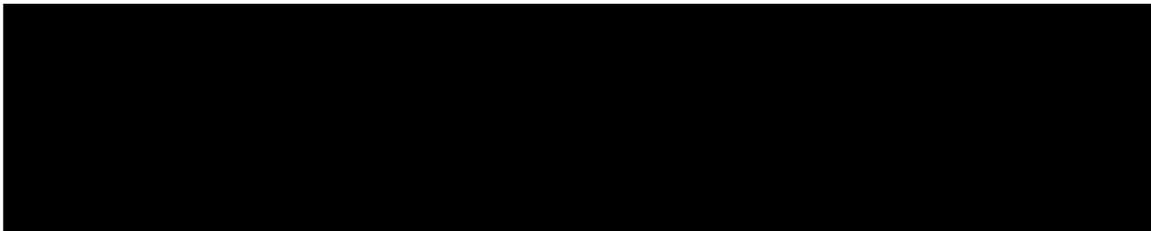
Dear ToVP Compliance Officer

RE: DA Application for Short-Term Rental Accommodation at 29A Hampton Street Burswood

The property at 29A Hampton Street Burswood has been successfully run as an Airbnb. Successfully run to us means that the STA premises has provided benefit to the local community and guests through providing a safe, disturbance free accommodation and supporting local business and community.

During the implementation of the processes introduced by DIRMS, it was incorrectly understood and registered as a hosted property for the following reasons:

- There are common driveways and outdoor area with the owner/property manager's PPOR
- We meet the guests on check-in and show them around the house as a traditional host would



We ensure that guests have the chance to support local businesses by providing details of local businesses, restaurants and cafes.

The types of guests that have been accommodated include;

- Casts from shows held at the Crown Complex that stay for a period where other accommodation types are not feasible or desired
- Guests that have limited movement or disability since access from the carport to main rooms and ensuite are step free
- Guests that have local medical appointments
- Guests attending entertainment and events at the Optus Stadium or Crown Complex
- Guests visiting local schools and businesses.
- International students for short term studies, events and ceremonies

Disturbances from guests can come from any one of the following activities.

- Knocking or attempting to enter the incorrect house
- Excessive noise

- Any noise within quiet time
- Parking in incorrect bays, verges or other people's property
- Litter of any type

We have never had a complaint from neighbours and we can assure you there hasn't been a single disturbance. We have distributed the Disturbance Complaint Form and in line with this application, we will provide the forms again in case there are any new residence in the area.

The location of 29A Hampton Street as a STA premises is well proven as it is within close proximity to public transport (train station and high frequency bus stops), Albany Highway District Centres (between Duncan and Rushton) and other businesses and places of employment along the Burswood Drive district distributor road.

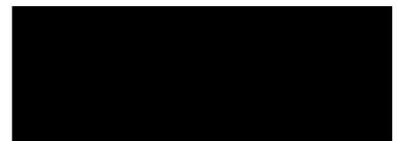
Once again, thank you for your reviewing this retrospective DA and I look forward to continuing to contribute towards the local community and businesses.

Kind Regards



SHORT TERM ACCOMMODATION MANAGEMENT PLAN

29A Hampton Street Burswood



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1. Background

The Property proposed as a Short Term Accommodation premises is a single dwelling double brick and tile, 3 bedroom 2.5 bathroom home with an open plan living and kitchen area, plus a balcony. The Property was built in 2018 to all relevant codes applicable at the time of the build. The address of the Property is 29A Hampton St Burswood and it is located within the Banksia Ward.

The Property is a survey strata property and shares vehicle and pedestrian access with the proposed STA Property Manager, and not with any other dwelling.

2. Objectives of the Management Plan

Holiday rental of dwellings can make a positive, sustainable contribution to local businesses and communities and should be managed to minimise any adverse social or environmental impacts. However, in some areas, the increased use of dwellings for holiday rental accommodation has led to some impacts on amenity, such as in relation to noise and car parking issues.

This Management Plan and associated House Rules have been developed to provide a self-regulatory approach in the management of the Short-Term Accommodation Property at 29A Hampton Street Burswood.

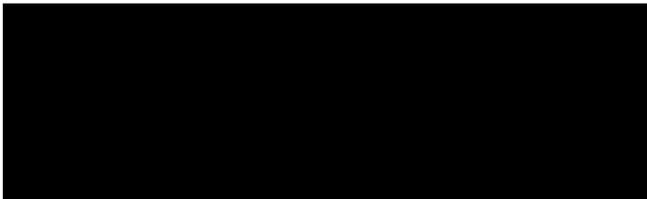
The objectives of this Management Plan are to ensure that all aspects of the management of the proposed Short Term Accommodation are addressed, documented and communicated to all stakeholders to mitigate any adverse social or environmental impacts.

3. Management Strategies

3.1. Manager

The Property will be managed directly by the owner of the Property, as detailed below;

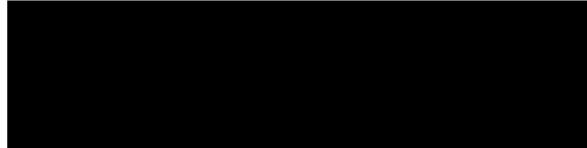
Property Manager



Back up contact 1



Back up contact 2



It is not intended to change management of the Property in the foreseeable future, however, should this be necessary, this MP will be revised to reflect this, and any other changes.

3.2. Number of Guests Accommodated

To manage interaction with others in the neighbourhood and ensure responsible demand on services and local infrastructure, a restriction on the maximum number of guests is allowed at the premises. This is a maximum of 6 persons who do not comprise a single family to be accommodated at one single time.

3.3. Check-in/Check-out Procedure

Guests will be confirmed, verified and a deposit paid prior to being provided with check-in details to ensure maximum security of the Property and all stakeholders.

Check-in procedure is done in person. Proposed check-in times are 3pm and check-out time is 10am. Guests will be required to provide approximate check-in times to mitigate against arriving at unsociable hours, however the Property doesn't share any common property, parking space or common walls (or zero lot boundaries) with any other property with the exception of the Property Manager's property, therefore any unwanted interaction will be minimal.

3.4. House Rules

For an enquiry from a potential guest to be accepted as a guest, they will need to accept the specific written House Rules. These House Rules are written in the listing and available for the guest to peruse at any time. In addition to this, once an enquiry is received, the potential guest is sent a prewritten message further outlining the most important rules relating to parties and noise control. Once the potential guest accepts these conditions and the Manager believes the acceptance is genuine, the booking is accepted.

The House Rules are below;

1. A maximum of 6 guests unless comprising a single family.
2. Highchair and cot needs to be booked at least 4 days before the booking.
3. Quiet hours are between 10:00pm and 7:00am.
4. Please respect our home and the items within it.
5. Please note that you will be charged for any items lost, burned, scratched or damaged in any way.
6. Leave the house in a clean and tidy condition (including dishes washed and packed away).
7. Any excessive mess may incur an additional cleaning charge.
8. Please don't move furniture to different rooms or outside.
9. Please ensure that you lock doors at night and when leaving the house. Unreturned/lost keys or remotes will be charged a flat fee of \$25.00.
10. Please turn off lights and air conditioning/heater when not needed, when you leave the house to avoid wastage of electricity. You may be charged if you check out and left it on.
11. Please keep doors and windows closed when using air conditioning/heater.
12. **PARTIES ARE NOT ALLOWED.** If you break this rule, you will be evicted immediately, and no refund will be given to you
13. No smoking is allowed on the premises including on the balcony and the yard
14. No illicit drugs or activities are permitted and you will be evicted with no refund
15. Visitors must be kept to a minimum of 2-4ppl; otherwise will be considered as a party
16. No decoration is allowed to be hanged or stick to the walls/furniture/floor
17. No confetti or confetti balloons are allowed.
18. Any damage or stains to linen where we have to replace the linen including but not limited to make up and fake tan, replacement items are at your cost, we will bill you for these via Airbnb
19. The individual booking the reservation must be over the age of 26 years old, we reserve the right to verify.
20. No parking in the driveway as this may block access to others.
21. Ingress and egress to the property must be in forward gear, as shown in the attached diagram. That means no reversing up and down the driveway. The only reversing allowed is

reversing into the garage from the reversing bay. Please refer to the included site access diagram.

22. Air-conditioning must only be set between 21 and 24 degrees Celsius. Additional charges may apply if you exceed these settings.

23. If you lock yourself out, please be advised a Fee will incur of \$40 if during the week and \$60 on the weekend

23.1. Noise Control

For an enquiry from a potential guest to be accepted as a guest, they will need to accept the specific written House Rules. These House Rules are written in the listing and available for the guest to peruse at any time. In addition to this, once an enquiry is received, the potential guest is sent a prewritten message further outlining the rules relating to parties and noise control. Once the potential guest accepts these conditions and the Manager believes the acceptance is genuine, the booking is accepted.

The House Rules states that quiet hours are from 10pm to 7am on any given night.

In the unlikely and rare event that a noise complaint is made, the procedure detailed in the *Mitigation and Complaints Procedure* section is followed.

23.2. Mitigation and Complaints Procedure

The House Rules and general expectations of the guests, along with the responsibility of the Property Manager, will be displayed in a prominent position within the premises such as the living room.

Mitigation of noise, any other form of disturbance or security to adjoining property owners is facilitated by ensuring that guests are vetted and verified prior to being accepted as guests at the Property. This will be done during the booking process by way of verification by the booking website, past reviews and by communication with the guests prior to being accepted.

The Property contains no common areas or walls with any other dwellings, with the exception of the owners and property managers property, therefore unwanted interaction or the transfer of low to moderate noise is mitigated.

House Rules will be detailed and enforced on all guests to ensure that, in the event that any disturbance occurs, that it is dealt with in a timely manner. Adjoining property residences will be provided with a Disturbance Complaint Management Form so that should any disturbance occur, then the residence has the appropriate contact details and a way to accurately record the details for further action as required.

Parties are strictly not permitted in the House Rules and will be fully enforced including eviction from the Property.

In the unlikely and rare event that a complaint is made, the procedure is detailed below;

- a) Immediately send a message to the guests via the booking platform to highlight their non-conformance and request that this is rectified without delay
- b) If after a very short time (less than 5 minutes), the guests haven't rectified the issue, a message or phone call is made to the booking platform for follow up.
- c) Simultaneously, the Manager or their delegate will attend the premises to knock on the door to ensure the non-conformance is rectified.

- d) If the non-compliance is not rectified, eviction is then forced through the booking platform standard procedures.

	Action	Timeframe
1	Immediately send a message to the guests via the booking platform to highlight their non-conformance and request that this is rectified without delay.	Within 5 minutes
2	If after a very short time (less than 5 minutes), the guests haven't rectified the issue, a message or phone call is made to the booking platform for follow up.	Within 5 minutes
3	Simultaneously, the Manager or their delegate will attend the premises to knock on the door to ensure the non-conformance is rectified.	Within 5 minutes
4	If the non-compliance is not rectified, eviction is then forced through the booking platform standard procedures.	Within 1 hour

23.3. Use and Maintenance

The Property will be operated as a serviced Short-Term Accommodation. This will include cleaning, waste removal and attendance of any maintenance items after every guest check-out. This ensures the upkeep of the property to a very high standard, both inside and out, to meet the expectations of all guests and stakeholders for a Short Term Accommodation premises of this nature.

Maintenance is the responsibility of the Manager and includes property services, waste removal, building and landscaping.

The specific procedure includes;

- a) During the growing periods (eg spring, summer and autumn for plants and winter for weeds), weed management is dealt with between each booking or weekly/fortnightly as required to keep at a high level of presentation
- a) Pruning is completed annually

All maintenance items are checked and reported by the cleaner between bookings. This list includes but not limited to;

- a) Pest infestation
- b) Air-condition and vents ducts / grills
- c) Door and window operation
- d) Walkway and other accessway cleanliness
- e) Plant and weed growth
- f) Bin cleanliness
- g) Accumulation of mail in the mailbox
- h) Dishwasher / washing machine operation

23.4. Safety, Hygiene and Security

23.4.1. Safety

Fire and safety of the property will meet or exceed the relevant regulation by including the following features;

- Smoke alarms in passageways and living areas powered by mains electricity with battery back-up.
- Annual testing of smoke alarms and RCD's and inspection of the meter box earthing connection.
- Fire extinguishers located in the kitchen suitable for electrical and combustible fires.
- Fire blanket located in the kitchen
- First Aid Kit
- A list of local numbers to call in the event of an emergency such as;
 - 000
 - Local police station
 - Poisons Information
 - Property Manager and back-up contact
- Infant and toddler safety by
 - fixing tall furniture to walls
 - ensuring all chemicals are out of reach
 - ensuring curtain and blinds cords are not a choke hazard
 - ensuring utensils, pots and appliances can't be reached or pulled off the bench
 - Safety gates at stairways
- Primary and secondary exist that are fire safe exists

23.4.2. Hygiene and Comfort

The Property will include the following facilities;

- Reverse Cycle Air Conditioning plus energy efficient ceiling fans
- Segregated and labelled recycling and general waste bins
- Washing machine. Condenser cloths dryer and external clothes drying line
- Exhaust fans in all bathrooms
- Fridge for storage of perishables
- Secure cupboards for storage of dry foods
- Cot and highchair for families
- Effective drains or water supply including retic

Following each guest check-out, all bins shall be emptied, linen changed, and any leftover food appropriately dealt with.

Prior to all check-ins, the house will be prepared and restocked ready for the incoming guest.

Guest will be encouraged to minimise waste to reduce the impact on the environment by attaching signage in the property. For example, signage will be attached to general and recycling bins to aid in the segregation of waste in line with the Town of Victoria Park guidelines.

Responsibility of placing the bins on the verge on Sunday evening/Monday morning for collection will be the Property Manager.

23.4.3. Security

All doors have deadlocks or a security screen while all windows have locks. The House Rules that all guests must sign up to include ensuring that all doors and windows are correctly locked to maintain security.

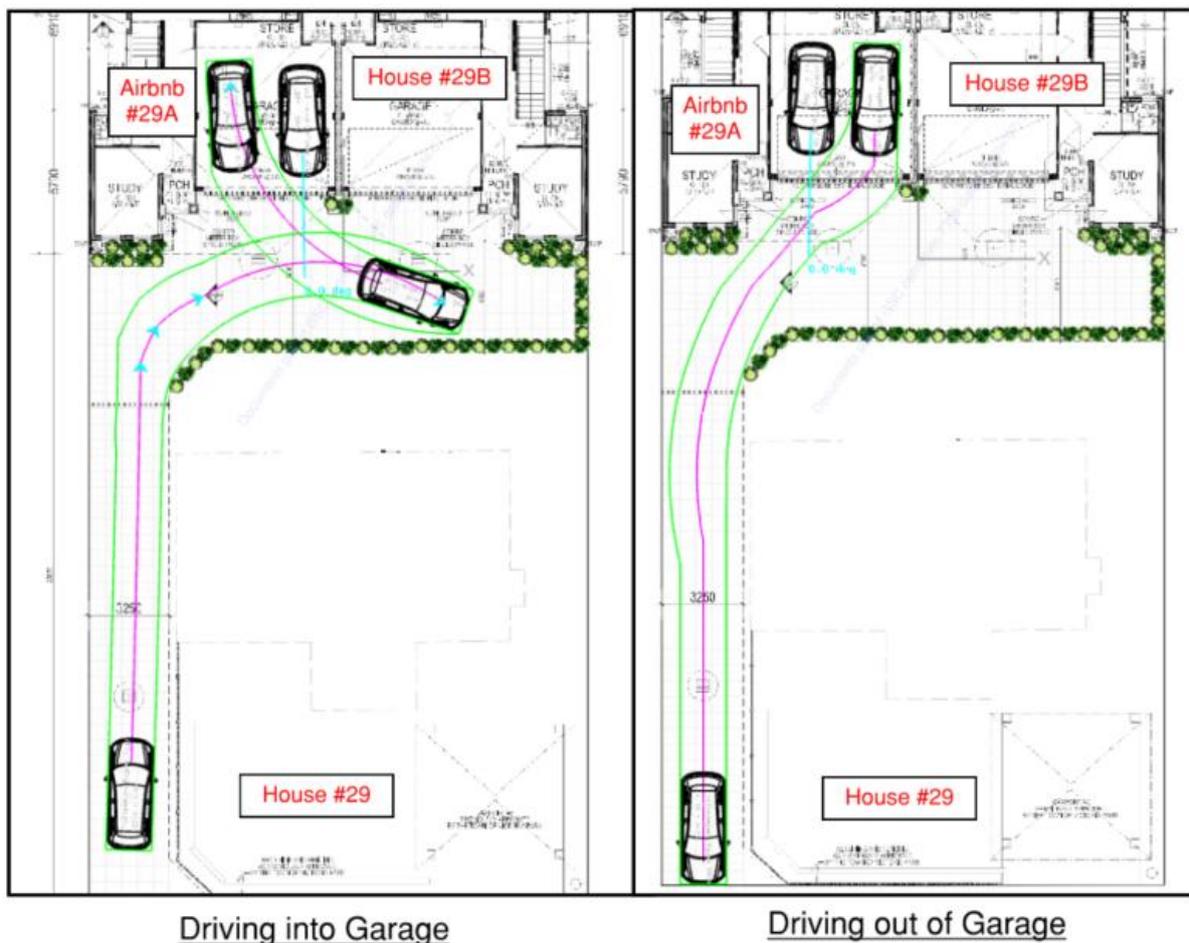
23.5. Car Parking and Access

Ingress and egress to the property must be in forward gear, as shown in Appendix A – Site Plan and Parking. That means no reversing up and down the driveway. The only reversing allowed is reversing into the garage, directly outside the garage.

The Property has a double garage that accommodates two cars, which is sufficient to accommodate the maximum number of guests residing at the property.

It is expected that vehicle trips to and from the property will be similar or less than normal residential use as if the Property wasn't a STA dwelling. It will likely be less considering that guests are likely to have an itinerary while residing at the premises which would involve activities away from the Property.

Appendix A – Site Plan and Parking



Appendix B – Disturbance Complaint Management Form

Disturbance Complaints Management Form Short Term Accommodation – 29A Hampton Street

Purpose of Form:

The purpose of this form is to allow residents in properties directly adjoining 29A Hampton Street to lodge a complaint directly to the Manager of the Property should a disturbance occur. The form contains contact details and should be used to record the details of the incidence to ensure that it is followed up with a suitable resolution.

Property Manager

Name: [REDACTED]

Email: [REDACTED]

Mobile: [REDACTED]

Response time: Immediately

Availability: 24 hours a day, 7 days a week

Back up contact 1

Name: [REDACTED]

Mobile: [REDACTED]

Back up contact 2

Name: [REDACTED]

Mobile: [REDACTED]

Compliant: _____ Date: _____ Time: _____

Nature of disturbance: _____

Reported to: _____

Date and time reported: _____

Action Taken: _____

Was the issue rectified: _____

Signature

Date: _____

Name

