

Local Planning Policy 31 – Serviced Apartments and Residential Buildings

MANAGEMENT PLAN

Unit 3, 716 Albany Highway, East Victoria Park

Updated: 19/11/2025

1. BACKGROUND

1.1 Property Type

The subject property is a multiple dwelling within a six-unit complex in the Town of Victoria Park. Five (5) units are long-term residential dwellings, and one (1) unit (Unit 3) operates as unhosted short-term accommodation.

1.2 Dwelling Layout and Features

- **Bedrooms:** 3
- **Bathrooms:** 2
- **Living Areas:** Open-plan kitchen, living and dining area
- **Kitchen:** Fully equipped
- **Laundry:** Internal laundry behind sliding doors in hallway
- **Parking:** 1 allocated parking bay + access to up to 10 additional shared visitor bays (maximum guest vehicles permitted: 2–3)
- **Outdoor Areas:** Furnished balcony
- **Maximum Guest Capacity:** 6 guests at any one time

Guests have **no access** to any other units, storage rooms, plant rooms, service areas, or restricted strata-managed spaces.

1.3 Location Advantages

The location directly meets the Town's locational criteria:

- Situated on Albany Highway, a Primary Distributor Road.
- A high-frequency bus stop is located immediately outside the building.
- A major shopping centre is located 290 metres away.
- Surrounded by restaurants, cafés, and public amenities.

This ensures accessibility without negatively impacting the building's residential character.

2. OBJECTIVES OF THE MANAGEMENT PLAN

This Management Plan ensures the safe, responsible, and compliant operation of the unhosted short-term accommodation, focusing on:

- **Guest safety and security**
- **Noise and disturbance mitigation**
- **Neighbour and community protection**
- **Property cleanliness and maintenance**
- **Compliance with Local Planning Policy 31**
- **Clear guest expectations and behaviour standards**

3. MANAGEMENT STRATEGIES

3.1 Manager Details (LPP 31 Clause 6.1(a))

Manager: [REDACTED]

Address: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Proximity: On-site; manager can attend the property within **30–45 seconds**.

Availability: 24/7 for all guest or neighbour issues.

3.2 Check-In / Check-Out Procedures (Requirement 2 – Amenity Protection)

- **Check-in:** 2:00 pm
- **Check-out:** 11:00 am
- Early check-ins or late check-outs are **not permitted**.

Check-In Process

1. Access code to the building's main entrance is sent to guests 24 hours before arrival.
2. Keys and gate remote are collected from a secure lockbox at the unit door.
3. Guests may access the rear gate to park vehicles and unload luggage.

Guests are instructed to minimize noise during arrival and departure to avoid disturbance to surrounding residents.

3.3 Noise, Amenity & Complaint Management (LPP 31 Clause 6.1(b)–(c))

3.3.1 Noise & Disturbance Control

- Outdoor areas are to be used quietly and respectfully.
- No parties, events, or loud gatherings permitted.
- Noise must remain at a residential level at all times.
- The manager monitors behaviour and responds immediately if issues arise.

3.3.2 Complaint Procedure

A formal Complaints Management Procedure includes:

- Complaints may be lodged by neighbours, residents, strata, or guests.

- The manager acknowledges complaints within **24 hours**.
- Investigation and corrective action implemented within **7 days** or sooner when required.
- Feedback provided to the complainant.
- The manager must attend the site within **1 hour** of any reported issue.

A copy of the procedure is provided to surrounding properties.

Complaints Management Procedure

I am the owner of Unit 3 and the nominated contact person for any complaints relating to the short-term rental accommodation. I am available 24 hours a day, 7 days a week.

Complaints can be made directly to me via phone or through the short-term rental platform messaging system. If I am temporarily unreachable by phone, I am regularly onsite, working within the building between 5:00 pm and 4:00 am, and reside directly above the apartment at other times.

In the event of an emergency where I cannot be immediately contacted, assistance can be sought from other occupants within the family-oriented apartment building.

I will acknowledge all complaints within one (1) hour of receiving them and will take appropriate action as required.

3.4 Use, Maintenance & Cleanliness (LPP 31 Clause 6.1(d))

- Professional cleaning between every stay.
- Balcony garden bed maintained after each check-out.
- Routine inspections ensure the property remains clean, functional, and safe.
- Common property is respected; no guest access to restricted areas.

Bin Storage and Rubbish Disposal

Each apartment unit has its own allocated rubbish and recycling bins within the designated bin storage area on site.

Guests are provided with clear instructions to dispose of their rubbish in the allocated bins and to separate recyclable materials from general waste. This ensures proper use of waste facilities and prevents overflow or misuse of bin areas.

I trust the above information addresses the Town's request. Please do not hesitate to contact me if you require any further information or clarification.

3.5 Safety, Hygiene & Security (LPP 31 Clause 6.1(e) & 6.1(j))

3.5.1 Safety

- Smoke alarms installed in all required rooms.
- The building's fire alarm system is monitored and triggers direct response attendance.
- Fire extinguishers located outside the unit near the elevator.
- Fire blanket located inside the kitchen.
- Two fully stocked first aid kits provided.
- Guest safety instructions provided at check-in.

3.5.2 Hygiene & Comfort

- Fresh, professionally laundered linen and towels supplied for each stay.
- Waste disposal instructions provided to guests.
- Vermin prevention program in place.

- Ventilation and air-conditioning serviced regularly.
- Laundry facilities available within the unit.

3.5.3 Security

- All entry doors fitted with secure, high-standard locks.
- CCTV cameras operate only in common areas (never inside units).
- Footage accessible only to authorised personnel.

3.6 Parking Management (LPP 31 Clause 6.1(h))

- Unit 3 has **1 allocated parking bay**.
- Guests may also use up to 2 of the **10 available visitor bays**.
- **Maximum permitted guest vehicles: 2–3.**
- Detailed parking instructions provided to guests.
- The manager monitors parking behaviour to ensure compliance.

Public transport is actively encouraged to reduce vehicle traffic.

Car Parking Location and Management

Each unit within the apartment complex has its own designated parking bays allocated specifically to that unit. Unit 3 is provided with its own allocated parking bays, which are to be used by guests staying at the property.

In situations where guests arrive with additional vehicles, there are approximately thirteen (13) additional commercial parking bays available on site that may be used if required. Guests are asked to notify me in advance should additional parking be needed.

The private parking area is located at the rear of the apartment complex and is accessed via a

secure gate. Guests are provided with a gate key to allow access to this area.

Guests are instructed to park only in:

The parking bays allocated to Unit 3; or

Any unnumbered or non-designated parking bays where permitted.

Guests are not permitted to use parking bays allocated to other residents. These measures ensure

that parking associated with the short-term rental does not adversely impact neighbouring

residents. A site plan identifying the relevant parking areas is provided. On the image below the

red marked parking are parking spots that are available.



3.7 Strata Compliance (LPP 31 Clause 6.1(f))

- The strata plan confirms all units have allocated parking bays and identifies common property.

- Guests have **no key or access** to any other restricted or private areas.
- Future strata by-laws will acknowledge the permitted use of Unit 3 as unhosted short-term accommodation, in accordance with LPP 31.

3.8 Floor Plan Compliance (LPP 31 Clause 6.1(g))

- A detailed floor plan will be submitted to the Town.
- The floor plan identifies:
 - All guest-accessible areas (entire unit interior and balcony)
 - All areas **not** accessible to guests
 - Internal storage areas retained exclusively by the owner

3.9 House Rules / Guest Code of Conduct (LPP 31 Clause 6.1(i))

Rules provided in the unit include:

- No parties, gatherings, or loud music
- No smoking inside the apartment
- Use of balcony in a quiet and respectful manner
- Proper rubbish disposal
- Respect for neighbours and common property
- Maximum of 6 guests
- Maximum of 2–3 vehicles
- Immediate eviction may occur if rules are breached

House Rules are displayed prominently inside the unit.

3.10 Enforcement & Consequences (LPP 31 Clause 6.1(k))

If guests fail to comply with House Rules or Code of Conduct:

- A written warning is issued
- If non-compliance continues, the stay is terminated
- Guests may be removed from the premises
- Repeat offenders may be permanently banned

3.11 On-Site Record Keeping (LPP 31 Clause 6.2)

The full Management Plan and Guest House Rules are kept within the unit at all times and updated as required.

This refined Management Plan complies with all requirements of Local Planning Policy 31 and demonstrates strong measures to protect the amenity, safety, and security of all long-term residents in the building.