

Local Planning Policy 31 – Serviced Apartments and Residential Buildings

SHORT STAY ACCOMMODATION MANAGEMENT PLAN

9/121 Hordern Street, Victoria Park WA 6100

15 February 2026

1. BACKGROUND

The property is a double-storey townhouse within a group of 10 units (Grouped Dwelling). The townhouse was built in 2005 and features contemporary luxury furnishings and a private courtyard.

This Short Stay Management Plan is written for Lot 9, 121 Hordern Street, Victoria Park WA 6100.

The townhouse contains three bedrooms, three bathrooms (including one ensuite), living area with a kitchen, balcony with scenic views of the CBD and Burswood, laundry, and a double garage.

The property is located in Victoria Park, at the corner of Hordern Street and King George Street. It is located approximately 400 m walking distance to a major bus stop on Albany Highway with multiple routes to the city and other places. The Victoria Park train station is also within 1 km walking distance. The property is located around 400 m from the Victoria Park Central shopping centre and the food district along Albany Highway, which gives visitors access to restaurants, bars, groceries and cafes.

2. OBJECTIVES OF MANAGEMENT PLAN

The objectives of the management plan are to outline how requirements set by the council will be met and adhered to for the purpose of a Short Stay Accommodation. The management plan will be submitted alongside the application to the council and can be updated as required. The objective of my application is to maintain a high standard of cleanliness, comfort and upkeep to ensure exceptional guest experience.

3. MANAGEMENT STRATEGIES

3.1 MANAGER

The Short Stay Accommodation will be self-managed by the property owners:

Manager	Name	Email	Phone Number
[REDACTED]			
[REDACTED]			

The Managers reside in East Cannington, which is within 15 minutes' drive from the property. The managers are available 24/7 to respond to any queries or issues that may arise from the Short Stay Accommodation.

Any revisions or changes to the management of the property will be reflected in an updated version of the management plan which will be provided to the council within two weeks of change of management.

3.2 CHECK-IN/CHECK-OUT

The standard check-in time is from 3 pm to 7 pm on the day of the booking, while the standard check-out time is by 10 am on the following day. Late or early check-in and check-out are subject to availability and approval by the Manager.

3.3 MAXIMUM NUMBER OF GUESTS

The maximum number of guests allowed at the property is up to 6 guests at a time in accordance with the council policy.

3.4 MITIGATION AND COMPLAINTS PROCEDURE

To mitigate complaints, the booking application (Airbnb) house rules in the 'additional notes' section of the 'listing details' will be recorded. Expectations of guests will be shared upfront. In addition to this, guests will be provided with a 'welcome book' that further restates these expectations. Guests will have access to the property Manager, who will monitor any noise or disturbances.

To help limit excessive noise, the following restrictions will be placed:

- A quiet hours policy will be implemented in accordance with the local regulations. Guests have been informed that the quiet hours are from 9 pm to 7 am.
- Parties and additional unregistered guests will be prohibited.
- Pets are not permitted.
- Neighbours have been notified of the guesthouse purpose and provided with a complaints management form (Appendix A) which outlines the process of filing a complaint.

In the unlikely event of unsociable behaviour, the following procedures are in place. The guests will be messaged or spoken to in person to outline that they are in breach of the house rules that they agreed to when booking with us. They

will be asked to comply with the house rules. The Manager will explain to them that the invitation to stay at the house will be revoked if they continue the unsociable behaviour. It will be clearly outlined that there will be a formal complaint submitted to the booking platform.

If the Manager's request is ignored, the disruptive guests will be asked to leave as their invitation to stay is dependent on them following the house rules. If they refuse to leave and/or the situation escalates, the Police will be called.

3.5 USE AND MAINTENANCE

The property will be maintained by the Manager as needed. The required maintenance will be conducted during periods when the house is not occupied. Should something break or stop working during a guest's stay, they will be provided with instructions on how to report and if required, the Manager will attend to the problem immediately. Landscaping on the property in its entirety is maintained by the Manager on a weekly basis.

3.6 SAFETY, HYGIENE AND SECURITY

3.6.1 SAFETY

The property includes the required smoke alarms and fire blanket. A first aid kit is supplied on the premises. The welcome book will include an emergency plan and local numbers.

3.6.2 HYGIENE AND COMFORT

The house is equipped with a functional kitchen that includes a sink, oven, cooktop, rangehood, microwave and fridge. The laundry space includes a sink and a washing machine / dryer. All linens and towels will be provided. The bathroom includes a toilet, shower and basin. Cleaning services are included in the costs of the booking and the cleaning frequency is dependent on the length of stay. Guests will be provided with the basic cleaning products should they wish to clean surfaces themselves, along with the required dishwashing liquid and handwash. The internet and Wi-Fi password is also provided.

3.6.3 SECURITY

All doors that give access to the property are lockable/unlockable from the inside and out. Guests will be provided with the keys they require to access the property and instructed to keep the doors locked for security purposes. Other copies of the keys will be kept with the property owners/managers.

3.6.4 WASTE MANAGEMENT

The guests will be provided with the location of the property's bins including the waste guideline booklet provided by the council. The guests and/or managers will be responsible for putting the bins out on the relevant bin days, depending on the booking dates.

3.7 CAR PARKING

Guests are provided with a double garage accessible from Hordern Street. While parking will be available to guests, public transport is easily accessible to guests opting to use either bus or train. The Victoria Park train station is a short walk away and bus stops are within close proximity to the premises.



Please refer to the site plan above for further clarification of the parking arrangement. It is recommended that guests use reverse parking into the double garage.

APPENDIX A

Complaints Management Form (see next page)

Complaints Management Form

Required Information	
Full Name:	Address:
Contact Number:	Email Address:
Type of Incident (e.g. noise, parking, litter etc.)	Time, Date, Location of event(s):
Please describe the event(s) that took place (attach photo evidence if applicable):	
Requested outcome you are wanting to achieve by making this complaint:	

Process of a complaint:

1. Provide the above details in email to [REDACTED]
2. You will be sent back an acknowledgement that your complaint has been received.
3. Your complaint will be 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.
4. If no further information is required, the response will include proposed resolution(s).
5. If resolutions are satisfactory, you will be required to state you accept the response in email to finalise the matter.
6. If proposed resolution is not satisfactory, we will continue to communicate with you to find a suitable resolution.
7. If the matter is urgent, please contact [REDACTED] otherwise please use form.
8. Should you feel that the matter is not solvable civilly with the property owners, please contact the Town of Victoria Park.