

Dear 

Thank you for your email and for providing a detailed summary of the submitters' comments in relation to our short-term rental application. I hope you are feeling better now and appreciate the time and care taken to compile this feedback.

We sincerely acknowledge the concerns raised by the community and take them seriously. Our aim has always been to operate in a way that respects the neighbourhood's character and the wellbeing of its residents. Please find below our responses to the key matters raised, including waste disposal and anti-social behaviour as requested, as well as commentary on other relevant concerns.

1. Waste Disposal

We fully recognise the importance of effective waste management and agree that it must be properly addressed. To that end, we have implemented the following measures:

- Additional general waste and recycling bins will be requested from the local council and added to the property to accommodate the increased volume generated by short-term stays.
- A clear waste management schedule is in place, ensuring bins are placed out and brought in promptly by the property manager.
- Guests are informed of proper waste disposal practices via the house manual, welcome messages, and on-site signage.
- The property manager performs regular inspections, with immediate action taken to address any overflow, litter, or misplaced bins.
- A designated staff member is assigned to monitor and manage waste disposal. This staff member ensures bins are placed out on collection days, the lawn and outdoor areas are kept clean, and that no rubbish is left around the property.

2. Anti-Social Behaviour

We are deeply concerned by the reported incidents of guest misconduct, including noise disturbances, trespassing, and inappropriate or illegal behaviour such as urinating outdoors and roof climbing. While we have no internal records confirming these specific events, we do not take such reports lightly.

To prevent and manage such incidents:

- A strict “No Parties, No Events, Quiet Hours (8:00 PM–7:00 AM)” policy is enforced and communicated before and during each booking.
- A maximum occupancy limit is enforced via the booking system and monitored.
- A non-recording noise monitoring device (decibel-only) has been installed to detect elevated noise levels.
- A 24/7 local property manager, located within 20 minutes, is available to intervene in real time if needed.
- An external security camera is monitored live to ensure compliance and deter unsafe behaviour.
- All guests must accept and comply with a Code of Conduct, which outlines expectations for respectful behaviour, safety, and community consideration.
- Breaches result in warnings, eviction if warranted, and a ban from future bookings.
- We are enhancing our vetting process to reject guests with poor reviews or behavioural flags from previous stays.

We are committed to proactive and fair management, and to protecting the wellbeing of nearby residents at all times.

3. Parking Management

We understand that parking is a significant concern, particularly on narrow residential streets. To minimise impact:

- Guests are restricted to a maximum of two vehicles per booking.
- Parking instructions are provided before arrival, directing guests to park only in the designated driveway area.
- Street parking is highly discouraged unless absolutely necessary.
- The property manager monitors compliance, and any breaches are addressed immediately.

We are open to working with the Council to refine this policy if additional restrictions or signage are recommended.

4. Safety & Neighbour Wellbeing

We understand that having unfamiliar guests in close proximity may impact neighbours' sense of safety and comfort. To address this:

- All guests are verified through reputable platforms, with enhanced screening.
- Only registered guests are permitted on site.
- Monitoring tools and prompt on-site response are in place to prevent and respond to concerns.
- We take a zero-tolerance approach to illegal behaviour, including drug use, and will involve authorities if required.
- We remain available for contact 24/7 and aim to resolve any neighbour complaints within 12 hours or sooner wherever possible.

5. Unauthorised Use

We sincerely regret commencing operations prior to formal approval. This was not intended to circumvent process, and we acknowledge the frustration caused. We are now following the correct planning procedures in full and will not resume operations if the application is declined.

We are committed to compliance with all local planning and regulatory requirements, now and into the future.

6. Amenity and Neighbourhood Character

We appreciate the community's pride in the residential character of the area. Our intention is not to disrupt but to contribute positively by offering affordable, well-managed accommodation for visitors. The property was selected due to its accessibility and suitability for short-term use and is not used for high-traffic or commercial events.

We remain committed to maintaining peace and quiet, with management practices designed to avoid disturbances, enforce occupancy limits, and uphold neighbourhood values.

7. Community Concerns and Communication

We take all complaints seriously and handle them through a dedicated management process:

- All complaints received are logged, acknowledged, and reviewed, with updates provided upon request.
- Our aim is to complete complaint reviews within 12 hours and take corrective action if necessary.

We welcome direct feedback from neighbours and are exploring a dedicated contact number to simplify communication.

General Comment:

We take all reports of anti-social behaviour or disturbances very seriously and are committed to addressing any concerns in a respectful and transparent manner. To help ensure the property is operated responsibly, we have several safeguards in place. These include 24/7 external camera monitoring of the front and driveway (facing only public areas), managed in real time by our team, and a clearly communicated “No Parties or Events” policy, along with quiet hours from 10:00 PM to 7:00 AM daily.

In addition, the property is equipped with a non-recording decibel monitor, which alerts our team to elevated noise levels. Should such alerts occur, we promptly contact the guests with a courteous reminder. If noise persists, our local property manager—who is located less than 20 minutes away—is dispatched to attend the property in person. In rare cases where issues cannot be resolved promptly, we are prepared to escalate appropriately, including contacting local authorities if necessary.

We would like to note that, based on our internal records, we have not observed any incidents that match the descriptions provided in the submissions. However, we understand and respect the seriousness of these concerns. We kindly ask the Council to advise if there are specific dates or times relating to these events so that we can cross-reference our monitoring logs and, where helpful, provide relevant footage or data in the spirit of full transparency and resolution.

Above all, we remain committed to preserving the peaceful residential character of the neighbourhood and to running an honest, well-managed operation that reflects positively on the local area.

Conclusion

In summary, we are taking every step possible to ensure the property operates in a manner that is safe, respectful, and aligned with the community's expectations. We remain fully committed to transparency, responsible management, and continuous improvement.

Please let us know if further clarification is needed or if there are additional measures we can implement to support this application.

Warm regards,

