



INTRODUCTION

The Town has witnessed a growing demand for more diverse forms of accommodation due to its close proximity to the Perth CBD, Curtin University, Perth Airport and the Swan River, as well as the wide range of commercial, retail, and educational opportunities available within the Town.

This policy has been designed to guide and facilitate the appropriate provision of specialised forms of accommodation other than dwellings occupied on a permanent basis (i.e. transient accommodation). In particular, the policy provides guidance and standards for the location and operation of Serviced Apartments, and Residential Buildings as defined by their land use definition contained under the Scheme. This Policy also further defines and categorises particular forms of Residential Building as either Bed and Breakfast Accommodation, Short Term Accommodation or a Lodging House.

This Policy should be read in conjunction with the Town of Victoria Park Town Planning Scheme No. 1 (Scheme), Precinct Plans and all relevant Local Planning Policies, including:

- *Local Planning Policy 3 - Non-Residential Uses in or Adjacent to Residential Areas;*
- *Local Planning Policy 4 - Mixed Use Development and Residential Uses in Non-residential Areas;*
- *Local Planning Policy 23 - Parking Policy; and*
- *Local Planning Policy 25 - Streetscape*

OBJECTIVES

- a) To facilitate the development of appropriately located and high quality accommodation other than permanent residential dwellings within the Town of Victoria Park;
- b) To define and control the use, management and level of service provided for Residential Buildings and Serviced Apartments, including specialised forms of accommodation such as Lodging Houses, Bed and Breakfast Accommodation and Short Term Accommodation;
- c) To provide guidelines for the design of Serviced Apartments, particularly where they are proposed as part of a residential or mixed use development occupied by permanent residents;
- d) To protect the residential amenity of permanent and long term residents and minimise the perceived negative impacts that may be caused by the transient nature of alternative forms of accommodation;
- e) To ensure various forms of accommodation, particularly where they are to be located within existing residential areas, are of a compatible scale and design with surrounding development;
- f) To locate Residential Buildings and Serviced Apartments in a coordinated manner that provides accessibility and convenience for guests/occupants while minimising potential adverse amenity impacts, particularly within low density residential areas and local neighbourhood streets;
- g) To recognise the positive contribution that Serviced Apartments and Residential Buildings including Short Term Accommodation may have on the local economy.

REQUIREMENT FOR DEVELOPMENT APPROVAL

Serviced Apartments and Residential Buildings are 'AA' discretionary uses in all zones within the Scheme Area and therefore require development approval to be obtained from the Council in all instances. The requirement for development approval applies to all forms of accommodation that may comprise a Residential Building land use, including bed and breakfast, short term accommodation and lodging houses.

POLICY SCOPE

This Policy applies to any proposal for a Residential Building or Serviced Apartment(s) within the Town of Victoria Park.

Given that a Residential Building may take a variety of forms (and therefore variety of design/operational requirements and potential impacts) this Policy further defines the use of Residential Building under the three subcategories of Bed and Breakfast, Short Term Accommodation and Lodging House (refer to Definitions below).

Hotel and Motel are defined and listed as separate land use classifications under the Scheme and are not dealt with by this Policy. In general, Hotel or Motel developments will be considered on their merits subject to compliance with the Scheme, Precinct Plan and all relevant Local Planning Policies.

Conversion of existing dwellings

Where an existing dwelling is proposed to be used or occupied contrary to the definition of a dwelling (refer to Definitions below), it ceases to be classified as a dwelling and is instead classified as a Residential Building, or in some circumstances as Serviced Apartments. This also applies in the case of a new building proposed or capable of occupation in a manner that is inconsistent with the definition of a dwelling.

DEFINITIONS

Bed and Breakfast	means a <i>dwelling</i> : (a) used by a resident of the dwelling to provide <i>short-term</i> accommodation, including breakfast, on a commercial basis for not more than 4 adult persons or one family; and (b) containing not more than 2 guest bedrooms.
Dwelling	a building or portion of a building that is used, adapted, or designed or intended to be used for the purpose of human habitation on a <i>permanent</i> basis by a single person, a single family, or no more than six (6) persons who do not comprise a single family, and includes a Single House, Grouped Dwelling, Multiple Dwelling and Ancillary Accommodation as defined by the Scheme and the Residential Design Codes.
Lodging House	has the same meaning as defined in the <i>Health Act 1911</i> , namely any building or structure, permanent or otherwise, and any part thereof, in which provision is made for lodging or boarding more than 6 persons, exclusive of the family of the keeper thereof, for hire or reward; but the term does not include— (a) premises licensed under a publican's general licence, limited hotel licence, or (b) wayside-house licence, granted under the <i>Licensing Act 1912</i> ; (c) residential accommodation for students in a non-government school within the meaning of the <i>School Education Act 1999</i> ; or (d) any building comprising residential flats.

Examples of Lodging Houses include youth hostels, guesthouses, boarding houses, backpackers and workers accommodation and any other form of *Residential Building* proposed or capable of providing accommodation for 7 or more guests/occupants, whether on a *short-term* commercial basis or on a *long term* basis.

Applications seeking approval for a building determined by the Council as capable of providing accommodation for 7 or more persons who do not comprise a single family, shall be assessed as a Lodging House under the provisions of this Policy.

**Permanent/
Permanently**

In relation to the terms used to describe the length or nature of occupation of a building in this Policy, the terms "*long term*", and "*permanent*" have the same meaning as the definition of "*permanently*" contained in the Scheme (i.e. the habitation of a building or part of a building for 6 months or more).

**Residential
Building**

a building, together with rooms and outbuildings separate from such building but incidental thereto; such building being used or intended, adapted or designed to be used for the purpose of human habitation:

- *temporarily* by two or more persons; or
- *permanently* by seven or more persons, who do not comprise a single family, but does not include a hospital or sanatorium, a prison, a hotel, a motel or a residential school.

For the purposes of this Policy, the use of part of a building (such as a unit or room) in the manner described above shall also be regarded as a Residential Building.

**Serviced
Apartment(s)**

means a group of units or apartments providing –

- (a) self-contained temporary accommodation for guests; and*
- (b) any associated reception or recreational facilities.*

Examples include complexes of two or more units that are commonly maintained and operated, and are furnished and equipped to be occupied in a manner similar to Multiple Dwellings but on a temporary basis. Serviced Apartments will usually be provided with laundry and cleaning services, with or without other ancillary amenities.

Applications which seek the use of an individual *dwelling* for the provision of accommodation on a *short term* basis where the maintenance and management of the accommodation is independent of other units (although generally not supported by the Council) shall be classified as *Short Term Accommodation*.

**Short Term
Accommodation**

means a Residential Building occupied on a short term/temporary basis by no more than 6 persons that do not comprise a single family at any one time; and excludes a Lodging House, Bed and Breakfast accommodation and Serviced Apartments.

Examples of Short Term Accommodation include short stay rental accommodation, holiday homes, student accommodation, share housing, etc.

**Temporarily/
Temporary**

In relation to the terms used to describe the length or nature of occupation of a building in this Policy, the terms "*short term*", "*short stay*", "*temporary*" and "*transient*" have the same meaning as the definition of "*temporarily*" contained in the Scheme (i.e. the habitation of a building or part of a building for less than 6 months).

POLICY REQUIREMENTS

1. Location

- 1.1 Residential Buildings and Serviced Apartments should be appropriately located to ensure they are in convenient, easily accessible locations for their guests, and to minimise potential adverse impacts on the amenity of surrounding residential properties, particularly within low density, suburban environments.
- 1.2 To achieve 1.1 above, Residential Buildings and Serviced Apartments will only be supported by the Council where they are located on sites which meet at least two or more of the following criteria:
 - a) Are on a Primary, District or Local Distributor road;
 - b) Are within 400 metres of a train station or high frequency bus route stop;
 - c) Are within 400 metres of an area of tourist potential as determined by the Town, such as adjacent to the Swan River foreshore and major sporting/entertainment complexes;
 - d) Are within 400 metres of a District Centre zone, Commercial zone or other location providing convenience shopping and access to everyday goods and services; and/or
 - e) Are within 800 metres of a higher education provider (TAFE or University campus), where the proposal is for Short Term Accommodation to house students.
- 1.3 Applications for a Lodging House will generally not be supported on 'Residential' zoned land with a designated density coding of 'R60' or lower under the Scheme.

2. Design of Residential Buildings

2.1 Conversion of Existing Buildings

Applications involving the conversion or change of use of an existing dwelling(s) to a Residential Building will generally only be supported where:

- a) The existing building is approved by the Council as a Single House or Grouped Dwelling; or
- b) The existing building is an approved non-residential building but meets (or will be modified to meet) the visual privacy, open space and outdoor living area requirements of the Residential Design Codes that apply to a Single House or Grouped Dwelling constructed on the site;
- c) In the case of a Bed and Breakfast, the guest accommodation does not comprise more than 2 guest bedrooms providing accommodation for a total of 4 adult persons or one family;
- d) In the case of Short Term Accommodation, there are a maximum of six (6) rooms designed for and/or capable of use as bedrooms;
- e) Applications to convert an existing Grouped Dwelling to Bed and Breakfast accommodation or Short Term Accommodation will be considered on their merit but must demonstrate that the amenity of the occupants of the other Grouped Dwellings within the development/complex will not be adversely affected by the proposal by way of noise, interruption, access or other impacts;
- f) The conversion of single Multiple Dwellings to Short Term Accommodation or Bed and Breakfast accommodation will generally not be supported by the Council given the potential for negative impacts and conflict to occur with permanent residents of other units. Any applications of this kind shall be additionally subject to the location and design requirements for Serviced Apartments outlined in Clause 3 of this Policy; and



- g) In the case of a Lodging House proposal, the applicant has demonstrated that the internal design and layout of the building is consistent with the construction and use requirements specified for Lodging Houses in Part V, Division 2 of the *Health Act 1911* and Council's *Health Local Law 2003*, except where the proposal is specifically excluded from the definition of a 'Lodging House' contained in the *Health Act 1911*. This includes the requirement for a keeper/manager to reside on the premises at all times;

2.2 New Buildings

Applications proposing the construction of a new building(s) to accommodate a Residential Building(s) shall:

- a) Meet the requirements of the Residential Design Codes that apply to a Single House or Grouped Dwelling constructed on the site in relation to density (i.e. number of buildings), boundary setbacks, open space, outdoor living area, site works, building height, visual privacy and design for climate;
- b) Meet the requirements of Council's *Local Planning Policy 25 – Streetscape* that apply to a Single House or Grouped Dwelling constructed on the site, where it is located on Residential zoned land;
- c) a) and b) above apply to the design and location of carports, garages and any other incidental development associated with a Residential Building(s);
- d) In the case of a Bed and Breakfast, the guest accommodation does not comprise more than 2 guest bedrooms providing accommodation for a total of 4 adult persons or one family;
- e) In the case of Short Term Accommodation, there are a maximum of six (6) rooms designed for and/or capable of use as bedrooms;
- f) In the case of a Lodging House proposal, the applicant has demonstrated that the proposed internal design and layout of the building is consistent with the construction and use requirements specified for Lodging Houses in Part V, Division 2 of the *Health Act 1911* and Council's *Health Local Law 2003*, except where the proposal is specifically excluded from the definition of a 'Lodging House' contained in the *Health Act 1911*. This includes the requirement for a keeper/manager to reside on the premises at all times.

2.3 Additional Requirements for Bed and Breakfast Accommodation

- a) The permanent residents responsible for the operation of the Bed and Breakfast accommodation must reside in the building from which the accommodation is provided. Where the accommodation is provided from within a building detached from the main dwelling they shall reside within the main dwelling (or vice versa); and
- b) The permanent residents responsible for the operation of the Bed and Breakfast accommodation must have dedicated bedroom and bathroom facilities, separate from those of the guest accommodation.

3. **Design of Serviced Apartments**

3.1 Conversion of existing dwellings

- a) The conversion of dwellings to Serviced Apartments (or vice versa) on a unit by unit basis will generally not be supported by the Council; and
- b) Applications for the conversion of existing Multiple Dwelling(s) to Serviced Apartments will generally only be considered where they seek to change the use of entire floors to ensure compliance with the separation of uses within the building, outlined in 3.3(b) below.



3.2 New Buildings

- a) Applications for Serviced Apartments shall be subject to the siting, design and location requirements applicable to the site for Multiple Dwellings under the Council's Scheme, the relevant Precinct Plan for the locality and the Residential Design Codes. Where Serviced Apartments are located on Residential zoned land they are additionally subject to the requirements of Council's Local Planning Policy – Streetscape;
- b) Where a combination of dwellings (permanent occupancy) and Serviced Apartments are proposed within a development, the applicant must demonstrate how the amenity and security of all occupants will be protected and maintained through the design and management of the development;
- c) In such instances the Serviced Apartments will be required to be separated from the permanent/long term residents of the development by being located on separate floors of the building;
- d) Separate entrances should be provided for permanent and temporary residents where a combination of dwellings and Serviced Apartments are proposed within a single development;
- e) Applications for Serviced Apartments shall include within the entrance foyer or lobby, a reception desk which is to be attended by staff at all times or suitable other arrangements (e.g. provision of a secure combination key safe) to ensure the accommodation guests are able to check-in/check-out of the accommodation at their intended time of arrival/departure; and
- f) Consideration should be given to providing some communal facilities for the use of permanent residents only, where a combination of dwellings and Serviced Apartments are proposed within a single development.

4. **Signage and Advertising**

4.1 Residential Zoned Land

On land zoned 'Residential' under the Scheme, a maximum of one (1) sign on the site not exceeding 0.2m² in area, and incorporated into a front fence, wall, structure or building that identifies the name and address of the accommodation is permitted.

4.2 Land in Zones other than Residential

Signage associated with the accommodation on land zoned other than 'Residential' shall be subject to Local Planning Policy 38 'Signs'.

5. **Car Parking**

- 5.1 All resident, guest, staff or visitor car parking associated with the accommodation shall be contained on site. No consideration will be given to the parking of vehicles on-street or on Council verge areas;
- 5.2 The number of car parking bays to be provided for the development shall be in accordance with *Local Planning Policy 23 – Car Parking*;
- 5.3 Serviced Apartment developments must make provision for the parking of delivery, servicing and maintenance vehicles on the site;
- 5.4 Tandem car parking may be considered in relation to proposals for Bed and Breakfast Accommodation and Short Term Accommodation, only; and
- 5.5 Where a development involves a combination of dwellings (permanent occupancy) and Serviced Apartments, the parking area for permanent residents and their visitors shall be clearly separated and delineated from the parking area for the Serviced Apartments.



6. Management Plan

6.1 A detailed Management Plan shall be submitted for all applications for a Residential Building or Serviced Apartments to the satisfaction of the Council. As a minimum the Management Plan should address and/or provide details of the following:

- a) Name and contact details of the owner, manager and other persons responsible for management or servicing of the premises, including addresses, email and direct telephone contact details.
- b) Control of noise and other disturbances, including the appropriate use of outdoor entertainment areas, appropriate times for the checking-in and checking-out of occupants, etc.;
- c) Complaints Management Procedure detailing the person(s) responsible and measures that will be taken in the event a complaint is received in relation to the guests or operation of the premises. This will detail the approach and timeframe to resolve any complaints received and provide feedback to the complainant that appropriate actions have been taken to resolve the issue and prevent further occurrences. The Complaints Management Procedure is to be provided to all properties surrounding the premises (if approved) and revised copies provided should the person(s) responsible for receiving and responding to complaints (or their contact details) change. There shall be at least one person available by direct telephone at all times of operation of the accommodation, that is within local proximity of the premises to be able to respond and be present at the site, within one hour of any complaints or other issues being received.
- d) The use and on-going maintenance of the premises, landscaping and gardens, and any common property areas or common facilities (where applicable);
- e) Security of guests, residents and visitors;
- f) Strata titled developments should include appropriate By-Laws to be entered into the strata management statement acknowledging the type and nature of the accommodation (for example Short Term Accommodation), which also acts as a mechanism to advise future and prospective owners of the existence of the accommodation within the development;
- g) Exclusive use of the storage areas by the operator of the building, where the operator of the accommodation is to reside within the premises;
- h) Details of car parking management, including the expected number of vehicle trips to and from the premises by guests, visitors and occupants of the accommodation, including delivery vehicles. The plan shall demonstrate the sufficient provision of car parking on the site, and as a minimum shall comply with the requirements of *Local Planning Policy 23 – Parking Policy*, unless otherwise stipulated by this policy. The plan should also detail the manner in which occupants and visitors will be directed to park vehicles on the site at all times – e.g. guest instructions and limitations on vehicle numbers;
- i) Preparation of guest House Rules or a Code of Conduct setting out the expected behaviour of residents/guests and other matters in order to minimise any impact on adjoining properties and prevent anti-social behaviour. These matters include rubbish disposal and collection, removal of old furniture, maintenance of building and gardens, use of outdoor entertainment areas, guests/parties, noise and playing of loud music, etc.);
- j) Compliance with Lodging House management requirements, if the premises is deemed a Lodging House (such as registers, water supply, cleaning, disease notification, maintenance, room occupancy, painting, linen washing, cooking and

food storage, fire control, etc.) as defined in the *Health Act 1911*; and

- k) Details of consequences/measures that will be taken should guests fail to adhere to House Rules/Code of Conduct etc. (e.g. eviction of guest).

6.2 The Management Plan shall be kept at the premises at all times, and the House Rules/Code of Conduct shall be displayed in a prominent position within the premises.

7. Servicing Strategy (Serviced Apartments)

7.1 In addition to a Management Plan, all applications for Serviced Apartments shall include a Servicing Strategy detailing the level of servicing that contains, but is not limited to, the following:

- a) Opening hours for guest check-ins and check-out;
- b) Method of reservations/bookings;
- c) Means of attending to guest complaints;
- d) Type or extent of room service to be offered;
- e) Cleaning and laundry services, where applicable;
- f) Company name and relevant experience of management/operator;
- g) Back of house facilities (e.g. kitchen, laundry, office); and
- h) Management and accommodation of servicing vehicles within the context of the overall car parking for the development.

8. Community Consultation

Community consultation will be carried out in relation to a proposed Residential Building or Serviced Apartments development in accordance with *Local Planning Policy 37 – Community Consultation on Planning Proposals*.

9. Application Information

In addition to the Management Plan and Servicing Strategy (in the case of Serviced Apartments) referred to above and normal development application information requirements (submission of forms, plans etc.), the following additional information is required to be submitted for development approval for any application for a Residential Building or Serviced Apartments:

- 9.1 Information justifying the proposed location of the accommodation; and
- 9.2 Justification as to how and why the proposed accommodation will be compatible with the adjoining area and is consistent with the objectives and provisions of this Policy.
- 9.3 Development applications for a Residential Building or Serviced Apartments that involve the proposed use of common property within an existing Grouped Dwelling or Multiple Dwelling development (including for guest/customer access or car parking) require signed consent from the Strata Council/Body Corporate (as applicable) or all owners within the complex in order to be a valid development application.

10. Validity and Extent of Development Approval

10.1 Term of Approval for Residential Buildings

Where the Council has exercised its discretion and determined to grant development approval for a Residential Building, the initial approval period shall not exceed a maximum of 12 months. An extended timeframe may be considered for prospective applications that involve construction of a new building for the use. Owners/managers are to update management plans and other supporting documents/evidence as appropriate when applying for further development approval.



10.2 Restriction of Operator

Any approval of a Residential Building or Serviced Apartments is restricted to the approved operator of the Residential Building or Serviced Apartments only. Fresh approval must be obtained in the event that the approved operator of a Residential Building or Serviced Apartments development changes.

11. **Assessment of Applications for Dwellings**

11.1 **Criteria used to determine accommodation type**

The Council will have regard to the following criteria in determining whether an application for a building providing accommodation will be determined as a dwelling (for example a Single House or Grouped Dwelling) or a Residential Building:

- a) The number of proposed and potential bedrooms and occupants, in particular where there are 6 or more rooms proposed or considered capable for use as bedrooms. The Council may consider any enclosed habitable room greater than 10m² in area as capable of occupation by two persons;
- b) The ratio of bathrooms and toilets to the number of bedrooms/occupants. As a guide, the Council will consider a building that provides a high ratio of toilets and bathrooms to the number of proposed or potential bedrooms as characteristic of a Residential Building (i.e. a ratio of more than 1 toilet per 2 bedrooms or more than 1 bathroom per 2 bedrooms);
- c) The floor area ratio of potential bedrooms to living areas;
- d) The location and provision of outdoor living areas so that they do not provide opportunity for conversion to car parking spaces;
- e) The proportion of soft landscaping in comparison to hard/paved surfaces to determine whether a proposed building will have landscaped surroundings and a level of maintenance usually associated with a dwelling for permanent occupation, particularly in the case of applications for a Single House or Grouped Dwelling(s);
- f) Proximity of the site to higher education providers (i.e. Curtin University and Carlisle TAFE), high frequency public transport and/or commercial centres, which serve as attractive locations for Short Term Accommodation and other forms of Residential Buildings (i.e. within 400 to 800 metre radius).

11.2 **Restriction on use of approved dwellings**

Where the Council is satisfied that an application for a Single House, Grouped Dwelling or Multiple Dwelling is proposed and intended for use and occupation as a 'dwelling', the Council may impose the following or similar condition on the development approval:

This approval is for the use and occupation of the building as a dwelling only, to be occupied by a single family or no more than six (6) persons who do not comprise a single family, on a permanent basis. Any alternative use or occupation of the building is not permitted unless further development approval has been granted by the Council.

11.3 **Notification to prospective owners & occupiers**

Where the Council is of the view that there is a risk that a proposed building may be used or occupied as a Residential Building rather than as a dwelling (i.e. Single House, Grouped Dwelling, etc.) as stated by an applicant or owner of a property, the Council may impose the following or similar condition on the development approval:

Prior to submission of an application for building permit, a notification in the following terms shall be registered on the Certificate of Title for (property address) under section 70A of the Transfer of Land Act 1893 at the expense of the owner/developer:



a) *Under the provisions of the Town of Victoria Park Town Planning Scheme No. 1, the whole of the building on the lot is approved as a dwelling, which may only be occupied by members of the same family or by no more than six (6) persons who do not comprise a single family, on a permanent basis. The lease or occupation of any part of the building on a temporary basis or as self-contained living accommodation separate from any other part of the building is not permitted without development approval first being granted by the Town of Victoria Park.*

The use or occupation of the dwelling in contravention of this requirement is an offence under the Planning and Development Act 2005.

VERSION CONTROL

Date Initially Adopted :	Former Administrative Policy PLNG 17 'Specialised Forms of Accommodation Other Than Dwellings' – adopted 10 April 2012
Date(s) Amended :	1. Adopted as Local Planning Policy 31 at Ordinary Council Meeting 8 November 2016; 2. Amended by Council resolution at Ordinary Council Meeting 16 April 2019.

APPENDICES

APPENDIX 1: Non-planning Related Legislation and Other Matters

1. Building Code of Australia

Serviced Apartments and Residential Buildings, including Bed and Breakfast Accommodation, Short Term Accommodation and Lodging Houses, may be subject to Building Code of Australia (BCA) and Australian Standards requirements over and above those normally required for a dwelling. These may include requirements relating to access to, mobility within and egress from buildings for disabled and ambulant persons. Applicants are strongly advised to familiarise themselves with these requirements and ensure they have been factored into the design, management and operation of the proposal, prior to submitting an application for development approval.

2. Strata Titles Act 1985

Serviced Apartments or Residential Building proposals within a strata development may require additional (i.e. separate) approval by the Council of Owners or strata by-laws of the body corporate under the *Strata Titles Act 1985*. The granting of development approval does not affect any requirement to obtain necessary approvals under the *Strata Titles Act 1985*.

3. Health Act 1911 & Town of Victoria Park Health Local Law

Where the development or use of a building as a Residential Building falls within the definition of a Lodging House, it is subject to the strict requirements of the *Health Act 1911* and the Town of Victoria Park's Health Local Law in relation to Lodging Houses, including the requirement for a keeper/manager to reside on the premises at all times.

Applicants are strongly advised to familiarise themselves with these requirements and ensure that they have been factored into the design, management and operation of the proposal, prior to submitting an application for a Residential Building which falls within the definition of a Lodging House.

4. Voluntary Accreditation

Owners and operators of short term or tourism based accommodation such as Bed and Breakfast Accommodation, certain forms of Short Stay Accommodation such as holiday homes, Lodging Houses, and Serviced Apartments are encouraged to attain accreditation from the Tourism Council of Western Australia.

Accreditation is a non-regulatory, voluntary means of addressing customer service and consumer protection issues. The benefits of accreditation include improvements and consistency in the quality of accommodation product through the application of best practice standards and capture of accommodation provider details. Programs include the Australian Tourism Accreditation Program (ATAP) and the Australian STAR Rating Scheme.

5. Other Legislation and Insurance

It is recommended that landowners/operators seek independent legal advice on legislative requirements regarding the use and management of Residential Buildings and Serviced Apartments developments, including but not limited to the *Equal Opportunity Act 1984* and the *Fair Trading Act 1987*.

As many residential public liability insurance policies exclude the use of premises for short term rental accommodation, it is recommended that landowners/operators check this matter with their insurance providers.

<PROPOSED USE> MANAGEMENT PLAN

ADDRESS

DATE

1. BACKGROUND

< Provide details of the property (e.g. single dwelling, grouped dwelling, multiple dwelling), the layout of the dwelling (e.g. number of bedrooms, bathrooms etc.) and where the property exists within the Town of Victoria Park municipality >

2. OBJECTIVES OF MANAGEMENT PLAN

< Outline objectives of the Management Plan >

3. MANAGEMENT STRATEGIES

3.1 MANAGER

<Name and contact details of the owner, manager and any other personnel in relation to the property, email and direct telephone contact details . Proximity (in estimated typical driving time) of Managers place of residence from the proposed residential building (specify suburb/postcode) and general availability to respond to any issues that may arise at the subject premises.>

<Revisions to the management of the property are to be reflected in an updated version of the management plan which is to be provided to the Town within two weeks of change of management>

3.2 CHECK-IN/CHECK-OUT

< Check-in and check-out times and procedure, as well as procedure for late/early check-in/check-out >

3.3 MITIGATION AND COMPLAINTS PROCEDURE

< Mitigation strategies for the control of noise and other disturbances, including the appropriate use of outdoor living areas. Complaints procedure for both neighbours and guests and resolution procedure and timeframe (refer to Complaints Management Form). Complaints Management Form to be provided to all adjoining property owners and tenants >

<Revisions to the management of the property are to be reflected in an updated version of the Complaints Management Form which is to be provided to the adjoining property owners and tenants within two weeks of change of management>

3.4 USE AND MAINTENANCE

< The use of the premises (refer to Code of Conduct) and on-going maintenance of the property including but not limited to:

- landscaping and gardens;
- upkeep of any common property areas or facilities; and
- removal of old/disused furniture (if applicable)>

3.5 SAFETY, HYGIENE AND SECURITY

3.5.1 SAFETY

< Details regarding smoke alarms, fire blankets and extinguishers, medical supplies and any other safety related facilities >

3.5.2 HYGIENE AND COMFORT

< Details regarding food storage, bins, vermin control, linen and towels, exhaust fans, air conditioning/heating, laundry facilities >

3.5.3 SECURITY

< Details regarding door locks, security alarms, security cameras >

3.6 CAR PARKING

< Details regarding where the designated car parking is located, the manner in which occupants and guests shall park and the expected number of vehicle trips to and from the premises by guests, visitors and occupants of the accommodation.>

<NOTE 1: applicant to provide a site plan clearly depicting the location of the parking bays.

NOTE 2: The Car Parking ratio required for commercial accommodation *under Local Planning Policy 23*. Please refer to *Local Planning Policy 23* on the Town's website to ensure the most up-to-date standard is applied.>