



TOWN OF VICTORIA PARK
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Short Term Accommodation Management Plan

Lot 7 (No. 15B) Esperance Street, East Victoria Park

May 2024

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1.0 Introduction

Pursuant to Town of Victoria Park's (**Town**) Local Planning Policy No. 31 – Serviced Apartments and Residential Buildings including Short Term Accommodation (**LPP31** or **policy**), this Short Term Accommodation Management Plan (**management plan**) is provided to demonstrate the management of operations in support of the proposed short term accommodation (**proposal**) at Lot 7 (No. 15B) Esperance Street, East Victoria Park (**site** or **subject site**).

This Management Plan sets out the general procedure to manage the short-term accommodation, complaints management, guest check-in and check-out procedures, vehicular parking and waste management are all detailed in the sections below.

As part of the appendix, the following documentation has been prepared in supplement to the Management Plan:

- Code of Conduct (refer to **Attachment 1**)
- Complaints Form (refer to **Attachment 2**)

2.0 Background

The subject site is zoned 'Residential R40' within the Town of Victoria Park, surrounded by similar sized medium to high density residential lots. Within the broader locality, the site is located 200m south-west from the nearest commercial centre, Park Centre which abuts Albany Highway forming part of the vibrant retail and activity strip consisting of various restaurants, cafes, retail, entertainment and commercial function.

Major tourist attractors such as the South Perth Foreshore, Crown Casino, Optus Stadium, Elizabeth Quay and Perth CBD are approximately 10 to 15 minutes driving distance from the subject site.

Public transport access to the site can also be easily achieved, with the closest high frequency bus stop approximately 300m to the north-west, serviced by bus route 960. In addition, there are no less than 10 bus stops within the 400m catchment of subject site, serviced by bus routes 72, 75, 177, 178 and 179, providing easy connectivity to multiple destinations.

No additional works are proposed as the short-term accommodation is converted from an existing single house. The property has two (2) bedrooms, (2) bathrooms, kitchen, dining area, living area and an entertainment room. One (1) car parking bay has also been provided adjacent to the front porch.

As part of the operations, guests are required to book for a minimum of two (2) nights stay up until 90 days. The property suits guests travelling in groups of four (4), but also have the ability to accommodate up to a maximum of six (6) guests, if required.

As a standard sleeping configuration, each bedroom has been allocated a queen-sized bed. Should it be required by guests at the time of booking, additional two (2) single beds can be included. The additional single beds can be accommodated in Bedroom 2 identified on the floor plan.

Whilst it is acknowledged that the entertainment room has the capability to be used as a bedroom, it is not the intention of the property owners to do so.

3.0 Objectives of the Management Plan

The objectives of the Management Plan are to:

- Provide general procedures for the smooth operations of the short-term accommodation.
- Provide consideration of mitigation measures for any potential nuisance or offsite impact to surrounding neighbours or landowners.
- Provide a safe and enjoyable stay for guests.

4.0 Management Strategies

4.1 Manager

The property will be managed by the property owners. The primary person in-charge is referred to as the Manager in this Management Plan.

Contact details of the Manager are as follows:

[REDACTED]
[REDACTED]

[REDACTED]

In the event where the primary person-in charge is not available, a secondary contact is available as below:

[REDACTED]
[REDACTED]
[REDACTED]

The Manager's contact details, along with a copy of the Management Plan including the Code of Conduct and Complaints Form will be provided to the immediate neighbours to either side of the property. Should there be any changes to the details in the Management Plan, including the attachments, a revised copy will be provided to the surrounding neighbours.

The Manager will be contactable at any time for the duration of the short-term accommodation is in operation. In any instance whereby the Manager is required to attend the site, either in response to a complaints or emergency, it is noted that the Manager will attend the property in person as soon as practicable and at least within an hour of being notified.

4.2 Check-in/Check-out

The property has a mandatory minimum length of stay of two (2) nights. It is anticipated that generally, guests will stay between four (4) to seven (7) nights based on similar listings within the Victoria Park area.

At the time of booking, a copy of the Code of Conduct will be provided to guests to review and agree as part of the conditions of booking.

Once booking has been confirmed, guests will be provided with further details about the premise three (3) days prior to check-in. This will include information as follows:

- Detailed instructions to access the premise, including location of keys, passcode to lockbox;
- Reminder of important information, including check-in/checkout time, parking, waste disposal.
- Details and location of important items e.g.: Council bins, WiFi access etc.

Check in time for the guests will be at 3:00pm and check out at 10:00am unless alternative arrangements had been made with the Manager prior to the stay. This is subject to the discretion of the Manager but late night or early morning check ins and check outs will be discouraged.

All guests are expected to dispose of their rubbish prior to check-out in the Council provided general waste bin and recycle bin respectively. This has similarly been highlighted in the Code of Conduct.

4.3 Mitigation and Complaints Procedure

4.3.1 Mitigation Measures

The premise is ideal for four (4) guests, with the ability to accommodate up to six (6) guests if required. Property listing on the booking website will indicate the property as being in a residential area and the hosting of parties will not be permitted.

To minimise risk of guests booking with the intention of party, the property has a mandatory minimum booking of two (2) nights. As part of the booking process, guests are expected to provide full name, contact details, usual place of residence, anticipated check-in and check-out time. The online booking system allows for screening of undesirable guests, based on previous reviews of other hosts regarding the potential guest.

The Manager is to be made aware of any changes to the booking such as number of guests being accommodated, visitors, check-in and check-out hours.

A Code of Conduct forms part of the agreed terms and conditions for guests at the time of booking. This is to govern the behaviour of guests to ensure that no damage, nuisance or disturbance is to occur for the surrounding neighbours and property. A hard copy will be made available on premise, displayed in prominent location. The Code of Conduct can be referred to in **Attachment 1** of this Management Plan.

Should there be violation to the Code of Conduct, the Manager reserves the right to evict guests from the premise, depending on the severity of the breach.

4.3.2 Complaints Management Procedure

Any complaints received are to be handled directly by the Manager. This includes any complaints on behavioural issues of guests and matters arising from the operations of guest house.

The following will be provided to the immediate neighbours as a standard:

- A copy of this Management Plan
- Attachment 1 to this Management Plan - Code of Conduct
- Attachment 2 to this Management Plan – Complaints Form
- Manager’s contact details

Any revision to the Management Plan, Code of Conduct, Complaint Form or Manager’s contact detail will be provided to the surrounding properties at the time such revisions occur.

The Manager will be contactable at any time. Should there be any emergency situation that arises which requires urgent attention, the Manager will be able to attend the site as soon as practicable and the latest within an hour of being notified.

In the event where the Manager is unable to attend the site, an appointed secondary contact will be available to deal with the situation.

Any complaints resulting from the use of premise will be dealt with as soon as practicable. Actions undertaken to mitigate or address the complaints will be communicated to the complainant as soon as practicable and at latest within three (3) business days.

A Register of Complaints will be maintained by the Manager and available for inspection by the Town, should it be required. The complaints register is to contain the following information:

1. The date and time of the complaint;
2. The name and address of the complainant;
3. The nature of the complaint;
4. Investigations carried out;
5. Action taken; and
6. Response provided to complainant.

4.4 Use and Maintenance

The premise consists of two (2) bedrooms, two (2) bathrooms, living and dining area, fully functioning kitchen and an entertainment room. Typical sleeping arrangements are one (1) queen bed in each bedroom. If it is required, two (2) additional single beds can be added to Bedroom 2, to accommodate up to a maximum of six (6) guests.

Vehicle parking is located to the left of the front porch for one (1) vehicle only. Guests are not allowed to park offsite.

Guests are allowed to enjoy the outdoor area but should be mindful of the proximity to adjoining neighbour and must keep noise to an acceptable level. Use of outdoor area should be limited after 10pm.

The premise will be maintained by the landowner or a possible professional management company in the future. Standard housekeeping will be conducted after each booking including:

- Cleaning of rooms
- Changing of sheets
- Sanitisation of items
- Re-stocking of necessities

Any further periodical maintenance work will also be conducted at a time when no guests is on site. This will be done as frequently as required to ensure that the premise is kept in a clean and presentable condition. This includes works such as:

- Maintenance of the garden / landscape.
- Maintenance of exhaust fans, air conditioning and heating appliances.
- Maintenance of general appliances.
- Lighting and security system testing.

Guests are encouraged to report maintenance issues to Manager to ensure that resolution can be made promptly.

Guests will be made aware of expected behaviour and care for the property as listed in the Code of Conduct. Any intentional damage incurred by the guests will be charged accordingly to the guests in accordance with the terms and conditions.

4.5 Safety, Hygiene and Security

4.5.1 Safety

Smoke alarms are installed in the property as per standard building compliance requirements. This will be maintained and kept up to date to ensure that it is fully functioning.

A first aid kit has also been prepared and is located in the laundry cabinet.

Emergency contact information and local emergency services contact will be provided to guests as part of the Guest Guidebook.

4.5.2 Hygiene and Comfort

General housekeeping will be between bookings after guests have check out of the property.

At the time of check-out, guests are expected to dispose of all rubbish from their stay into the allocated Council bins. Instructions for waste disposal, location of bins and segregation for recycling are provided in the Code of Conduct and also further reminder provided three (3) days prior to booking.

As per the Town of Victoria Park's three-bin system, waste are separated into the following:

- Red lid bin for general waste
- Yellow lid bin for recycling materials
- Green bin for garden organics

Waste collection day by the Town is on Thursdays, with general waste bins collected weekly and recycling and garden waste collected fortnightly on alternate weeks. It is not envisioned that guests will require the use of green bins as they are for.

Further instructions will be given to guests with stays falling on Thursdays to ensure that bins are being moved to the verge for waste collection. Empty bins will need to be move back by guests back into the allocated bin location.

The premise will be regularly cleaned and maintained by a professional management company or housekeeper to minimise risk of any vermin or pests problem. Should there be occurrence of vermin or pest, a professional pest control company will be engaged to rectify the problem immediately and suitable measures in place to ensure there will be no re-occurrence.

All linen and towels are removed off-site at the end of each guest's stay by the management company or housekeeper. Laundry will be done by commercial laundering service to wash, dry and return to storage upon completion.

The premise also provides washing machine and dryer for guests convenience should they choose to use them.

4.5.3 Security

All doors and windows of the premise can be securely locked. Key access to the premise is securely stored in the lockbox with the combination password updated regularly.

A security camera is located at the front of the premise to monitor any unwanted visitors.

Guests are screened prior to acceptance of booking to minimise risk of undesirable activities. All guests' details are recorded and no visitors to premise are allowed, unless otherwise approved by Manager.

4.6 Car Parking

The premise has one (1) allocated car bay to the left of the front porch. No off-site car parking is allowed. Availability of car parking is advertised and clearly communicated on the booking platform as part of the online listing.

This information is also available within the agreed Code of Conduct and further instructions and reminder provided to guests three (3) days prior to booking period.

It is anticipated that guests staying on premise will most likely choose to rely on public transportation, ride share or taxi services and have no more than one (1) rental car to access the site.

Traffic movement arising from the site is likely to be similar to typical use of a residential property, between 1-3 in and 1-3 out per day for both guests and housekeeping purpose. It is not likely to cause considerable traffic impact to the surrounding properties.

Any additional visitors of guests are not permitted.

5.0 Guest Guidebook

To assist guests in familiarising the surroundings and have a safe, respectful and enjoyable stay, guests will be provided with a hard copy of 'Guest Guidebook' displayed in a prominent location.

The Guidebook will consist of the following information:

- Manager's contact details.
- Code of Conduct.
- Emergency and evacuation procedures.
- Parking on site.
- Wi-Fi Device name and password.
- TV Information.
- Air Conditioner operation.
- Location of the first aid kit.
- Extra towels and sheets.
- Check in and check out procedure.
- Waste disposal and recycling.
- Local amenities and activities.
- Important contact numbers.
- Any other information as required.

Attachment 1 – Code of Conduct



Short Term Accommodation Guest Code of Conduct

Lot 7 (No. 15B) Esperance Street, East Victoria Park

April 2024

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1.0 Code of Conduct

This Code of Conduct sets out the general expectation of guest's behaviour upon agreement to enter and occupy the premise. This Code of Conduct has been provided as an agreed Terms and Conditions upon the acceptance of the booking.

1.1 General Principles

This property is located within a residential area. To ensure that every guest enjoy your stay, the following guiding principles for the Code of Conduct are:

- Treat this place with care as your own home.
- Be respectful to the neighbours and try to keep noise level low.
- Leave everything in its appropriate condition and location upon check-out.

1.2 Visitors

No visitors or guests other than guests listed for the booking are allowed on the property.

1.3 Pets

Pets are generally not permitted on site, apart from pets for specific support purposes at the discretion of the Manager. Manager will need to be notified at the time of booking of any pets that is required to be brought onto premise.

Guests are responsible for cleaning after the pets. Pets are not allowed to use couches or beds.

1.4 Parking

There is only one (1) car parking bay on site. This is located to the left side of the front porch. Guests are to park within the designated car parking bay. No street parking will be allowed.

1.5 Check-In

Check-in time is at 3pm. If earlier check-in is required, please make prior arrangements with the Manager via the booking website. Late night or early morning check-ins (the following day) will not be permitted unless for an unexpected emergency situation.

Please keep noise level to a minimum during check in to minimise disturbance to the surrounding neighbours.

Instructions for checking in will be provided three (3) days prior to the booking period. This will also include information such as lock and key access and Wi-Fi password.

1.6 Check Out

Check-out time is at 10am. If a later check-out is required, please make prior arrangements with the Manager via the booking website. Late night or early morning check-outs will not be permitted unless for an unexpected emergency situation.

Please keep noise level to a minimum during check out to minimise disturbance to the surrounding neighbours.

A simple checklist for check-out has been prepared as reminder for guest's convenience, listing responsibilities of guests consistent with this Code of Conduct.

1.7 Noise Disturbance

No partying or any such activities are permitted on premise. The property is located near other residential houses and guests are expected to be respectful in keeping noise level to a minimum.

No loud noises and nuisance are allowed, between 10pm – 7am. Please refrain from using the outdoor area between these hours to minimise noise impact.

Offensive and loud noises resulting in a complaint may result in termination of booking, eviction, loss of deposit paid and extra charges for security and other expenses in resolving the complaint.

1.8 Anti-Social Behaviour

Guests and visitors must not engage in any anti-social behaviour. Any illicit activities will not be tolerated. If such activities are notified, guests will be evicted, actions undertaken and reported to the relevant authorities.

1.9 Smoking

No smoking is allowed inside the house. Should guest need to smoke, smoking is permitted outside only. Cigarette butts are to be extinguished and disposed of in the external bins provided.

If there is evidence of guests smoking indoors, such as residual smell and cigarette butts found, a further cleaning and deodorising fee will be charged.

1.10 Waste and Recycling

Prior to check-out, guests must dispose of all waste from the stay in the large Council bins provided. The bins are located to the front of the carparking bays.

Please care for the environment and separate the waste into recyclables (yellow lid bin) and general waste (red lid bin).

1.11 Use of Premise

- We encourage guests to switch off lights and electricity when they are not in use.
- All linens and towels are laundered professionally off-site. To help us protect the environment, please minimise unnecessary usage. Please do not use linens or towels to wipe spray tans, heavy makeup or hair dye to prevent staining.
- Do not move large furniture inside the property. If smaller furniture such as chairs are moved, please put them back into their original location prior to check out.
- Do not wear stilettos/studded or hard soled shoes inside the house. The floor coverings are made of soft wood and will be marked easily.
- No smoking, lighting of candles or incense inside the house.
- All used kitchen items must be cleaned and put back in place prior to check-out.

- Do not place hot items directly on surfaces. Heat mats have been provided in the kitchen.
- Guests are welcomed to use the outdoor area but minimise use after 10pm.

1.12 Emergency

For any emergency, please call '000'.

For any urgent matter that can be resolved by the Manager, please contact as soon as possible and the Manager will attend the site within an hour.

1.13 Damages and Breakages

Any damages and breakages must be reported to the Manager as soon as practicable to ensure that replacement or repair can be made.

If the damages or lost items are resulted from the guests, depending on the severity of damage, the Manager reserves the right to charge for the costs required for replacement or repair.

1.14 Additional Charges

We understand that unfortunate circumstances or accidents can happen. However, should there be any damages or incurrences of costs to the property due to negligence, the Manager reserve the right to apply the following additional charges:

- Additional cleaning fee for pets' fur, minor staining or cigarette smell deodorising: \$200
- Additional fee for Manager to attend site to resolve negligence issue or complaints: \$250
- Replacement for access keys or remotes: Full cost
- Replacement for stained linen: Full cost

1.15 Terms and Conditions

Breach of this Code of Conduct is a breach of the Terms and Conditions of Contract; and permission for occupancy of the property. The owner / Manager reserves the right, in accordance with the law, to terminate the permission to occupy and to evict from

the property guests or visitors who refuse to follow the Code of Conduct or who cause a nuisance. Additional charge can be incurred, and deposit paid will be lost.



Attachment 2 – Complaints Form



COMPLAINT FORM

Short Term Accommodation

15B Esperance Street, East Victoria Park

Complainant Information	
Name:	Phone Number:
Address:	

Complaint Information	
Complaint Date:	Complaint Taken By:
Description of Complaint:	
Suspected Cause:	
Evidence (if applicable):	

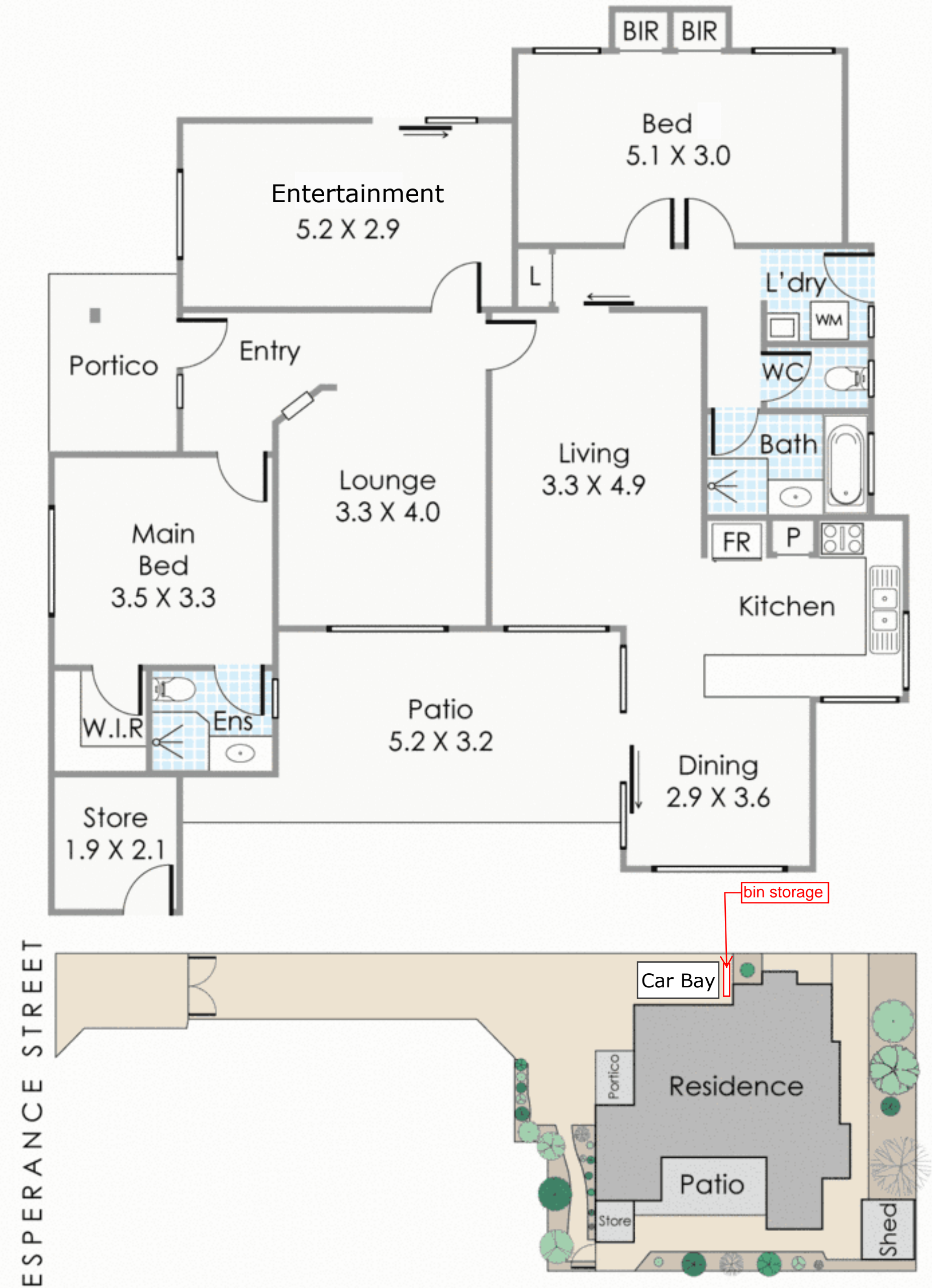
<i>To be used by management</i>	
Corrective Action Person:	Corrective Action Communicated:
Corrective Action Undertaken:	
Signature:	Date:

For any emergency or complaint requiring urgent action, please contact:

[REDACTED]

[REDACTED]

[REDACTED]



Approximate Areas

Residence:	120m ²
Portico:	6m ²
Patio:	17m ²
Store:	4m ²
Total Area:	147m²

This floorplan is for illustration purposes only to show the layout of the property. Whilst every effort has been made to ensure the accuracy of this floor plan, all measurements, and any other information shown are an approximate interpretation only. Measurements and total areas do not include or account for wall thickness or roof area under eaves. Crib Creative will not be held liable or responsible for any error, omission, misrepresentation or use of any information shown on the final floor plan. Not to be used for any other purpose. www.cribcreative.com.au



15B Esperance Street, East Victoria Park