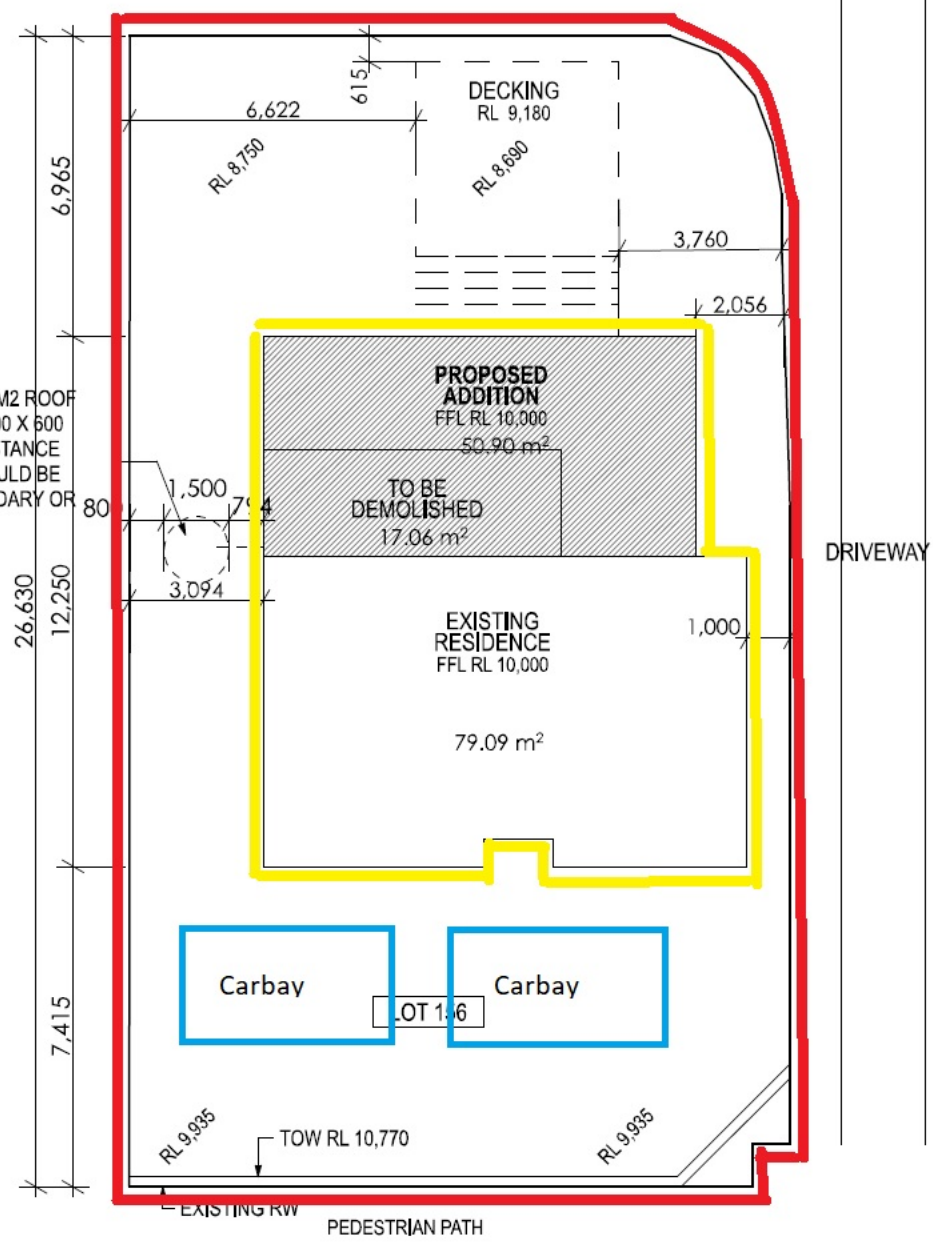


NEW SOAKWELL FOR NEW 60.2 M2 ROOF AREA: 900Ø X 1200 DEEP OR 1500 X 600 DEEP OR 2X 900 X 600 DEEP. DISTANCE BOTTOM SOAKWELL TO GL SHOULD BE LESS THAN DISTANCE TO BOUNDARY OR RESIDENCE.



- Lot boundary
- Dwelling boundary
- Car parking boundary

FENCE

DRIVEWAY

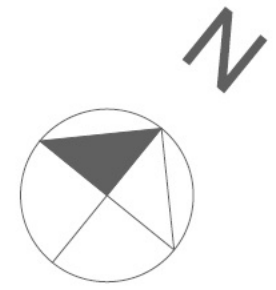
WESTMINSTER

15,280

SITE AREA: 402M<sup>2</sup>  
COVERAGE: 130M<sup>2</sup>  
OPEN SPACE: 67%

Siteplan

1:200







## **123A Westminster Street, East Victoria Park**

### Development Application

**Developed Property Pty Ltd**

**ABN:** 62 624 180 310

**Office:** 315 Rokeby Road

Subiaco WA 6008

**Postal:** PO Box 662

Subiaco WA 6008

[planning@developedproperty.com.au](mailto:planning@developedproperty.com.au)

[www.developedproperty.com.au](http://www.developedproperty.com.au)

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- ii. use of, or reliance upon, this report in relation to any land other than the subject site; or
- iii. the Client's implementation, or application, of the strategies recommended in this report.

## Development Application – 123A Westminster Street, East Victoria Park

### Introduction

Developed Property Pty Ltd has been engaged on behalf of the landowner of 123A Westminster Street, East Victoria Park to assist the applicant, Let Go Pty Ltd, with preparation of a development application for the subject site, as detailed below:

<b>Property Address</b>	<b>No.123A (Lot 156) Westminster Street, East Victoria Park</b>
<b>Lot Size</b>	402m <sup>2</sup>
<b>Existing Use</b>	Residential
<b>Heritage Listing</b>	No
<b>Bushfire Prone</b>	No
<b>Region Scheme Zoning</b>	Urban
<b>Local Planning Scheme Zoning</b>	Residential R20
<b>Precinct Plan</b>	Precinct 12 – East Victoria Park
<b>Owner/s</b>	Tyrone Quirk
<b>Applicant</b>	Steve Yarwood, Let Go Pty Ltd
<b>Proposed Development</b>	Change of Use to Residential Building (Short Term Accommodation)
<b>Development Value</b>	N/A (Change of Use)

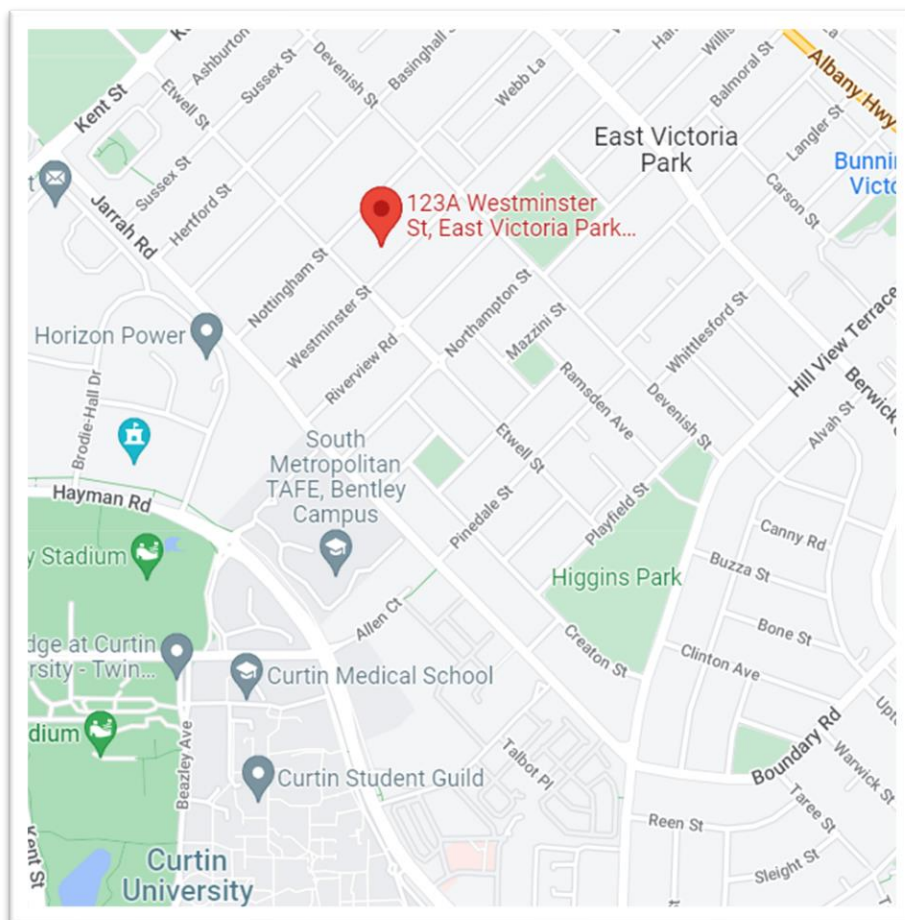
### Subject Site

The site subject of the development application is No. 123A (Lot 156) Westminster Street, East Victoria Park. The site contains an established single storey, three bedroom residential dwelling. The property is one of two strata properties (123A & 123B), with No.123A (Strata Lot 1) situated at the street-front. The site is zoned Residential R20 under the Town of Victoria Park Local Planning Scheme No.1. Refer below for the *Zoning Map*.

The area immediately surrounding the site is an established, low density residential area. However, the broader locality includes a variety of land uses and significant institutional buildings. The site is located approximately 400m / 5 minutes walk from the eastern edge of Technology Park, less than 800m / 10 minutes walk from the Bentley TAFE campus and approximately 15 minutes walk from Curtin University campus. The site is also located 215m from a local commercial centre and is serviced by bus routes 72 and 75 from adjacent Etwell Street. Refer below for the *Locality Map*.



Zoning Map



Locality Map

## Proposal

The landowners and development applicant are proposing a Change of Use to Residential Building (Short Term Accommodation) at 123A Westminster Street, East Victoria Park, which includes the following:

- A maximum occupancy of six people, accommodated in the three existing bedrooms.
- A maximum of two car parking spaces, provided in the existing on-site parking area in front of the dwelling.
- Use of the outdoor courtyard limited to between 7am to 10pm on any day, to mitigate potential late night noise disturbances to adjacent neighbours.
- Installation of a noise monitoring device at the dwelling, to ensure effective management of the property and to mitigate any potential noise and amenity impacts to surrounding neighbours.
- Installation of CCTV at the dwelling entrance, to ensure effective management of the property and to monitor the number of guests and any unapproved visitors.
- No parties permitted at the accommodation, no loud music, no stays of less than two nights, and all visitors to be approved by the property manager.
- A Management Plan has been prepared to establish the guest screening and booking process, house rules / guest conduct, property management, and complaint handling.
- A Code of Conduct for all guests has been prepared and will be provided to all people when booking and displayed prominently at the accommodation.
- A professional short term accommodation management company, Let Go Pty Ltd, has been engaged to manage all aspects of the accommodation – including bookings, property management and guest behaviour.

The above detailed property management provisions have been carefully considered to ensure that the short term accommodation operates in harmony with the residential neighbourhood, and to ensure that potential adverse amenity or operational impacts are mitigated. In fact, these controls are more onerous than how a permanent residential dwelling within the area could be used and therefore ensures the short term accommodation is entirely consistent with the Residential zoning.

The three bedroom dwelling would be occupied by small groups or families, similar to how the dwelling would be occupied if it were used as a permanent residential dwelling. The maximum of six people ensures that the property is not booked by large groups or parties.

The limitations set out in the Management Plan and Code of Conduct - including no parties, no loud music, no use of the courtyard after 10pm, no visitors without management consent, and only two car parking bays - place strict controls on the use of the dwelling to mitigate potential noise and disturbance to surrounding residents. Refer to **Attachment 2 - Management Plan** and **Attachment 3 - Code of Conduct**.

## Planning Framework Assessment

### Local Planning Scheme – Scheme Objectives

The development application for a change of use to Residential Building (Short Term Accommodation) is consistent with the general objectives of the Scheme, as set out in clause 6(3) of the Town of Victoria Park Local Planning Scheme No.1, as detailed below:

Scheme Objectives	Planning Assessment	
<i>To cater for the diversity of demands, interests and lifestyles by facilitating and encouraging the provision of a wide range of choices in housing, business, employment, education, leisure, transport and access opportunities.</i>	The Residential Building would add to housing choice within the locality and the provision of short-stay accommodation caters for diversity of demands, interests and lifestyles of residents and visitors to the Scheme Area.	
<i>To protect and enhance the health, safety and general welfare of the Town's inhabitants and the social, physical and cultural environment of the Town.</i>	The development application includes a Management Plan for the Residential Building, with the property to be managed by an experienced short-stay management company, as well as a Code of Conduct for occupants, to ensure the safety and health of surrounding residents is protected.	
<i>To ensure that the use and development of land is managed in an effective and efficient manner within a flexible framework which recognises the individual character and needs of localities within the Scheme area; and can respond readily to change.</i>	Approval of a 'AA' discretionary land use, that is consistent with the intent of the Residential zone (i.e. providing residential style accommodation within a residential dwelling) is appropriate under a 'flexible framework'.	
<i>To ensure planning at the local level is consistent with the Metropolitan Region Scheme and wider regional planning strategies and objectives.</i>	The Residential Building land use is consistent with the Urban zoning under the MRS.	
<i>To promote the development of a sense of local community and recognise the right of the community to participate in the evolution of localities.</i>	It is expected that the Development Application will be advertised for public comment, so that the community can have input into the decision making process.	
<i>To promote and safeguard the economic well-being and functions of the Town.</i>	Not considered relevant to development applications in the Residential zone.	N/A
<i>To co-ordinate and ensure that development is carried out in an efficient and environmentally responsible manner which makes optimum use of the Town's growing infrastructure and resources; and</i>	Not considered relevant to a Change of Use development application.	N/A



<i>promotes an energy efficient environment; and respects the natural environment.</i>		
<i>To promote and safeguard the cultural heritage of the Town by identifying, conserving and enhancing those places which are of significance to the Town's cultural heritage.</i>	Not considered relevant as the property is not a heritage listed place or within a heritage / character protection area.	N/A

### Local Planning Scheme – Precinct Plan

The development application for a change of use to Residential Building (Short Term Accommodation) is consistent with the Statement of Intent, as set out in the East Victoria Park Precinct Plan (P12), as detailed below:

Precinct Intent	Planning Assessment	
<i>The East Victoria Park Precinct will be enhanced and consolidated as a residential neighbourhood in which a range of housing types of low scale is predominant.</i>	The premises will remain as a low scale, single storey dwelling and the Residential Building will add to the range of housing types in the local area.	
<i>A large part of the precinct is to remain low to medium density, with some higher density housing permitted close to Albany Highway to take advantage of the array of amenities offered there.</i>	The premises will remain as a low density residential development, consistent with its R20 zoning.	
<i>The retention of existing structurally sound housing which generally contributes to the character of the area and the selective redevelopment of other sites will be encouraged.</i>	The current dwelling is in good condition and has been / will be retained.	
<i>Public spaces such as parks, reserves and streets will be used, maintained and enhanced so that they contribute to the pleasant environment of the precinct.</i>	Not relevant to the Residential Building proposal.	N/A
<i>Safe and accessible movement for pedestrians, cyclists, public transport and vehicles will continue to be an important aim for the precinct.</i>	On-site car parking is provided, and occupants will have access to a range of local facilities by bus, walking or cycling.	

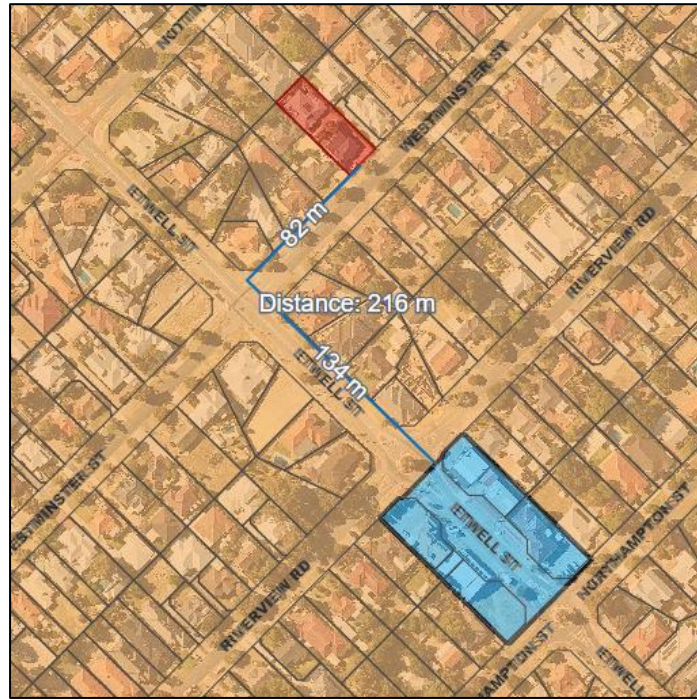
## Local Planning Policy No.31 Serviced Apartments and Residential Buildings

The development application is generally consistent with the Town of Victoria Park Local Planning Policy No.31 – Serviced Apartments and Residential Buildings, as detailed below:

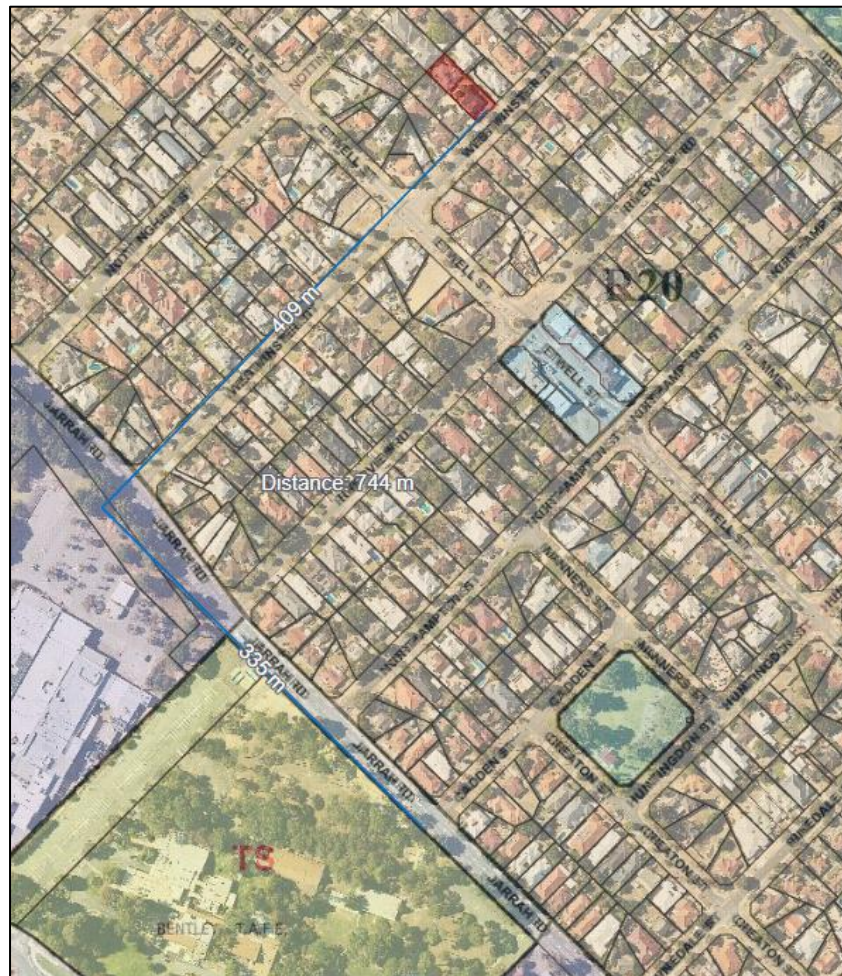
Policy Objectives	Planning Assessment	
<i>To facilitate the development of appropriately located and high quality accommodation other than permanent residential dwellings within the Town of Victoria Park;</i>	Approval of the development application will facilitate the development of short term accommodation, close to local institutions, businesses and public transport.	
<i>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;</i>	Not relevant to the planning assessment.	N/A
<i>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;</i>	Not relevant to Residential Buildings.	N/A
<i>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;</i>	Professional management, a Management Plan, a Code of Conduct, and strict house rules / controls will be used to protect local amenity.	
<i>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;</i>	The premises will remain as a single storey dwelling, consistent with its surroundings.	
<i>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;</i>	The proposed Residential Building is located in close proximity to workplaces, education facilities, local businesses and public transport; and will have strict controls and professional management to minimise potential adverse amenity impacts.	
<i>To recognise the positive contribution that Serviced Apartments and Residential Buildings including Short Term Accommodation may have on the local economy.</i>	The proposed Residential Building will bring short stay guests to the locality, which can have a positive impact on local retail, hospitality and dining businesses.	

Policy Requirements	Planning Assessment	
<p><i>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.</i></p>	<p>The proposed Residential Building is located in close proximity to workplaces, education facilities, local businesses and public transport; and will have strict controls and professional management to minimise potential adverse amenity impacts.</p>	
<p><i>Residential Buildings will only be supported by the Council where they are located on sites which meet <u>at least two</u> or more of the following criteria:</i></p>	<p>The proposed Residential Building is located:</p>	
<p><i>a) Are on a Primary, District or Local Distributor road;</i></p>	<p><i>a) Not a Primary, District or Local Distributor road.</i></p>	
<p><i>b) Are within 400 metres of a train station or high frequency bus route stop;</i></p>	<p><i>b) Is within 400 metres of a high frequency bus route stop - routes 72 &amp; 75 service Etwell Street every 10 to 15 minutes in peak hours.</i></p>	
<p><i>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;</i></p>	<p><i>c) Not within a tourism area.</i></p>	
<p><i>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</i></p>	<p><i>d) Is with 400m of a Local Centre.</i>  <i>Refer to Local Centre Location Plan below.</i></p>	
<p><i>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.</i></p>	<p><i>e) Is within 800m of Bentley TAFE campus, however is not specifically targeting short stay student accommodation as this may have noise and amenity impacts on neighbours.</i></p> <p><i>However, the short stay accommodation would suit TAFE staff and also staff and short term visitors to Technology Park and Curtin University, which are in walking distance.</i></p> <p><i>Refer to TAFE / Technology Park Location Plan below.</i></p>	

<i>Applications involving the conversion or change of use of an existing dwelling(s) to a Residential Building will generally only be supported where:</i>	The development application proposes conversion of an existing dwelling into a Residential Building.	
<i>a) The existing building is approved by the Council as a Single House or Grouped Dwelling;</i>	a) The existing building is a Grouped Dwelling.	
<i>b) (N/A)</i>	b) N/A.	
<i>c) In the case of Short Term Accommodation, there are a maximum of six (6) rooms designed for and/or capable of use as bedrooms.</i>	c) The dwelling has three bedrooms, which can accommodate a maximum of six people.	
<i>Applications to convert an existing Grouped Dwelling to 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;</i>	The Short Term Accommodation is within a strata development of two properties. Several measures will be in place to mitigate potential impacts on neighbours; these include no parties, no loud music, no use of the courtyard after 10pm, real time noise monitoring, CCTV, and local property managers who can be contacted to promptly address any issues that may arise.	
<i>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;</i>  <i>The number of car parking bays to be provided for the development shall be in accordance with Local Planning Policy 23 – Car Parking;</i>	Two on-site car bays are provided. Guests will be advised not to park on the street or verge.	
<i>A detailed Management Plan shall be submitted for all applications for a Residential Building or Serviced Apartments to the satisfaction of the Council.</i>	A detail Management Plan has been submitted with the Development Application – refer to Attachment 2.	



*Local Centre Location Plan  
Approx 216m walk to local shops and amenities*



*TAFE / Technology Park Location Plan:  
Approx. 400m walk to Technology Park & 750m walk to TAFE*

## Management Plan and Code of Conduct

In accordance with the Serviced Apartments and Residential Buildings Local Planning Policy, a Management Plan and Code of Conduct have been prepared with the application – Refer to **Attachment 2 - Management Plan** and **Attachment 3 - Code of Conduct**

The Management Plan sets out:

- screening and assessment procedures for all prospective guests
- complaints management procedures, including after-hours contacts
- guests are provided with the code of conduct prior to and on arrival
- guests are made aware that breaches of the code of conduct will not be tolerated
- control of parking
- control of noise

The Code of Conduct sets out:

- contact details of property managers
- parking to only be on-site
- Excessive noise and antisocial behaviour are not tolerated
- house rules for guests on rubbish, smoking, pets etc
- guests are to be made aware of the code of conduct and it must be displayed in a prominent position within the premises at all times

### Professional Management

As detailed in the Management Plan, the Residential Building would be managed by a professional, experienced short stay accommodation management company, who are the applicants for this development application. Let Go Pty Ltd has been operating in Western Australia for over four years and currently manages nearly 60 short stay properties across Perth, annually hosting over 1,000 stays and 5,500 nights on Airbnb. The Let Go team includes highly experienced and qualified real estate and property management professionals, who manage the property online listing, booking processes, guest screening, guest concierge, housekeeping services and property management.

Let Go have established proactive processes to ensure properties are appropriately advertised, booked and occupied in accordance with the Management Plan and Code of Conduct. This includes screening guests, not allowing parties on site, limiting outdoor courtyard hours, limiting loud music, and being easily contactable to resolve any issues. Let Go do not allow the company's reputation or the client's property to be impacted by taking on guests that do not abide by the rules.

Two important tools Let Go use to effectively manage properties are real-time Noise Monitoring and CCTV devices, which are remotely monitored by Let Go and with an alert system in place. This is successfully used at approximately 20 of their current properties and would be installed at 123A Westminster Street. The properties owners have agreed to the upfront cost and ongoing monitoring fees, to ensure their property is well managed. Refer below for examples of the devices currently used at other Let Go properties.



*'Video Doorbell' CCTV to screen arrivals and visitors*



*'Room Monitor' real time noise monitoring system*

## Conclusion

As demonstrated above, the development application for a Change of Use to Residential Building (Short Term Accommodation) at No.123A (Lot 156) Westminster Street, East Victoria Park can be considered consistent with the objectives and provisions of the statutory planning framework that apply to the subject site and to the proposed land use.

As an 'A' land use within the Residential Zone, the proposal is suitable for approval, as it has been demonstrated that the proposal is consistent with the intent of the zoning and as the proposal will have minimal impact on neighbouring properties. Potential noise, traffic and amenity impacts have been mitigated through strict management controls, and are therefore compatible with the surrounding residential development and comparable with how other permanent residential dwellings would be occupied and used.

Approval of the application subject to ongoing implementation of the Management Plan by Let Go Pty Ltd, a professional and experienced short-stay management body; and occupation of the premises by all guests in accordance with the Code of Conduct will enable effective and appropriate operation of the Residential Building (Short Term Accommodation).

If you have any queries or require further clarification or justification regarding the application, please contact me via telephone (08) 6119 9175 or email [Ciara@developedproperty.com.au](mailto:Ciara@developedproperty.com.au).

Yours sincerely



**Ciara Clarke**  
Senior Planning Consultant  
(08) 6119 9175

## Attachments

1. Development Plans
2. Management Plan
3. Code of Conduct





**LET GO**  
b n b m a n a g e m e n t

**MANAGEMENT PLAN  
FOR  
SHORT-TERM ACCOMMODATION**

**21/11/23**

**PROPERTY ADDRESS**

123A Westminster Street, EAST VICTORIA PARK WA 6101

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1. Cover page
2. Contents page
3. Background & overview
4. Objectives of Management Plan
5. Booking requirements
6. Guest screening procedures
7. Check-in & check-out procedure
8. Guest handbook
9. Mitigation & complaints procedure
10. Use & maintenance
11. Safety
12. Hygiene, comfort & waste management
13. Security
14. Car parking
15. Summary

### 3. BACKGROUND & OVERVIEW

Let Go is a leading short-term accommodation management company providing end to end management of client's properties with a proven track record of delivering a 4.7+/5-star review record hosting over 4,000 stays and 10,000+ nights per year on Airbnb.

Let Go intends on renewing the Exclusive Managing Agent for the property located at 123A Westminster Street, East Victoria Park and continuing to successfully manage this property for the foreseeable future. We would like to note that the property has received no formal complaints from neighbours or stakeholders and the management plan has been followed and complied with at all times.

This property hosts a maximum of six (6) guests and is a three (3) bedroom, two (2) bathroom home with two (2) allocated parking bays. Each bedroom will have a queen bed.

The property is conveniently located just 170m (2-minute walk) from its closest high frequency bus stop (Stop ID: 12010) servicing routes 72 and 75.

Hawaiian's Park Centre on Albany Highway in East Victoria Park is located just 1.5km away and is also close to Curtin University, Bentley South Metropolitan TAFE, Carousel Shopping Centre, Perth CBD, Crown Casino, South Perth Foreshore, Welshpool/Kewdale business district, Collier Park Golf plus plenty more!

Let Go is located at [REDACTED], [REDACTED] and is a 20-25-minute drive from the property.

For simple contact and availability of the hosts and owners, [REDACTED] is the director of the company and [REDACTED] is the manager. [REDACTED] is the property owner, please see below the relevant contact details:

[REDACTED]

[REDACTED] live together in Doubleview which is a 25-minute drive from the property. Additionally, Let Go engage 40+ cleaning and housekeeping personnel who are located closer and around the Perth metropolitan area.

Our contact details are made available to all guests for properties under our management and we are obliging to provide our contact details to all adjacent neighbours in the rare chance of an issue arising. We are contactable 24/7 and typically able to attend properties in person within an hour for emergencies.

Short-term accommodation is a unique experience, and the guiding principles of our Code of Conduct are to treat this property as your own home, respect your neighbours & leave it as you find it.

Airbnb and short-term accommodation deliver a staggering economic contribution to Western Australia and to its Local Government Authorities. In a 56-page report commissioned by Deloitte's into the economic effects of Airbnb in Western Australia, it was revealed that in just one year between 2015-2016 in Western Australia 171,500 Airbnb guests spent \$155m supporting 780 jobs and \$100 million in GSP. These figures have grown exponentially in recent years and are of enormous benefit to local businesses, residents, guests, and the tourism sector.

Part of our management procedures & guest handbooks include providing local recommended tips for nearby shops, restaurants, cafes, restaurants, entertainment, sights, attractions & much more. This local spending allows local business in the council area to thrive and continue or expand their operations. We find from speaking with the business owners and staff they are very grateful for this contribution we provide.

#### **4. OBJECTIVES OF MANAGEMENT PLAN**

To clearly outline and demonstrate the professional management procedures implemented by Let Go to ensure the smooth operational management of the subject property whilst mitigating perceived disruptions to the local amenity & surrounding areas.

#### **5. BOOKING REQUIREMENTS**

We anticipate approximately one booking per week and our average trip length is between 6-8 nights. This is based on the average performance of our listings in our portfolio.

We specify a mandatory minimum stay length of two (2) nights as we find this significantly deters any unwanted targeting for parties or gatherings. We also have a booking cut-off time after 7:00pm so that we can't allow last minute and late-night bookings to occur from opportunistic and likely undesirable guests.

#### **6. GUEST SCREENING PROCEDURES**

When a guest requests or books a stay at this property, we can view or determine whether the guest's profile includes their required verification steps:

- Contact details including full name(s), phone number & e-mail address
- Acceptance of our stipulated house rules

- Confirmed payment
- Profile photo (if set)
- Government issued ID (such as driver's licence or passport)
- Written reviews/recommendations from other hosts
- Their overall star rating which can be categorised for items such as observance of house rules, cleanliness & communication
- Total number of guests & location based
- Their reason for visiting Perth & booking the property

We can then further screen the potential guest by cross referencing linked social media accounts, obtaining names of all guests, requiring government issued ID that all guests are required to submit upon successful booking confirmation.

We have set a "pre-booking questionnaire" requesting applicable responses in relation to the above.

Once we have carried out a thorough check of the prospective guest, we then have a right to refuse, accept or cancel the reservation. Prior or after acceptance of the booking, we also send our "party screening" message which essentially reiterates our stance on no parties to be hosted at the premises and encourages guests to cancel their booking if that is their intent.

Our set of house rules are displayed both on the online listing and in our comprehensive guest handbook which is located inside the property in the kitchen. We can add additional house rules to suit the property, location, neighbourhood, or landlord's desires.

The Airbnb platform is currently the only platform we intend listing on and most of our communication is done through the application itself as we are backed by Airbnb's platform, "professional host" support and [\\$3m AirCover liability and damage protection guarantee](#) underwritten by Lloyd's of London. Once a guest is confirmed, our direct phone numbers are automatically exchanged for any further required communication. We privately message our guests before, during and after their stays and all the correspondence is saved for our own records.

For peace of mind and assurance of how rare significant issues are, Brent Thomas, former Head of Public Policy of Airbnb Australia has said on record that just a mere 0.004% of claims through Airbnb are for amounts exceeding \$1000.

## **7. CHECK-IN & CHECK-OUT PROCEDURE**

Check-in is from 3:00pm until late, this is because guests can arrive off long haul flights late at night or arrive after work as they have travelled by car from the country. We will obtain from the guests their arrival time.

The property includes detailed visual and written easy check in instructions and guests find them extremely easy to follow and do not cause any disruption in checking in or out of our properties.

Check-out is at 10am or earlier on their departure date.

A secured lockbox will be installed at the property and next to the front door so guests can easily access the property with ease. We also offer a 'meet & greet' service and like to find out when their estimated time of arrival will be and may offer to meet the guest from time to time to welcome them to the property if required.

Our check-in instructions are issued to guests three (3) days prior to their arrival and are issued through Airbnb for safety & security. The guests will be issued with detailed check-in instructions to guide them through the whole process, they will receive a photo of the property they are staying at, how to access the lockbox, how to access the front door, a photo of their parking spot and where the council bins are located.

## **8. GUEST HANDBOOK**

When a guest checks in, they are encouraged to read our 'Guest Handbook' which provides them with all the important information they need to know to have an enjoyable, safe & respectful stay. This lists the property managers contact details, emergency contact details, emergency plan, house rules, parking rules, bin collection days, public transport, nearby amenities, sights, and attractions in the area and more.

Guests will also always have access to the Airbnb platform during their stay and are required to communicate with their property managers on this platform so all details pertaining to their booking are documented. The Airbnb platform also provides guests with the hosts contact details.

The guest handbook which we have created is very comprehensive which significantly mitigates any risk and issues regarding the stays.

## **9. MITIGATION & COMPLAINTS PROCEDURE**

We are contactable 24/7 and our phone numbers and e-mail addresses are provided to our guests upon confirmation of booking and are also advertised in the property for easy access.

We are more than happy to provide these contact details to nearby neighbours for us to be even more effective in managing our properties.

In our online Airbnb listing, which the guest(s) must agree to before booking with us and the also included in the guest handbook, we have extensively listed our house rules in respect to the property and other nearby residents of the surrounding area & amenity. Priority is given to adherence of our noise and parking policy.

If guests fail to adhere to our house rules, they will be at risk of having their booking cancelled immediately. We, police, security, rangers, or other engaged professionals may attend in person to have the guest/s removed, lockbox code and door lock/s may also be required to be changed depending on the circumstances.

If we receive any complaints about guests, they will be dealt with immediately upon receipt of said complaint. We will contact the guests informing them of the situation and any breach of house rules and based on severity of the breach then the reservation may be terminated.

Guests and visitors must not create noise which is offensive and excessive to occupiers of neighbouring properties especially between 10pm and 7am Monday to Saturday and 10pm – 9am on Sunday and public holidays, during arrival, and during departure, and at any time throughout the occupancy.

- Offensive and excessive noise is prohibited and may result in termination of permission to occupy the property, eviction, and extra charges for damage, security, and other expenses, which may be deducted under the terms and conditions.
- Guests and visitors must not engage in any anti- social behaviour and must minimize their impact upon the residential amenity of neighbours and local community.

Professionals and/or police may be engaged to attend during & after normal business hours to minimise disruptions to neighbours.

Any complainant will be kept informed throughout the process and will be encouraged to provide evidence to support the cause of us taking swift action. From receipt of a complaint, it is extremely rare for an issue to extend beyond just a few minutes, and we aim to resolve all issues within 30 minutes – 1 hour total.

*Real time noise monitoring* can be installed in the property for noise mitigation. This technological device will enable three important criteria to appease non-conformance to the House Rules outlining “excessive noise after 10pm”.

- **Peaceful Night's Sleep** - Assurance that if a noise nuisance is created by guests, the management is aware before complaint calls need to be made.

- **Protection Against Complaints** - Time stamped data allows management to quickly validate or invalidate a complaint about noise, in real-time or post check-out of guests are often easy targets for false, perceived, or real noise complaints.
- **Proactive Prevention** - With early awareness of a noise issue, management can proactively prevent larger problems. This can always be done in a friendly, positive manner. Guests generally want to follow the rules and appreciate friendly outreach.

Please see included annexure “**Complaints Management Form**” which outlines the procedure for adjoining neighbours including property owners and tenants to contact us and report any breaches of house rules by guests.

## 10. USE & MAINTENANCE

The owners of the property can be provided with real-time access of the bookings calendar and may regularly schedule maintenance works in between guests stays to ensure the property is kept up to our property and guest's expectations. Property maintenance is regularly reported and resolved swiftly either during or after guest's stays depending on the severity so that the appearance of the property meets or exceeds the standard of neighbouring properties.

The secured vehicle gate is specified to be a common facility and parking within the common property areas and common driveway is strictly not permitted.

## 11. SAFETY

The property includes compliant RCDs and Smoke Alarms. A licenced electrician may be required to provide an electrical safety certificate from time to time to make sure the property is compliant and safe. We also offer first aid kits. If required by the Town of Victoria Park we can consider fire extinguishers, fire blankets and implementing an emergency safety plan in case of a fire. In our detailed guest handbook, guests are provided with the contact details for the local police station, hospitals & fire station and that our emergency contact number is '000'.

## 12. HYGEINE, COMFORT & WASTE MANAGEMENT

General waste, garden organics (GO) and recycling items are to be disposed in accordance with the local council policies, strata by-laws & procedures and in the correct allocated bins for weekly collection on Fridays.

Any excess rubbish must not be left in sight of a public area and is removed by housekeeping.



Guests are notified & reminded to place all rubbish & recycling in the allocated bins at the property.

The cleaning & housekeeping team are also asked to attend and assist with rubbish disposal at checkout and if the property is vacant.

Bin location & contents are monitored by housekeeping at each check-out, and we may gather photo/evidence of this so we can effectively & efficiently maintain the bins both inside the property and to mitigate risk of problems.

The property includes a fully functional kitchen with fridge and pantry for food storage and there has never been problems with vermin or pests – if this changes then we can send professional pest control companies to rectify this swiftly and implement measures to prevent occurrence in future.

The linen and towels are removed off-site following each check out clean and provided to a professional commercial laundering service to wash, dry and return to our storage facility upon completion.

Exhaust fans & air conditioning/heating appliances and regularly checked by the housekeeping teams and repaired or replaced if required, guests are also encouraged to report maintenance to us immediately upon discovery so that swift resolution can be made.

A washing machine will be provided for guest convenience to use during their stay to wash their clothes as required.

### **13. SECURITY**

We are committed to and will be installing a [Ring surveillance video recording cameras](https://ring.com/au/en/doorbell-cameras) - it will be installed to the front door and have the ability to regularly monitor CCTV footage if this is desired by Town of Victoria Park. The footage may provide an expansive view of the front door of the property which is the only entry point, this is to further ensure compliance and observance of house rules.

We are also committed to and will be installing an internal intuitive decibel device named [Roomonitor](https://roomonitor.com/airbnb-eu/) which monitors the decibel level within the household and is customised to SMS and call the relevant guests and/or us if levels peak and persist at certain pre-set decibel ranges which will allow mitigation of noise and compliance with the noise policy, particularly between hours of 10:00pm – 7:00am.

## 14. CAR PARKING

The property comes with two (2) allocated car-bays. Please see below for parking breakdown:

- There is space for two (2) vehicles to park behind the secured gates of the property – location is right in front of the front door in the driveway section.
- There is no street parking allowed so all parking will be contained within the site boundaries

Short-term tourist guests will often either have just one hire car between them however for bookings from local guests and during the booking process, guests will be able to provide us with further information regarding whether they will need to park vehicles at the premises as we allow for two (2) allocated car-bays at the property and will advertise this accordingly. There is also no street parking and will advertise this accordingly also.

Further, we provide details for ride share companies such as Uber and Ola. We also promote our local taxi companies.

As stated in our online listing, in the house rules section under 'Things to Know' is our parking information, it is also listed again in the 'Space' section of the listing & guest handbook, it states:

- There is space for two (2) vehicles to park behind the secured gates of the property – location is right in front of the front door in the driveway section.
- There is no street parking allowed so all parking will be contained within the site boundaries.

As the property will be used for residential purposes, we expect no excessive number of trips to and from the property and we further request that consent is granted for visitors and guests to further mitigate and monitor the usage of the property & parking.

## 15. SUMMARY

Short stay accommodation is not subject to the same stringent rules of the Residential Tenancy Act 1987 in favour of a tenant and their rights to occupy a premise and therefore we have significant power to be able to manage any potential antisocial behaviour.

We are financial members of ASTRA (Australian Short-Term Rental Accommodation Association) and have adopted their comprehensive National Code of Conduct.

You can always be assured of our best intentions and respect of the public amenity and neighbourhood.

We kindly request your favourable consideration of our application to change the use of the property to approved short term accommodation and trust that our professional management is thoroughly demonstrated along with our commitment to maintaining and increasing the appeal and amenity of the surrounding area.

Please reach out to me at the below contact details should you seek any further clarity or additional information relating to the management of the property.

Yours faithfully,



Director  
Let Go





## CODE OF CONDUCT

Accommodation premises details:	
Manager/hosts name:	[REDACTED]
Address	123a Westminster Street, EAST VICTORIA PARK WA 6101
Phone number:	[REDACTED]
Email:	[REDACTED]

### Emergency Details:

1. In the event of an emergency, all our guests will notify us (the Manager/Hosts) of any emergency, disputes, or complaints as soon as possible.

Host emergency contact details:	
Manager/hosts name:	[REDACTED]
Phone number:	[REDACTED]
Email:	[REDACTED]
After hours emergency details:	Same as above.
Additional information:	[REDACTED]

### Arrival and Departure information:

2. Our guests adhere to our strict arrival time of 3:00pm and our strict departure time of 10:00am. Suitable arrangements can be made with management for requests that are outside of these hours.

### Noise and amenity:

3. We have a strict noise policy; quiet time is strictly from 10pm until 7:00am, please be respectful of all residents who reside in the surrounding areas. If we receive any noise complaints for your property during these hours, you will be required to leave the property immediately and your booking will be cancelled. No refunds will be issued.
4. We have a strict **no party/events policy**. This includes photography, hen's parties, buck's parties, baby showers, birthdays, birthday gatherings, business events such as marketing & photography, high tea etc (basically anything that involves an excessive number of occupants).

5. We do not allow any visitors unless approved by management first. We need to know who is staying & visiting the property, especially in case of any emergency.
6. If you have additional guests to what your booking details state, your booking may be cancelled immediately, and you will be required to leave the premises. No refunds will be issued.
7. We do not tolerate drugs or illegal activity; in this instance your booking will be cancelled immediately, reported to Airbnb and you will be removed from the property. No refunds will be issued.
8. You should not disturb any common spaces outside the street or create a nuisance that disturbs the surrounding community. Failure to respect the neighbours, property manager's or community concerns will result in the immediate booking cancellation.

**Parking:**

9. Guests and visitors are to comply with all parking restrictions set out as below and always show consideration to neighbours and other vehicles.
10. All guests and visitors are required to comply with these instructions.

<b>Parking requirements:</b>	
	<ul style="list-style-type: none"> <li>• There is space for two (2) vehicles to park behind the secured gates of the property – location is right in front of the front door in the driveway section.</li> <li>• There is no street parking allowed so all parking will be contained within the site boundaries</li> </ul>

**Other house rules:**

<b>Rubbish and recycling:</b>	Rubbish and recycling items are to be disposed in accordance with the local council policies & procedures and in the correct allocated council bins for weekly collection on Fridays.
<b>Security:</b>	All doors and windows should be locked when property is not occupied.
<b>Use of outdoor areas:</b>	Outdoor use is strictly between the hours of 7:00am-10:00pm. All guests must make their way inside the property and keep noise to a minimum from 10:00pm.
<b>Smoking:</b>	This property has a strict no smoking policy. If there is a clear odour of any smoking odour upon checkout or

	cigarette butts have been found, guests will be charged a deodorising fee.
<b>Pets:</b>	We have a strict 'no pet' policy. If there is a clear animal odour and/or if pet hair has been discovered upon checkout, guests will be charged a deodorising fee.
<b>Damages and breakages:</b>	If a guest breaks or damage something during their stay, guests are required to let us know ASAP so we can arrange for its replacement or repair with an approved contractor.