

Town of Victoria Park
99 Shepperton Road
VICTORIA PARK WA 6100

23 February 2024

To whom it may concern,

**DEVELOPMENT APPLICATION FOR CHANGE OF USE TO RESIDENTIAL BUILDING
(SHORT-TERM ACCOMMODATION) – LOT: 2 DIA: 7386, NO.49 COLOMBO STREET
VICTORIA PARK**

Please find attached our application to operate short-term accommodation from our property located at 49 Colombo Street, Victoria Park. Our previous development application was approved by the Town of Victoria Park on 25 May 2023 for a trial period of 12 months, until 25 May 2024.

For the past five months we have successfully operated short-term accommodation subject to the conditions of the approval. In accordance with our management strategy, each guest has been thoroughly assessed prior to accepting or rejecting a booking request. A number of booking requests were rejected and thanks to this process, all guests have abided by our stipulated house rules and we have not received a single complaint nor have any problems arisen.

During this time, of the thirteen guest bookings only two have had a vehicle and they have abided by our stipulated house rules during their visits.

The property is located in the Jarrah Ward within Raphael Precinct. It contains both a front and rear dwelling and we reside with our family in the front dwelling.

The two-bedroom rear dwelling is proposed to be used as short-term accommodation for a maximum of four guests. It's spacious, fully self-contained and furnished.

The property is conveniently located 215 metres (5 minute walk) to its closest high frequency bus route stop on a major arterial road and just minutes to several other bus stops on Geddes and Berwick Street. It's just 290 metres (7 minute walk) to Taylor Reserve and the Swan River foreshore; 130 metres to historic Raphael Park; 540 metres to the amenities of the Victoria Park strip on Albany Highway; 343 metres to McCallum Park providing access to the soon to be constructed Causeway pedestrian and cyclist bridges linking Victoria Park to the City and 200 metres (3 minute walk) to the commercial zones on the corner of Canning Highway and Berwick Street with access to several businesses and fast-food outlets.

The property will be managed jointly by the owners. Both owners reside together in the front dwelling and a minimum of one owner is generally present on any given day.

To ensure privacy of our personal details as owners of the property, we request that our names, phone numbers and email addresses please be redacted prior to listing this application on the Town of Victoria Park's website. We note that some other applications have had their private details included when we undertook research to complete this application.

We're proud of the overall quality provided at our short term accommodation and this is reflected in our reviews, only receiving the highest ratings from our guests thus far.

If you have any questions please do not hesitate to contact us.

Sincerely,

[REDACTED]

[REDACTED] and [REDACTED]

SHORT TERM ACCOMMODATION MANAGEMENT PLAN

49 COLOMBO STREET, VICTORIA PARK

23 FEBRUARY 2024

1. BACKGROUND

The property contains both a front and rear dwelling and the property owners reside with their family in the front dwelling.

The rear dwelling is proposed to be used as short-term accommodation for a maximum of four guests. The rear dwelling contains a master bedroom furnished with a king bed, a second bedroom furnished with a queen bed, a fully equipped kitchen, living room, bathroom and toilet.

It's intended that the entire rear dwelling be used for short-term accommodation. Single rooms will not be rented out individually.

2. OBJECTIVES OF MANAGEMENT PLAN

To clearly outline and demonstrate that the operation of short-term accommodation shall be in accordance with the management plan provisions below.

3. LOCATION

The property is located in the Jarrah Ward within Raphael Precinct in the Town of Victoria Park.

The property is conveniently located:

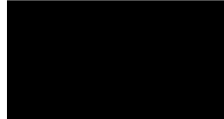
- 215 metres (5 minute walk) to its closest high frequency bus route stop on major arterial road Canning Highway (route 910, stands 10342 and 10228)
- 150 metres to multiple additional bus stops including routes 72 & 75 on Geddes Street departing from stand 11738
- 290 metres (7 minute walk) to Taylor Reserve and the Swan River foreshore
- 130 metres to historically significant Raphael Park
- 540 metres to the amenities of the Victoria Park strip on Albany Highway
- 343 metres to McCallum Park providing access to the soon to be constructed Causeway pedestrian and cyclist bridges linking Victoria Park to the City
- 200 metres (3 minute walk) to the commercial zones on the corner of Canning Highway and Berwick Street with access to several businesses and fast-food outlets

4. MANAGEMENT STRATEGIES

4.1 PROPERTY MANAGERS

The property will be managed jointly by the owners. Both owners reside together in the front dwelling and a minimum of one owner is generally present on any given day. Both Property Managers are available at all times via their mobile telephones and/or email.

Names:



Phone:



Phone:

Address: 49 Colombo Street, Victoria Park WA 6100

Email:



4.2 MANAGEMENT OF BOOKING ARRANGEMENTS

Short-term accommodation bookings shall be provided through a dedicated short-term accommodation provider, such as Airbnb or Stayz.

Each booking request will be screened by an owner before accepting or rejecting the booking. The verification steps are:

- Contact details including full name(s), phone number and email address
- Acceptance of our stipulated house rules
- Confirmed payment
- Profile photo (if uploaded)
- Government issued ID (driver's license or passport)
- Written reviews/recommendations from other hosts
- Their overall star rating which can be categorized into observance of house rules, cleanliness and communication etc.
- Total number of guests
- Their reason for visiting

Further screening can be performed by cross referencing linked social media accounts and professional networking sites such as LinkedIn.

4.3 CHECK IN/CHECK OUT

Check in will be from 2.00pm. Each guest will be greeted by an owner upon check in or will be granted access to a secure tamper resistant lockbox on-site where they can access keys to the accommodation. Detailed instructions will be provided to guests one day prior to their arrival to guide them through the check in process and guests will be provided with a photo of their accommodation from the street front, their allocated parking bay and will include details about locating and accessing the lockbox (if required).

Check out is by 10.00am or earlier on their departure date. Following check out the guest will deposit keys into the lockbox. An owner or contract cleaner will commence cleaning of the accommodation at approximately 10.30am.

4.4 MINIMUM / MAXIMUM LENGTHS OF STAY

The minimum stay is two nights and the maximum stay is seven days unless arrangements have been made at the discretion of the Property Managers.

4.5 MITIGATION AND COMPLAINTS PROCEDURE

The Property Managers will be the point of contact for all complaints. Neighbouring properties will be provided with Appendix A: Notification Letter and Complaints Management Form.

Guests will be provided with the Property Managers contact information in both the Guest Handbook and via the online listing. Guests will also have access to a dedicated messenger platform during their stay and are required to communicate with the Property Managers on this platform so all details pertaining to their booking are documented. The Guest Handbook is very comprehensive which significantly mitigates any risk and issues regarding the stays.

The property contains a private undercover courtyard for use by guests. To minimise the impact of antisocial activities to neighbouring properties guests are provided with a copy of our stipulated House Rules and must accept these conditions as a requirement when requesting an accommodation booking.

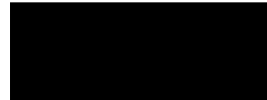
Complaints handling procedures:

Contact details

Names:



Phone:



Phone:

Address:

49 Colombo Street, Victoria Park WA 6100

Email:



Expected response times

- Acknowledgement to complainant as soon as possible.
- Contact made with guests immediately thereafter.
- Aim to resolve all antisocial behavioural issues within 30 minutes to one hour.
- Aim to respond to all other issues in accordance to severity of complaint within five days and resolution as soon as possible thereafter.

Complaints Management

If guests fail to adhere to the stipulated House Rules, they will be at risk of having their booking cancelled immediately. The owners, private security, police 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.

All complaints received will be dealt with in accordance to severity of complaint. The owners will contact the guests informing them of the alleged situation and any breach of house rules and based on severity of the breach then the reservation may be terminated.

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.

As stipulated in the House Rules guests must not create noise which is offensive and/or excessive to occupiers of neighbouring properties especially between 8pm and 7am, during arrival, and during departure, and at any time throughout the occupancy.

Strictly no visitors permitted. No pets permitted.

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 must not engage in any anti-social behaviour and must minimize their impact upon the residential amenity of neighbours and the local community.

Multiple CCTV cameras are installed to the perimeter of the front dwelling. Movements can be viewed remotely via CCTV if the owners are not present. CCTV will also confirm the number of guests.

4.6 USE AND MAINTENANCE

A bookings calendar will assist the Property Managers to regularly schedule maintenance works in between guests stays to ensure the property is kept up to a high quality and to meet guest expectations. The House Rules and Guest Handbook will encourage guests to report any maintenance issues and will be resolved swiftly either during or after a guest's stay depending on the severity. The property is maintained with pride by the owners. If any obsolete furniture must be removed, a contractor will be engaged to remove items off site and will be disposed of appropriately.

4.6.1 USE OF STOREROOM

The exclusive use of the storeroom is by the operator of the building. No access will be permitted to any guests.

4.7 SAFETY, HYGIENE AND SECURITY

4.7.1 SAFETY

The property is fitted with a compliant RCD, smoke detector, carbon monoxide detector and fire blanket. Details of the emergency evacuation plan; contact details for the local police station, hospitals and information relating to '000' in the event of an emergency will be included in the comprehensive Guest Handbook which will be located inside the property.

4.7.2 HYGIENE AND COMFORT

The property includes a fully functional kitchen with fridge, oven, stove, rangehood and pantry. Waste disposal and vermin/pest control sprays will be provided and will be monitored by the owners.

Two reverse cycle air conditioners are installed in the living area and master bedroom.

The bathroom is fitted with an exhaust fan.

A full set of linen will be provided as per booking requirements including bath towels, hand towels, face towels, tea towels, bed linens and protective covers.

A washing machine and clothesline is be provided for guest convenience.

4.7.3 SECURITY

The property is secured with lockable doors and windows. All access to the property will be regularly monitored by CCTV and fencing and a gate located at the front access point provides an additional barrier of security.

The House Rules clearly state that guests are required to keep the property secure by locking doors and windows when they vacate the property.

4.8 CAR PARKING

All resident and registered guest parking will be housed onsite at the property. The entire rear property will be used for short-term accommodation rather than individual rooms. Given maximum occupancy of four guests it's anticipated that guests will likely be travelling together.

There is sufficient tandem car parking on-site in the driveway for a maximum of six vehicles, however, only one vehicle will be permitted per booking, which will not impact on the neighbours or the owners residing in the front dwelling.

As guests are staying for short periods of time guests will likely have one 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 require parking at the premises. Many local attractions are within a very short walking distance and a local small business provides bike hire a short walk from

the property. Further, we will provide details for public transport bus routes, ride share companies and local taxis.

Guests will be advised that verge and on street parking is not permitted in the Guest Handbook and on the online listing.

4.9 GUEST HANDBOOK

When a guest checks in they will be encouraged to read our comprehensive Guest Handbook that 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, evacuation plan, house rules, parking rules and allocation, bin collection days, public transport, nearby amenities, sights and attractions in the area.

4.10 HOUSE RULES

To minimise the impact of antisocial activities to neighbouring properties and the local community guests will be provided with a copy of our stipulated House Rules and must accept these conditions as a requirement when requesting an accommodation booking. The House Rules is displayed both on the online listing and in the comprehensive guest handbook which will be located inside the property.

General requirements

- Check in is available from 2.00pm. Self check in is available if prior notice is given. The lockbox is located next to the French double doors at the entrance to the cottage. Enter the code provided to access they key.
- Check out is strictly 10.00am.
- Please turn off all lights and heating/cooling.
- Please lock all doors and windows.
- Place used towels on bathroom floor.
- Place key in the lockbox located next to the French double doors at the entrance to the cottage upon vacating.
- To avoid additional cleaning fees guests are required to leave the premises neat and tidy. Fridge, kitchen benches and any spillages must be wipes, floors swept, dishes washed, dried and put away clean and all rubbish must be placed in the relevant outdoor wheelie bin.

Car Parking

- A designated guest parking bay is located behind the secure front gate in the driveway for a maximum of one vehicle per booking.
- Please observe the parking restrictions on the street.
- Strictly no verge or street parking is permitted.

Noise and Residential amenity

- We live in a friendly neighbourhood and some of our neighbours have lived in this street for over 30 years. Please be respectful of our neighbours and the local community.
- Quiet hours between 8.00pm and 7.00am must be respected. Disturbance to our neighbours, including excessive noise, is prohibited and may result in immediate termination of rental.
- 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.

House Rules

- Smoking is not permitted inside the house or on the property. This is to ensure the comfort and safety of all our guests, and to avoid any damages caused by smoking. Any evidence of smoking will result in a fee and may result in the termination of your stay.
- The number of guests must not exceed your booking registration.
- No parties or events permitted. Quiet hours between 8pm and 7am must be respected.
- Our home is located in a quiet residential area, we kindly ask that you refrain from hosting any parties or events during your stay. Disturbances including excessive noise, is prohibited. Any violation of this rule will result in a fee and may result in immediate termination of your stay.
- Please ensure the front gate is kept closed at all times and external doors and windows have been locked when leaving the property.
- Strictly no pets.
- No access to the pool area is permitted.
- Please ensure the BBQ is cleaned after use. A BBQ cleaning fee of \$35 will be charged if the BBQ is left unclean.
- Please treat our home as you would love your own.
- No visitors permitted at the property.

Rubbish and Recycling

- We're very lucky to be provided with three waste wheelie bins for use by the local government authority. The bins are located at the end of the driveway.
- Please refer to the Guest Handbook for information detailing which bin can be used for your waste. In summary:

- General waste – red lid – for disposal of food waste, sanitary products like nappies, clothing etc.
- Recyclables – yellow lid – for disposal of recyclable household waste like glass, plastic bottles, cardboard, milk bottles, ice-cream containers, aluminium cans/steel cans etc.
- Garden Organics – green lid - loose garden waste, flowers, leaves, weeds, sticks, pruning etc.

Security

- Private security 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.
- Please ensure the front gate is kept closed at all times and external doors and windows have been locked when leaving the property.

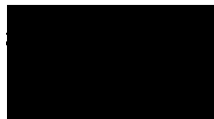
Faults, Damages and Breakages

- Guests are expected to look after and take all reasonable care of the property, furnishings and equipment included in the property and to observe the 'No Smoking' requirement for the duration of their stay.
- We would appreciate if any faults, damage or breakages be reported as soon as possible.
- It is the guests responsibility to ensure the property is left in a clean and tidy state and that doors and windows are locked when you are not at the property.

EMERGENCY CONTACT INFORMATION

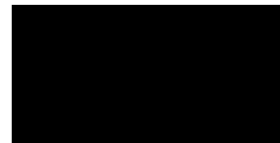
- Life threatening and emergency situations: 000
- Police Assistance Centre: 131 444
- Property Managers:

Names:



Phone:

Phone:



Address: 49 Colombo Street, Victoria Park WA 6100

Email:



Online messenger platform associated with your booking.

Compliance

- Breach of the House Rules is a breach of the Terms and Conditions of occupancy and may result in immediate 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.
- The property managers reserve the right to terminate permission to occupy and to evict from the Property, Guests or Visitors who refuse to follow these House Rules or who cause a nuisance.
- 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.
- Private security and/or police may be engaged to attend during and after normal business hours to minimise disruptions. Associated costs will be at the guests expense.

Complaints

- In the first instance, please notify your Property Manager of any complaints and we will use our best endeavours to resolve.

Before you go:

We ask that guests leave the premises neat and tidy. Fridge, kitchen benches and spillages wiped, floors swept, dishes washed, dried and put away clean and rubbish placed in the relevant outdoor wheelie bin.

Thank you for staying with us. We're grateful to have had the opportunity to host you during your stay. We would appreciate if you took the time to leave a review and/or entry in our guest book.

We hope you've enjoyed your time here and that you'll come back and visit again soon!

APPENDIX A - NOTIFICATION LETTER AND COMPLAINTS MANAGEMENT FORM

<Insert date>

Dear resident/s,

We would like to formally notify you of a change in use to the rear dwelling of our property located at 49 Colombo Street, Victoria Park. The rear dwelling will be used to operate short-term accommodation.

We intend to do everything we can to mitigate disturbances to our neighbours and the neighbourhood. Should you feel that disruptions as a result of guests at our short-stay accommodation property are deemed inappropriate in accordance to local requirements and laws, please follow the steps below to make a formal complaint.

If you have any questions or concerns, please do not hesitate to contact us on the details as provided in the 'Complaints Management Form'. Please understand that we will not tolerate any form of abuse or inappropriate language and/or behaviour. We will endeavour to work with you to resolve any difficulties in a respectable and civil manner.

If you have any questions please do not hesitate to contact us.

Sincerely,

██████ and ██████████

COMPLAINT MANAGEMENT PROCESS

1. Submit completed 'Complaint Management Form' via email to Property Managers (preferred method) or drop to property letterbox.
2. Your complaint will be acknowledged in the same manner as it is received.
3. Action will be taken dependent on the severity of the complaint. For example – antisocial behaviour will be attended to as soon as possible. Other complaints will be initially responded to within five days and resolved as soon as possible thereafter.
4. The initial response may request further details or request to arrange a suitable time to discuss the complaint over the phone.
5. If no further information is required, the response will include proposed resolution(s).
6. If resolutions are satisfactory, you will be required to state you accept the response in writing to finalise the matter.
7. If proposed resolution is not satisfactory, we will continue to communicate with you to find a suitable resolution.
8. If the matter is **urgent** please contact the Property Managers immediately via telephone. In all other circumstances please use the 'Complaint Management Form'.

Expected response times

- Acknowledgement to complainant as soon as possible.
- Contact made with guests immediately thereafter.
- Aim to resolve all antisocial behavioral issues within 30 minutes to one hour.
- Aim to respond to all other issues in accordance to severity of complaint within five days and resolution as soon as possible thereafter.

Property Managers - Contact details

Names:



Phone:



Phone:

Address:

49 Colombo Street, Victoria Park WA 6100

Email:



COMPLAINT MANAGEMENT FORM

Full name	
Address	
Telephone number	
Email address	
Incident type	Noise disturbance / parking / rubbish / other – please specify
Date / time / location of event	
Description of event (Please describe the event(s) that took place. Attach images if applicable)	
Expected outcome you would like to achieve by making this complaint	

APPENDIX B LOCATION PLAN DEPICTING 800 METRE RADIUS

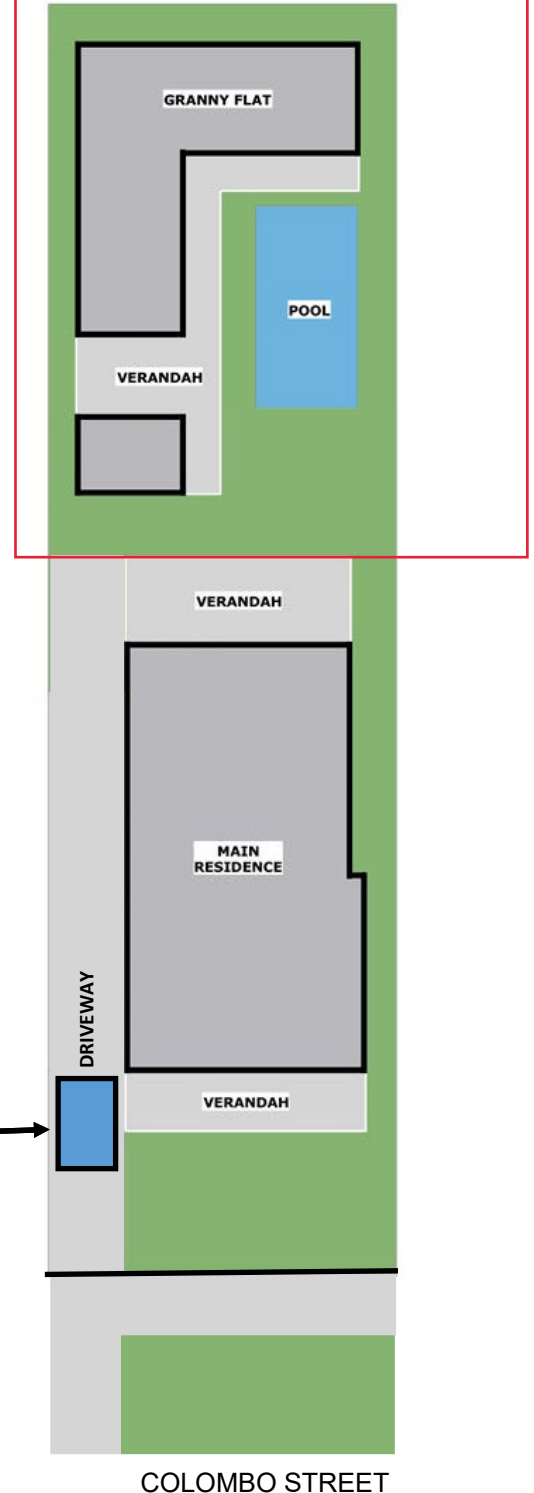


APPENDIX D: FLOOR PLAN & PARKING ALLOCATION - REAR DWELLING
49 COLOMBO STREET, VICTORIA PARK

FLOORPLAN OF SHORT TERM ACCOMMODATION
(REAR DWELLING)



SHORT TERM ACCOMMODATION LOCATION
(REAR DWELLING)



PARKING ALLOCATION:

Guest parking available in carport/driveway.

The 28m driveway allows six cars to park comfortably in tandem.

Maximum of one guest vehicle permitted per booking



APPENDIX B: LOCATION PLAN DEPICTING 400 METRE RADIUS

