

DENSITY ALLIANCE

URBAN PLANNING & COLLECTIVE HOUSING DEVELOPMENT

Our Ref: 18-002

22 October 2018

Chief Executive Officer
Town of Victoria Park
Victoria Park WA 6151

Attention: Natalie Martin-Goode, Chief Planner, Planning Services.

Dear Natalie,

Further Information Request.

Development Application- Change of Use, Short Term Accommodation, 35 Enfield Street, Lathlain WA 6100

Please find enclosed an application for planning approval for Short Term Accommodation as the above-mentioned property address.

Please find enclosed:

- I. Revised Management Statement address issues of Hygiene and Comfort, Property Management and Health and Safety

Should you require any further information or clarification in relation to this matter, please contact Ross Jutras-Minett on 0403 577 422.

Yours faithfully



Ross Jutras-Minett
Director

Enfield Street Lathlain

Developtions Po Box 519 Kalamunda WA 6926

Short Term Accommodation Management Plan

1.0 Introduction

This Short-Term Accommodation Management Plan seeks to manager the amenity of **35 Enfield Street, Lathlain**, and conform with the Town of Victoria Park Local Planning Policy 31 Specialised forms of accommodation other than dwellings.

This Management Plan will establish acceptable standard of behaviour for guests and visitors to minimise any adverse impact on the owner, neighbours, residents and the Town of Victoria Park.

It is envisaged that guests will be obtained via established supporting organisations such as real estate agents, relocation managers, and short stay accommodation providers such as Airbnb and Stayz) In the case of real estate professionals, guest will be also subject to the Residential Tenancies Act (1987) and the Real Estate and Business Agents Act (1978)

The owners reserve the right to let this property for short stays of less than 3 months duration.

2.0 Check In

Check in time is 2pm onwards daily.

3.0 Check Out

Check out time is by 11am on the day of departure, unless other arrangements made with the residence manager.

4.0 Complaints Management

Complaints are best resolved at the neighbour level. Guests and visitors will be encouraged to male complaint directly to the owner. This shall be recorded, and a time frame given for resolution or action in the direction of resolution.

Every effort will be made to resolve a conflict and a solution in writing, will be offered in an agreed timeframe. If the complainant is not satisfied they will be referred to an appropriate body.

A register of complaints will be maintained by the owner and available for inspection by an authorised Council officer.

A copy of this Management Plan will be made available to neighbours. Neighbours will also be provided with the contact details of the Manager and owner.

5.0 Use of Premises

The property will be rented as a residence to a maximum of 6 occupants for periods of less than 3 months. The number of proposed bedrooms is 3 for short term stay of 3 months or less. Two bathrooms are available for guests.

6.0 On-Site Register

A register of all occupants will be kept by the Manager, available for inspection by an authorised Council Officer, and shall contain:

- The full names and usual place of residents of all occupants.
- The date of arrival and departure of the occupants.

7.0 Maintenance

Maintenance refers to both building maintenance and care of the gardens. Maintenance will be managed by the owner. Maintenance will be preferably being performed at a time between occupancy unless it is urgent and requires attendance at time of occupancy.

Professionals will be engaged to attend during normal business hours to minimise disruptions to neighbours.

8.0 Guest Guide

A guide shall be prepared for guests and kept in a folder on premises indicating the following information

- Manager and contact details
- Code of Conduct
- Wi-Fi Device name and password
- Key lockbox code
- TV Information
- Air Conditioner operation
- Location of the first aid kit
- Extra towels and sheets
- Hot water systems operation

- Rubbish bin location
- Check in time
- Check out time
- Local restaurant and shopping
- Local parks and recreation services
- Other major attractions
- Important contact numbers
- Any other information as required.

9.0 Managers Guide

A guide shall be prepared for the manager and kept in a folder by the manager, documenting tasks and processes for the following:

- General hosting (Including liaisons with clients, providers and Local Government)
- Cleaning information between occupants
- Laundry requirements
- Garden preventative maintenance
- Building preventative maintenance

10.0 Code of Conduct for Guests and Visitors

This Code of Conduct is provided at the property to ensure that guests and visitors know and comply with specific behaviour governing their permission to enter and occupy the property. The Code of Conduct will be displayed in a conspicuous place in the property, so it can be easily viewed by guests and visitors.

10.1 General Principles

Short term Accommodation is a unique experience and the guiding principles of this Code of Conduct are:

- Treat this is as your homes.
- Treat it is as your own.
- Respect your neighbours.
- Leave it as you find it.

10.2 General Requirements

- Guests and visitors must comply with this Code of Conduct and instructions from the Manager during their stay;
- Guests must notify the Manager of any disputes or complaints from neighbours as soon as practicable.

10.3 Noise and Residential Amenity

- Guests and visitors must not create noise which is offensive 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 noise is prohibited and may result in termination of permission to occupy the property, eviction, loss of rental paid and extra charges for security and other expenses, which may be deducted from security deposit or bond under the terms and conditions.
- Guests and visitors must not engage in any anti-social behavior and must minimize their impact upon the residential amenity of neighbours and local community.

10.4 Visitors

- No visitors or guests other than those who booked to stay at the property can stay in the property without first obtaining the managers approval.
- Guests are responsible for visitors
- Guest are responsible for ensuring that visitors comply with this Code of Conduct.

10.5 Gathering or Functions

- This property is not a “party house” an any such activities are strictly prohibited.
- Any gathering, celebration or entertainment permitted at the property must not conflict with the residential amenity and must comply with all other requirements.

10.6 Parking

- Guests and visitors are to comply with parking regulations and other requirements set out below and show consideration to neighbours and other vehicles.
- Parking arrangements on the property are restricted to the single carport (1 vehicles) and the double width driveway on the property with a total of 4 vehicles being able to be parked on-site.

10.7 Garbage and Recycling

- Rubbish and recycled goods are to be disposed in accordance with the usual practice at the property in the allocated bins, and excess rubbish must not be left in a public area.
- Rubbish and recycling arrangements at the property are a green top wheelie bin for general rubbish and yellow top wheelie bin for recycled goods as per the Town of Victoria Park Guidelines.
- Rubbish is collected every Monday Morning. Please assist by placing bins on the verge for collection and return them on the same way to the allocated place on the property after they are emptied.

10.8 Security

- Whenever you are absent from the property, close and lock all windows and doors to maintain security and prevent rain and water damage.
- At all other times, secure doors and windows, as required
- The mains electricity RCD's (Residual Current Devices) are in the property's meter box.

10.9 Outdoor Areas

- Guests are to respect the privacy of neighbours when utilising outdoor areas.

10.10 Smoking

- Smoking is not permitted within the residence.

10.11 Pets

- Pets are only permitted by permission of the manager.

10.12 Motorbikes and Bicycles

- Motorbikes and bikes are not permitted to be inside the residence.

10.13 BBQ

- Where BBQ is provided ensure that all controls are turned off when not in use.
- The BBQ is to be cleaned after use.

10.14 Damages and Breakages

- Damages and breakages must be reported to the Manager.

10.15 Compliance

- 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 and Manager reserve 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.

10.16 Health and Safety

- The property is fitted with RCD and Smoke Alarms
- There is a fire blanket in the kitchen within arms reach of the gas stove.
- Owners will have a register of all guests with phone numbers in case of emergency

10.17 Hygiene and Comfort

- All food storage and preparation are in the kitchen and dining area only. A kitchen garbage bin is provided with a extra garbage bin liners available for guests.
- The bathroom is provided with a lined garbage bin.
- The house is cleaned thoroughly at the end of each guest's stay.
- There is a washing machine, clothes line and pegs available.
- Linen and towels are cleaned by the owners to ensure consistency


- The house has an evaporative air conditioning unit which services all living rooms and bedrooms.

10.18 Management of the Property

- Who will be specifically managing the property. (Easy Home Rentals www.easyhomerentals.com.au) I am advised at the time of this publication that the specific property manager will be Phoebe Ho, and her number is 0439 724 888
- The property manager and agency are based in Bassendean and can be at the premises generally within 15 minutes of any complaint. The property manager will be available at all hours to attend to any complaints.
- Details can be made available to both guests and neighbours.

Should you require any further information or clarification in relation to this matter, please contact Ross Jutras-Minett on 0403 577 422. (Town Planning Consultant)

Yours faithfully



Ross Jutras-Minett
Director

Property Managers



Prak Sangthong

Director of Sales

+61402 149 626

www.easyhomerentals.com.au

**** Maximising Returns, Minimizing Stress ****