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APPLICATION & MANAGEMENT PLAN CHANGE OF USE TO SHORT TERM ACCOMMODATION

71 GAIRLOCH STREET MOUNT PLEASANT

Prepared for: The City of Melville. November 2025



2/774 Beaufort Street, Mount Lawley 6050. ACN: 686 931 877



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 SITE PLAN

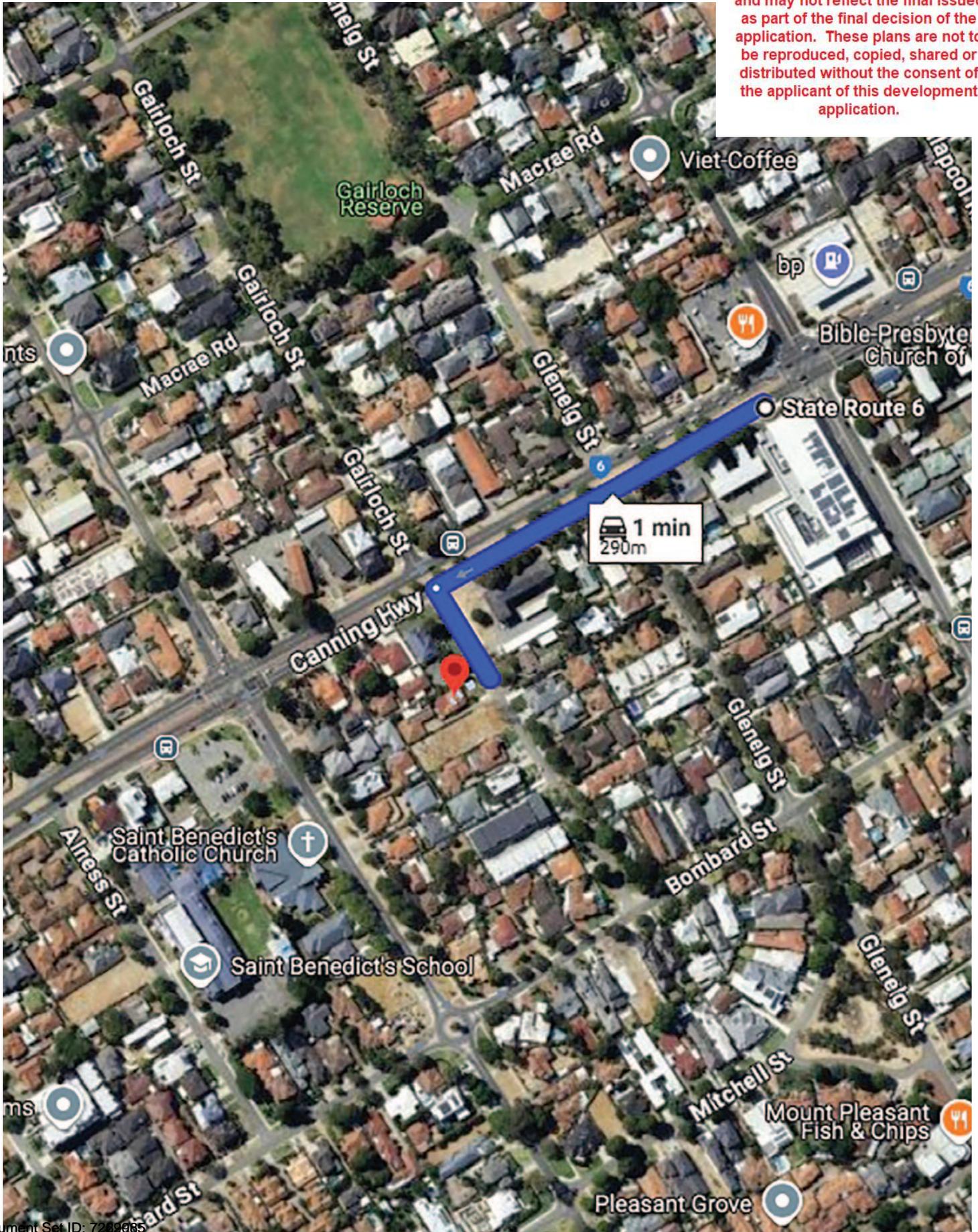
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LOCATION - DISTANCE TO SHOPPING

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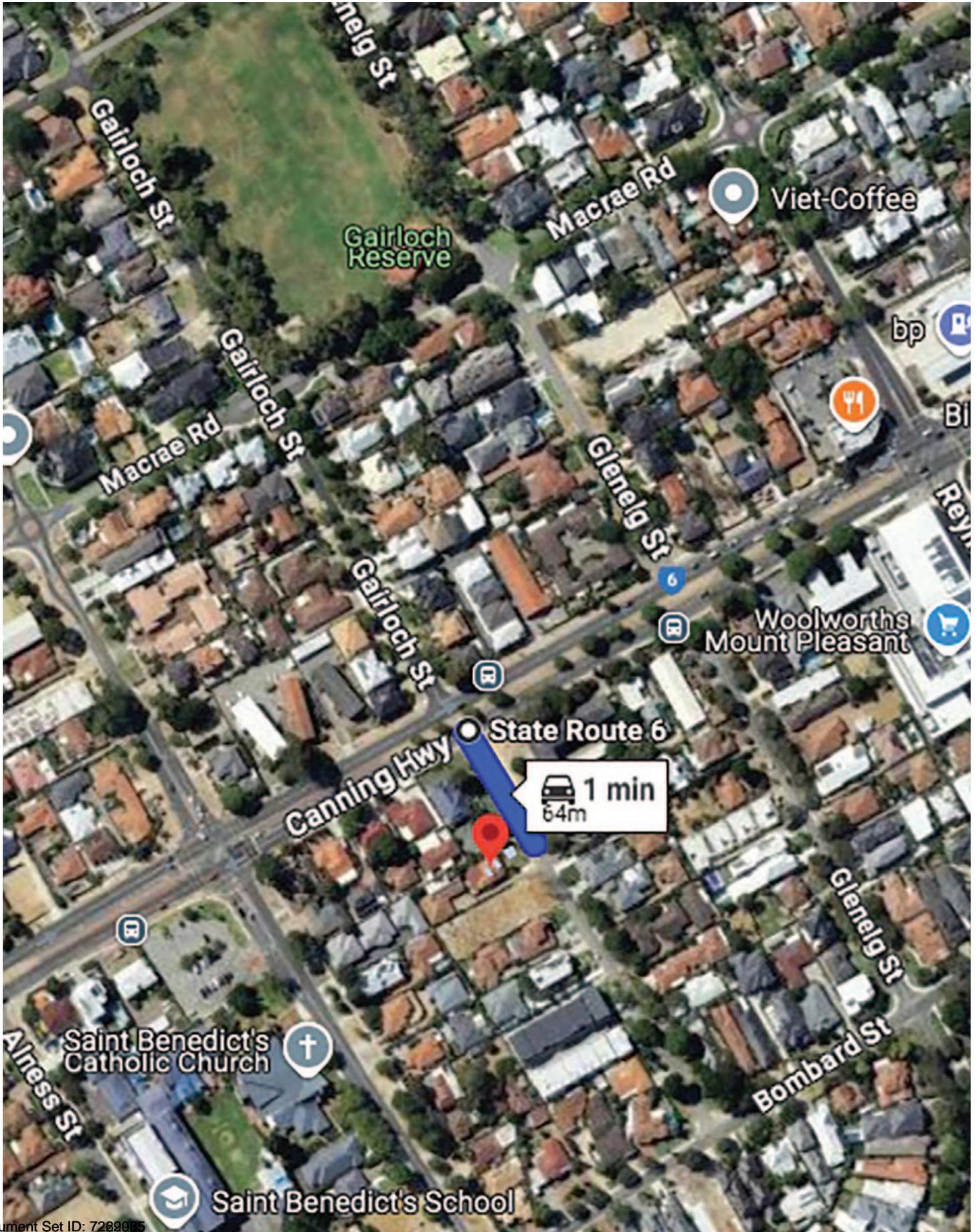
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LOCATION - DISTANCE TO PUBLIC TRANS

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 COVERING LETTER

November/2025

City of Melville
10 Almondbury Road,
Booragoon. 6154

71 GAIRLOCH STREET MOUNT PLEASANT

The owner of this property is seeking approval to offer Short-Term Accommodation.

The reason for applying for Change of Use is that the owner has experienced damage and maintenance issues with long-term rentals. As Short-Term accommodation the property will be inspected after every guest and any repairs attended to immediately.

If approval is granted, the property will be managed by Sepal Stays.

We specialise in Short-Term Accommodation management and guests must agree to a strict Code of Conduct before we accept bookings.

We install noise monitors in the properties we manage to alert us if guests are making excessive noise. We then deal with any disturbance immediately by contacting the guests and reminding them that they are in breach of the Code of Conduct. If they continue to disturb neighbours we insist they vacate the property.

We also use specialised software to automatically check each guest's rating with Short-Stay Web Sites. If they have previously caused disturbances or damage we do not accept the booking.

This software also requires guests to provide additional identification information which is automatically checked and verified before each booking is confirmed.

Attached is a detailed Management Plan and associated information to enable the City of Melville to assess this application to allow the owners to provide short-term accommodation to people visiting the area for business or holidays.

Yours Sincerely

Shae Davies-Croft.
Director

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 MANAGEMENT PLAN
PROPERTY DESCRIPTION/USE

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71 Gairloch Street Mount Pleasant is a recently renovated house consisting of 3 bedrooms, 1 bathroom, a separate lounge, dining room and kitchen, a laundry, activity room and patio.

Maximum guests per booking: 6

Minimum Booking: 3 nights.

Maximum Booking: 90 nights.

Parking: 1 vehicle in the garage and 1 vehicle on the driveway.

The location is close to public transport, shopping, a major road artery and easy access to restaurants, cafes and tourist attractions in the area.



MANAGEMENT PLAN INTRODUCTION

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This Short-Term Accommodation Management Plan has been prepared to demonstrate to the City of Melville that if a change of use to Short-Term Holiday accommodation is approved for 71 Gairloch Street Mount Pleasant, the property will be professionally managed to minimise any adverse impact on neighbours and nearby residents. Each property operates under a strict Code of Conduct and Terms and Conditions that every guest must accept before arrival. These include identification requirements, quiet hours, noise limits, smoking bans, occupancy caps, and the conditions that lead to immediate eviction. Guests must provide photo identification that matches their payment details, and in some cases, a refundable bond.

We use Truvi (Superhog) to screen all guests across more than one hundred data points, checking for fraudulent details, identity mismatches, or any prior record of damage or disturbance. Risky bookings are automatically declined.

We install Minut noise and environmental monitors in all living spaces. These do not record audio but measure decibel levels, temperature, humidity, and even detect cigarette or marijuana smoke.

The system can also identify over-occupancy through mobile device tracking. If sound exceeds legal limits, the system sends a message to the guest, then an automated call, and an alert a Sepal Stays Team Member. Issues are resolved immediately, usually before neighbours are even aware.



MANAGEMENT PLAN COMPLAINTS MANAGEMENT

A Register of Complaints will be maintained by the manager and be available for inspection by an authorised Council Officer.

The complaints register will 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.

Neighbours will be provided with information relating to the complaints management procedure, guest's Code of Conduct and contact details for the host and owner.

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MANAGEMENT PLAN COMPLAINTS MANAGEMEME

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Complaints are divided into two categories::

Level 1: Complaint (minor noise disturbance and/or complaint)

In the event of a Level 1 complaint the following procedure is to be adopted:

- 1: The neighbour is encouraged to contact the manager;
- 3: The manager will contact the guests to advise them of the complaint and remind them of their obligations under the Code of Conduct.
- 4: If the issue is not resolved and a further complaint is received within 12 hours, the Manager or an appointed security firm will attend the property and the guests can be evicted in accordance with the Code of Conduct.

Level 2 Complaint (major noise disturbance or party)

Guests are encouraged to enjoy their time on the property, but as specified in the Code of Conduct, social gatherings are not permitted and a 'no visitor' policy applies.

If a Level 2 complaint is received, the following procedure is to be adopted:

- 1: The manager or security firm will attend the premises within one hour of the complaint to verify if this is a major noise disturbance or social gathering.
- 2: If the complaint is verified as a Level 2 complaint, the guests will be evicted in accordance with the Code of Conduct.



MANAGEMENT PLAN CHECK-IN AND CHECK-OUT

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Check-In

At the time of booking online, guests must review and agree to accept the house rules which specifically state:

1: No visitors. No social events.

2: Quiet house after 9.00 pm

Check-In from 3:00 pm - 9.00pm

Guests are provided with a code for keypad entry into the property.

If guests expect to arrive at the property after 9.00 pm they must advise the manager who can meet them to ensure noise is kept to a minimum.

Check-Out

Check-Out time is between 7:00am and 10:00 am on the day of departure, unless other arrangements have been made with the manager.

In the event that the manager grants approval for check-out before 7.00am, guests are to ensure that noise is kept to a minimum to avoid disturbing neighbours.



MANAGEMENT PLAN ON-SITE REGISTER / MAINTENANCE

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On-site register.

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

- 1: The full names and usual place of residence of all occupants
- 2: The dates of arrival and departure of the occupants.

Maintenance.

Maintenance refers to maintenance inside and outside the house including the garden.

Maintenance will be managed by the manager.

Maintenance will preferably be performed at a time between occupancy unless it is urgent and requires attendance at time of occupancy.

Other than in the case of an emergency, any maintenance contractors or staff will be engaged to attend during normal business hours to minimise disruptions to neighbours.





MANAGEMENT PLAN GUEST GUIDE

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

- 1: Manager name and contact details.
- 2: Code of Conduct.
- 3: Procedure in the event of the house alarm activating.
- 4: Wi-Fi Device name and password.
- 5: Key lockbox code.
- 6: TV Information.
- 7: Air Conditioner operation.
- 8: Location of the first aid kit.
- 9: Extra towels and sheets.
- 10: Hot water systems operation.
- 11: Rubbish bin location and procedure for collection of rubbish bins.
- 12: Check-in time.
- 13: Check-out time.
- 14: Local restaurants and shopping.
- 15: Local parks and recreation services.
- 16: Other major attractions.
- 17: Important contact numbers.
- 18: Any other information as required.

Manager's Guide and Responsibilities.

A guide documenting tasks and processes will be retained by the Manager for the following:

- 1: General hosting (Including liaisons with clients, providers and Local Government);
- 2: Cleaning information between occupants;
- 3: Procedure for bin collection;
- 4: Laundry requirements;
- 5: Garden preventative maintenance; and
- 6: Building preventative maintenance.

The manager shall maintain:

The Register of Complaints as referred to in this Management Plan;

A register of all occupants referred to in this Management Plan.

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MANAGEMENT PLAN

CODE OF CONDUCT FOR GUESTS

The Code of Conduct is provided at the property to ensure that guests 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 that it can be easily viewed by guests.

General Principles

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

- 1: Treat the property as if it is your own home.
- 2: Respect your neighbours.
- 3: Leave it in the appropriate condition as it was upon occupation.

General Requirements

- 1: Guests must comply with this Code of Conduct and instructions from the manager during their stay.
- 2: Guests must notify the manager of any disputes or complaints from neighbours as soon as practicable.

Noise and Residential Amenity

- 1: Guests must not create noise which is offensive or has the potential to create a nuisance to occupiers of neighbouring properties especially between 9pm and 7am Monday to Saturday and 9pm – 9am on Sunday and public holidays, during arrival and departure, and at any time throughout the occupancy.
- 2: 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 the security deposit or bond under the terms and conditions.
- 3: Guests must not engage in any anti-social behaviour and must minimise their impact upon the residential amenity of the neighbours and the local community.

Noise monitors have been installed in the living and outdoor areas.

Visitors

- 1: A 'no visitor' policy applies. Guests are not to invite visitors to the property.

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MANAGEMENT PLAN

CODE OF CONDUCT FOR GUESTS

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Parking.

One vehicle in the garage and one vehicle on the driveway.

Waste Management

1: Rubbish and recycled goods are to be disposed of in accordance with the usual practice at the property in the allocated bins, and excess rubbish must not be left in a public area.

2: Rubbish and recycling arrangements at the property are in the form of a bin for general rubbish, a bin for recycled goods and a FOGO bin as per the City of Melville Guidelines.

Instructions relating to what goes in which bin will be placed on the refrigerator in the kitchen.

3: Bins should not be placed on the verge before 12pm on the day before collection day.

The Manager is to check by 6pm on the evening prior to collection day that the bins have been placed on the verge. In the event that bins are not placed on the verge by 6pm on the evening prior to collection day, the Manager will place the bins on the verge.

The Manager is to check by 6pm on the day of collection that the bins have been brought onto the property and are not on the verge. In the event that bins are still on the verge at 6pm on the day of collection, the Manager will bring the bins back on the property.

Security.

1: Whenever guests are absent from the property they must close and lock all windows and doors to maintain security and prevent rain and water damage.

2: At all other times, doors and windows should be secured as a general security measure.

3: The mains electricity RCD's (Residual Current Devices) are located in the property's meter box.

In the event of the house security alarm being accidentally activated, guests are to endeavour to stop the alarm sounding as soon as possible and advise the Manager of the incident.

Outdoor Areas.

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

2: Guests are to also minimise noise when in the outdoor areas.

Smoking.

Smoking is not permitted within the residence.

Pets.

Pets are not permitted.

Compliance.

1: Breach of the Code of Conduct is a breach of The Terms and Conditions of Contract and permission to occupy the property.

2: The owner and manager reserve the right, in accordance with the law, to terminate permission to occupy and to evict from the property guests who refuse to follow the Code of Conduct, or who cause a nuisance.

 MANAGEMENT PLAN
MANAGEMENT CONTACT INFORMATION



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