

REPORTS AND RECOMMENDATIONS

FOR THE

DEVELOPMENT ADVISORY UNIT

MEETING

HELD ON

TUESDAY, 16 JANUARY 2024

1. This Meeting makes Recommendations to the Manager Statutory Planning.
2. Should any Elected Member wish to discuss the content of any item included as part of the attached agenda, please contact Gavin Ponton, A/Manager Statutory Planning. Contact should be established as soon as possible after the publication of the agenda to the City of Melville website. Contact details are as follows: Tel 9364 0223 or via Elected Members Portal.
3. Should an Elected Member propose that an item on this agenda be referred to Council for determination, a request to that effect must be made to the Chief Executive Officer (CEO). This request shall be made in accordance with the requirements set out by Clause 3.5.4 of Local Planning Policy LPP 1.1 'Planning Process and Decision Making'.
4. Should any applicant or adjoining property owner object to any proposal included as part of this DAU agenda, then an opportunity exists to request that the application be determined by Council. All such requests should be referred to an Elected Member of Council for the Ward within which the development application is located. An Elected Member may request that the application be determined by Council. Any call up request from an Elected Member shall be made in accordance with the requirements set out by Clause 3.5.4 of Local Planning Policy LPP 1.1 'Planning Process and Decision Making'.
5. In the absence of any referral request, a decision on any application included as part of this DAU agenda can take place under delegated authority to the Manager Statutory Planning, after midday on the second Monday after the Friday publication of the minutes to the City's website. In the event that the DAU minutes are not published to the City's website until the Monday after the DAU meeting, a decision on the application can still take place the following Monday.

DISTRIBUTED: FRIDAY, 19 JANUARY 2024



**REPORTS AND RECOMMENDATIONS FROM THE DEVELOPMENT ADVISORY UNIT
MEETING HELD IN, MELVILLE CIVIC CENTRE, 10 ALMONDBURY ROAD,
BOORAGOON, COMMENCING AT 9:00 AM ON TUESDAY, 16 JANUARY 2024.**

PRESENT

G Ponton
T Geddes
T Cappellucci
G Davey
D Crossie

A/Manager Statutory Planning
A/Principal Statutory Planner
Senior Statutory Planner
A/Senior Statutory Planning
Assistant Planning Officer

DISCLOSURES OF INTEREST

**DISCLOSURE OF FINANCIAL INTERESTS
LOCAL GOVERNMENT ACT 1995****Members' interests in matters to be discussed at meetings to be disclosed**

S.5.65 (1) A member who has an interest in any matter to be discussed at a Council or Committee meeting that will be attended by the member must disclose the nature of the interest -

- (a) in a written notice given to the Chief Executive Officer before the meeting; or
- (b) at the meeting immediately before the matter is discussed.

Penalty: \$10,000 or imprisonment for 2 years.

Meeting to be informed of disclosures

S.5.66 If a member has disclosed an interest in a written notice given to the Chief Executive Officer before a meeting then before the meeting -

- (a) the Chief Executive Officer is to cause the notice to be given to the person who is to preside at the meeting; and
- (b) the person who is to preside at the meeting is to bring the notice to the attention of the persons who attend the meeting.

Disclosing members not to participate in meetings

S.5.67 A member who makes a disclosure under Section 5.65 must not -

- (a) preside at the part of the meeting relating to the matter; or
- (b) participate in, or be present during, any discussion or decision making procedure relating to the matter,

unless, and to the extent that, the disclosing member is allowed to do so under Section 5.68 or 5.69.

Penalty: \$10,000 or imprisonment for 2 years.

Please refer to your Handbook for definitions of interests and other detail.

TABLE OF CONTENTS

U24/0620 - USE OF EXISTING SINGLE HOUSE AS SHORT TERM
ACCOMMODATION/HOLIDAY HOUSE AT LOT 1 (NO. 123B) ARDROSS STREET,
APPLECROSS WA 6153 (REC) (ATTACHMENT)..... 4

U24/0620 - USE OF EXISTING SINGLE HOUSE AS SHORT TERM ACCOMMODATION/HOLIDAY HOUSE AT LOT 1 (NO. 123B) ARDROSS STREET, APPLECROSS WA 6153 (REC) (ATTACHMENT)

Ward : Central
 Category : Operational
 Application Number : DA-2023-884
 Property : Lot 1 (No. 123B) Ardross Street, ARDROSS
 Proposal : Change of Use (Use not listed – Holiday House)
 Applicant : Let Go BnB
 Owner : Kylie Rebecca Hemmings
 Disclosure of any Interest : No officer involved in the preparation of this report has a declarable interest in this matter.
 Previous Items : No previous items
 Responsible Officer : Gavin Ponton
 A/Manager Statutory Planning

AUTHORITY / DISCRETION

DEFINITION

<input type="checkbox"/>	Advocacy	<i>When the Council advocates on its own behalf or on behalf of its community to another level of government/body/agency.</i>
<input type="checkbox"/>	Executive	<i>The substantial direction setting and oversight role of the Council. e.g., adopting plans and reports, accepting tenders, directing operations, setting, and amending budgets.</i>
<input type="checkbox"/>	Legislative	<i>Includes adopting local laws, town planning schemes & policies.</i>
<input type="checkbox"/>	Review	<i>When the Council operates as a review authority on decisions made by Officers for appeal purposes.</i>
<input checked="" type="checkbox"/>	Quasi-Judicial	<i>When the Council determines an application/matter that directly affects a person's right and interests. The judicial character arises from the obligation to abide by the principles of natural justice. Examples of Quasi-Judicial authority include town planning applications, building licences, applications for other permits/licences (e.g., under Health Act, Dog Act or Local Laws) and other decisions that may be appealable to the State Administrative Tribunal.</i>
<input type="checkbox"/>	Information	<i>For the Council to note.</i>

U24/0620 - USE OF EXISTING SINGLE HOUSE AS SHORT TERM ACCOMMODATION/HOLIDAY HOUSE AT LOT 1 (NO. 123B) ARDROSS STREET, APPLECROSS WA 6153 (REC) (ATTACHMENT)

KEY ISSUES / SUMMARY

- The development application is for a change of use to Short-Term Accommodation – Holiday House at Lot 1 (No. 123B) Ardross Street.
- The details of the proposed development have been assessed against Local Planning Scheme No. 6 (LPS6), relevant local planning policies including Local Planning Policy 1.21 – Short-Term Accommodation (LPP1.21), and the provisions of State Planning Policy 7.3 Residential Design Codes Volume 1 (R-Codes).
- The proposed development requires a performance assessment in relation to two Preferred Characteristics of LPP1.21.
- The application was advertised in accordance with the provisions of Local Planning Scheme No. 6 (LPS6) and LPP1.21. In response, one objection was received relating to the proposed use as short stay accommodation, which raised concerns in relation to the increase in traffic caused by visitors to the holiday house. These matters are considered to be appropriately addressed based on the applicant's submission.
- Notwithstanding the objection received, it is considered that the development is acceptable when assessed against the relevant objectives and development standards contained in LPP1.21.



Figure 1 -- Aerial Photo

BACKGROUND

The site is located in Ardross at the southern corner of Ardross Street and Bombard Street and is bounded to the northwest. There have been no previous development applications that are relevant to this proposal. The existing single storey dwelling is oriented towards Ardross Street.

U24/0620 - USE OF EXISTING SINGLE HOUSE AS SHORT TERM ACCOMMODATION/HOLIDAY HOUSE AT LOT 1 (NO. 123B) ARDROSS STREET, APPLECROSS WA 6153 (REC) (ATTACHMENT)**Scheme Provisions**

MRS Zoning	: Urban
LPS Zoning	: R20
R-Code	: R20
Use Type	: Single House
Use Class	: Permitted

Site Details

Lot Area	: 547m ²
Retention of Existing Vegetation	: N/A
Street Tree(s)	: Yes—three street trees
Street Furniture (drainage pits etc.)	: Yes—streetlight
Site Details	: Refer to <i>Figure 1</i>

A copy of the plans forms part of the report and recommendations.

DETAIL

The subject development application, DA-2023-884 was lodged on September 6, 2023, for a change of use to a short-term accommodation. As of January 2024, an applicable use and development class is not included in Table 3 of the Local Planning Scheme No. 6 (LPS 6). The development application was assessed in accordance with Local Planning Policy 1.21—Short term Accommodation (LPP 1.21).

STAKEHOLDER ENGAGEMENT**I. COMMUNITY**

Advertising Required:	Yes
Neighbour's Comment Supplied:	Yes
Reason:	Use Not Listed
Support/Object:	Object

U24/0620 - USE OF EXISTING SINGLE HOUSE AS SHORT TERM ACCOMMODATION/HOLIDAY HOUSE AT LOT 1 (NO. 123B) ARDROSS STREET, APPLECROSS WA 6153 (REC) (ATTACHMENT)

Submission Number	Summary of Submission	Support/Objection	Officer's Comment	Action (Condition/Uphold/Not Uphold)
1	No comment	Support	N/A	N/A
2	Concerns regarding the impact of short-term residents on traffic due to the local road experiencing high demand due to the school.	Objection	The site has the capacity for two cars to be parked. The location allows for walking/public transport to be a viable option. This matter is discussed further in the officer comment section below.	Not uphold

II. OTHER AGENCIES / CONSULTANTS

No consultation with other agencies/consultants is required.

STATUTORY AND LEGAL IMPLICATIONS

Should the City of Melville refuse the application for planning approval, the Applicant will have the right to have the decision reviewed by the State Administrative Tribunal in accordance with Part 14 of the *Planning and Development Act 2005*.

FINANCIAL IMPLICATIONS

There are no financial implications for the City relating to this proposal.

STRATEGIC, RISK AND ENVIRONMENTAL MANAGEMENT IMPLICATIONS

There are no strategic, risk or environmental management implications with this application.

POLICY IMPLICATIONS

There are no policy implications in relation to this proposal.

U24/0620 - USE OF EXISTING SINGLE HOUSE AS SHORT TERM ACCOMMODATION/HOLIDAY HOUSE AT LOT 1 (NO. 123B) ARDROSS STREET, APPLECROSS WA 6153 (REC) (ATTACHMENT)**COMMENT****City of Melville Local Planning Scheme No. 6**

In accordance with the provisions of Table 3 – Zoning Table of the LPS6, ‘Short stay accommodation’ is a use not listed which is not permitted unless the decision maker exercises its discretion by granting approval after advertising in accordance with Cl.64 of the deemed provisions. In considering the discretionary nature of the use proposed, it is necessary to take into consideration not just the land use table in LPS6, but also the zone objectives table of LPS6 and any relevant state and local planning policies, which include in this case, LPP 1.21

The objectives of the Residential Zone relevant to this development are as follows:

- 1. To facilitate and encourage high quality design, built form and streetscapes throughout residential areas;*
- 2. To provide for a range of non-residential uses, which are compatible with and complementary to residential development to promote sustainable residential development; and*
- 3. To maintain the compatibility with the general streetscape, for all new buildings in terms of scale, height, style, materials, street alignment and design of facades.*

Prior to the adoption of LPP 1.21 Short Term Accommodation, the City considered short stay accommodation, whether that be a single house, grouped dwelling or an apartment, meeting the definition of a dwelling under the R-Codes. As such development approval was not required for these uses.

In response to community concerns about the lack of clarity in relation to short stay accommodation, LPP 1.21 has been developed to assist in the assessment of short stay accommodation proposals across the City.

LPP 1.21 establishes definitions for various forms of short-term accommodation, and assessment criteria to ensure appropriate location and management of short-term accommodation uses. A key objective of the policy is to ensure appropriate location and management of short-term accommodation that protects the amenity of residential areas or nearby residents.

The subject site contains a single house on a free hold lot. The proposed accommodation will not be hosted by the landowner as they will live off site. On that basis the best definition for the proposal in LPP 1.21 is “Holiday House”. An assessment of the proposed Holiday House in accordance with the provisions of LPP 1.21 is provided in the table below.

U24/0620 - USE OF EXISTING SINGLE HOUSE AS SHORT TERM ACCOMMODATION/HOLIDAY HOUSE AT LOT 1 (NO. 123B) ARDROSS STREET, APPLECROSS WA 6153 (REC) (ATTACHMENT)

Local Planning Policy 1.21 – Short-Term Accommodation

Requirement	Comment
Clause 1 'General'	Proposal requires a performance assessment against these provisions. Refer to comment section below titled 'General' for further commentary.
Clause 2 'Site Characteristics'	Proposal requires a performance assessment against these provisions. Refer to comment section below titled 'Site Characteristics' for further commentary.
Clause 3 'Number of Persons'	Proposal meets the requirements of LPP 1.21. Refer to comment section below titled 'Number of Person' for further commentary.
Clause 4 'Car Parking'	Proposal meets the requirements of LPP 1.21. Refer to comment section below titled 'Car Parking' for further commentary.
Clause 5 'Signage'	No signage has been proposed as part of this application.
Clause 6 'Site Management Plan'	Proposal meets the requirements of LPP 1.21. Refer to comment section below titled 'Site Management Plan' for further commentary.
Clause 7 'Public Consultation'	Has been undertaken in accordance with the Planning Regulations and the LPP. Refer the Public Consultation section above.
Clause 8 'Temporary Approval'	Where necessary to allow ongoing monitoring of the impacts of short-term accommodation, the approval period may be limited in accordance with Clause 72 of Schedule 2 of the Regulations. This clause is not applicable to the application.
Clause 9 'Compliance with Other Legislation'	Proposal meets the requirements of LPP 1.21. Refer to comment section below titled 'Compliance with Other Legislation' for further commentary.

U24/0620 - USE OF EXISTING SINGLE HOUSE AS SHORT TERM ACCOMMODATION/HOLIDAY HOUSE AT LOT 1 (NO. 123B) ARDROSS STREET, APPLECROSS WA 6153 (REC) (ATTACHMENT)

General

LPP 1.21 establishes that short term accommodation is a distinct land use and requires development approval from the City. Whilst it is recognised and acknowledged that the introduction of new land use definitions and associated land use permissibility requirements for application across the various zones of the City will require an amendment to the City's planning scheme, in the interim, LPP 1.21 establishes that the City will treat short-term accommodation use as a use not listed under LPS6. (It is noted that Council has initiated an amendment to LPS6 to control short term accommodation, however this application has been placed on hold by the Department of Planning, Lands and Heritage.) The LPP establishes that un-hosted uses have the potential to have a greater amenity impact than hosted land uses and that the accumulation of un-hosted uses may have an adverse impact on local amenity.

Site Characteristics

The following outlines the site characteristics that are considered to determine whether a location is ideal for a property to be used as short-term accommodation:

Preferred characteristic	Undesirable characteristic
<p><i>Location within, abutting or opposite to mixed use centres.</i></p> <p>The property does not meet this requirement, however, is located 300m from Riseley Centre or a 10-minute walk to Riseley Street (refer to figure 2 and 3). Accordingly, the proposed use is considered to appropriately satisfy the intent of this preferred characteristic.</p>	<p><i>Located within cul-de-sacs.</i></p> <p>The property is not located within a cul-de-sac.</p>
<p><i>Well served by footpaths, dual access paths and public transport.</i></p> <p>Footpaths are present on both sides of the road to Canning Highway, and on one side to Riseley Centre. The property is less than 250m or a 4-minute walk from a high frequency bus stop (Canning Hwy After Ardross St) with access to buses 111, 114, 115 and 910.</p>	<p><i>Properties located on battle-axe style rear lots.</i></p> <p>The property is not located on a battle-axe style rear lot.</p>

U24/0620 - USE OF EXISTING SINGLE HOUSE AS SHORT TERM ACCOMMODATION/HOLIDAY HOUSE AT LOT 1 (NO. 123B) ARDROSS STREET, APPLECROSS WA 6153 (REC) (ATTACHMENT)

Preferred characteristic (Continued)	Undesirable characteristic
<p><i>Located on local distributor and district roads.</i></p> <p>The property does not meet this requirement. However, being 250m from Canning Highway would offer similar levels of amenity. The site has good access to distributor roads such as Coogee Rd (300m away) and Reynolds Rd (390m away). Furthermore, Ardross St becomes a local distributor once crossing Canning Highway. This means that a distributor is accessible from most directions in under 400m. Ardross Street would have the capacity for the additional demand from the site.</p>	<p><i>Properties comprising grouped or multiple dwelling developments with shared access arrangements.</i></p> <p>The property is not in a grouped dwelling.</p>



Figure 2 -- Distance from site to centre

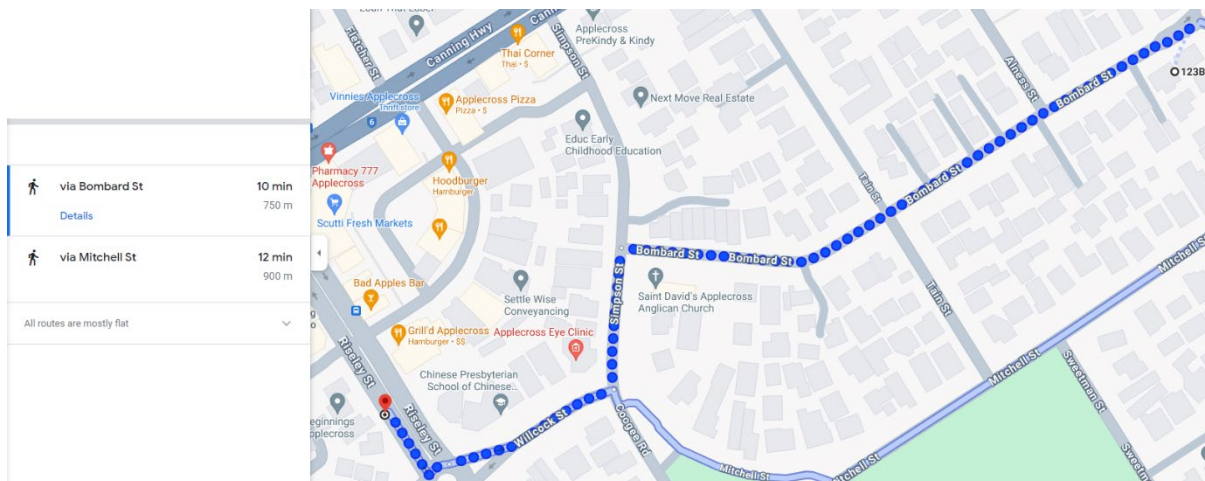


Figure 3 -- Walking time from site to Riseley Street

U24/0620 - USE OF EXISTING SINGLE HOUSE AS SHORT TERM ACCOMMODATION/HOLIDAY HOUSE AT LOT 1 (NO. 123B) ARDROSS STREET, APPLECROSS WA 6153 (REC) (ATTACHMENT)

Number of Persons

The requirements under LPP 1.21 state that no more than 6 guests may stay at an individual dwelling/unit. It is noted that the dwelling has 3 bedrooms that would accommodate for no more than 6 guests at any one time as per the applicant's report.

Car Parking

The site's parking arrangements are assessed under the R-Codes in accordance with LPP 1.21. This property requires 1 parking space as it is within 250m of a high frequency bus route. These reduced parking limits encourage the use of public transport as it becomes a viable alternative to driving with access to busses at least once every 15 minutes.

If an additional space is required, a vehicle may park in the accessway in front of the single car garage. The site's management plan states that two cars would fit in the accessway, though the 9.8m between the garage and the front boundary is less than the required 10.8m for 2 tandem bays.

Site Management Plan

The applicant has provided documentation addressing the site management plan requirements per LPP 1.21 which are summarised as follows:

LPP 1.21 requirement To include but not limited the following	Proposed
A code of conduct detailing the expected behaviour and obligations of guests. The code of conduct shall be displayed in a prominent position within the premises	To be displayed on the online listing and in a guest handbook located in the kitchen.
Management of complaints, in the form of a Complaints Management Procedure (which must include the provision of the short-term accommodation owners/managing agents contact telephone number for adjoining neighbours)	Complaints accepted 24/7 with neighbouring property owners being provided with contact details upon request.
Control of anti-social behaviour and the potential conflict between guests and permanent residents of the area, detailing the expected behaviour of guests and control of noise	House rules are provided before and upon arrival. A noise monitoring device is to be provided at dwelling.
Details regarding guest check-in and check-out procedures	Issued to guests three days prior to arrival
Management of car parking	Clear allocation of parking on lot. Visitors to be advised that street parking is not permitted.
Details regarding waste management which must include specifying the expectations on guests with regard to general rubbish and bin collection (if applicable)	Waste disposal will be managed by visitors in accordance with the applicant's submitted management plan.

U24/0620 - USE OF EXISTING SINGLE HOUSE AS SHORT TERM ACCOMMODATION/HOLIDAY HOUSE AT LOT 1 (NO. 123B) ARDROSS STREET, APPLECROSS WA 6153 (REC) (ATTACHMENT)

LPP 1.21 requirement To include but not limited the following (Continued)	Proposed
Compliance with Strata By-Laws (if applicable) in the form of a Statement of Compliance	Record of Certificate of Title.

Temporary Approval

The proposed development seeks performance assessment against a number of the provision of LPP 1.21. In these circumstances, it is recommended that a temporary approval be granted for a 12-month period. This will enable the City to assess the application again and consider any complaints which may have been lodged in the 12-month temporary approval period and any comments submitted during the future consultation period. It is also noted that as per the 'short-term rental accommodation register' section below, that the State Government is pursuing legislative changes in this sector currently and the temporary approval will allow for the review of the application in the context of these changes once they have been adopted.

Compliance with Other Legislation

Short-Term Rental Accommodation Register

The State Government has released a position statement and is pursuing planning reforms to the Short Term Rental Accommodation sector. The Short-Term Rental Accommodation (STRA) register is to be implemented in mid-2024 and will require both hosted and un-hosted short-term rentals to register their property by 1 January 2025. The State Government defines STRA as *"the practice of renting out a property (or part of a property) for a relatively short period of time, usually on a nightly or weekly basis."*

The register was created to ensure consistency with the rules and regulations for state-wide STRA properties. Revised definitions will be introduced into local government planning schemes to help determine appropriate requirements for the location of STRA properties. A key change includes planning exemptions for un-hosted STRA within the Perth metropolitan area. Development approval will not be required if the property does not intend to rent their property out for more than 90-nights within a 12-month period.

The property is un-hosted and intended to be rented out for more than 90-nights within a 12-month period. Accordingly, it is expected that the property will be added to the STRA register. The STRA will offer addition opportunity to manage the proposed short term accommodation use.

U24/0620 - USE OF EXISTING SINGLE HOUSE AS SHORT TERM ACCOMMODATION/HOLIDAY HOUSE AT LOT 1 (NO. 123B) ARDROSS STREET, APPLECROSS WA 6153 (REC) (ATTACHMENT)

ALTERNATE OPTIONS AND THEIR IMPLICATIONS

This application is proposed to be approved under delegation through the Development Advisory Unit (DAU) process.

Should Elected Members have an alternative view, the DAU 'call-up' procedures provide opportunity to call this matter up for formal Council consideration.

CONCLUSION

The application is considered to satisfy the provisions of LPS6, and Local Planning Policy 1.21 Short Stay Accommodation. On this basis, it is recommended that the proposal be approved.

OFFICER RECOMMENDATION

APPROVAL

Subject to the following conditions:

- 1. The development the subject of this approval must comply with the approved plans at all times unless otherwise approved in writing by the City.**
- 2. This development approval is valid for a period of 12 months from the date of this approval. Use of the Holiday House beyond this date will require prior lodgement and approval of a further development application.**
- 3. The short stay accommodation is to be operated in accordance with the stamped Site Management Plan dated 8 June 2023, to the satisfaction of the City.**

Advice notes:

- i. In regard to condition 2 if the temporary development is to continue beyond the approved 12 month period, the applicant may submit a separate application for Planning Approval to continue the Holiday house use. The applicant is encouraged to lodge any such application three months (minimum) prior to the expiry of the approval and include details as to whether any part of the development site or site management plan has been altered since its original approval.**

**ATTACHMENTS
OF THE
DEVELOPMENT ADVISORY UNIT
MEETING
HELD ON
16 JANUARY 2024
U24/0620**

Distributed: Friday, 19 January 2024



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

DEVELOPMENT APPLICATION

PROPOSED SHORT-TERM ACCOMMODATION

**123B Ardross Street,
ARDROSS WA 6153**

October 2023

Trish Van Der Merwe
 Business Development & Property Manager
 Let Go
 (08) 6147 0802
trish@letgobnb.com.au

Development Application – 123B Ardross St, Ardross

INTRODUCTION

Let Go Pty Ltd is pleased to submit this development application, as detailed below:

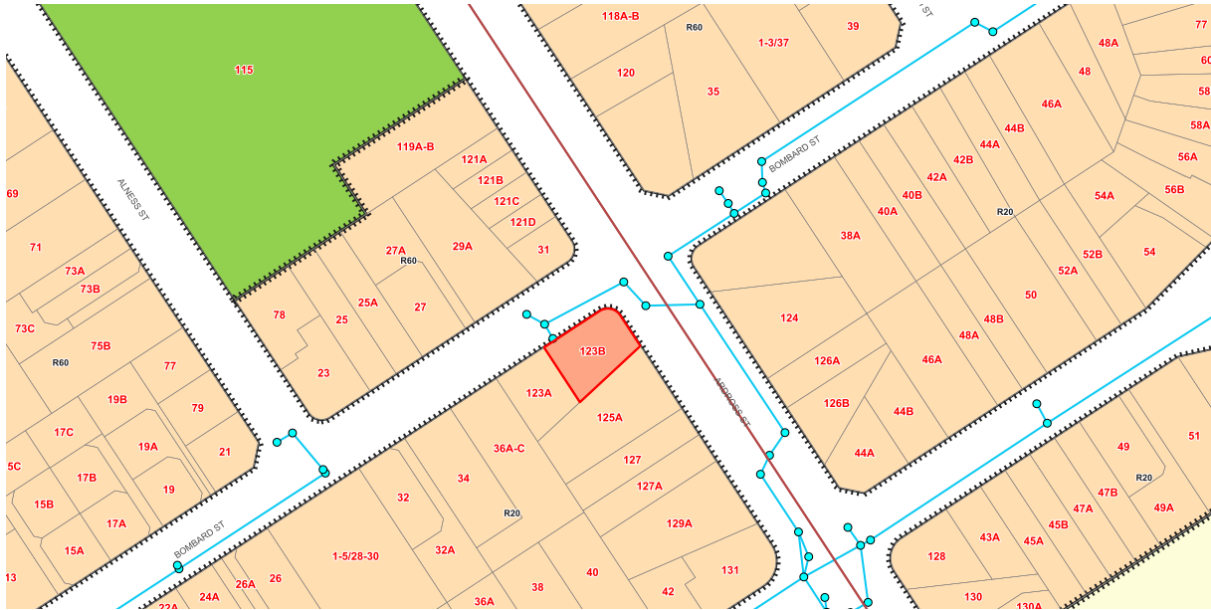
Property Address	123B Ardross St, Ardross
Lot Size	547 m ²
Existing Use	Residential
Heritage Listed	No
Local Planning Scheme Zoning	R20
Landowner/s	Kylie Hemmings
Applicant	Trish Van Der Merwe - Let Go Pty Ltd
Proposed Development	Change of Use to Short-Term Accommodation
Development Value	\$295.00

Subject Site

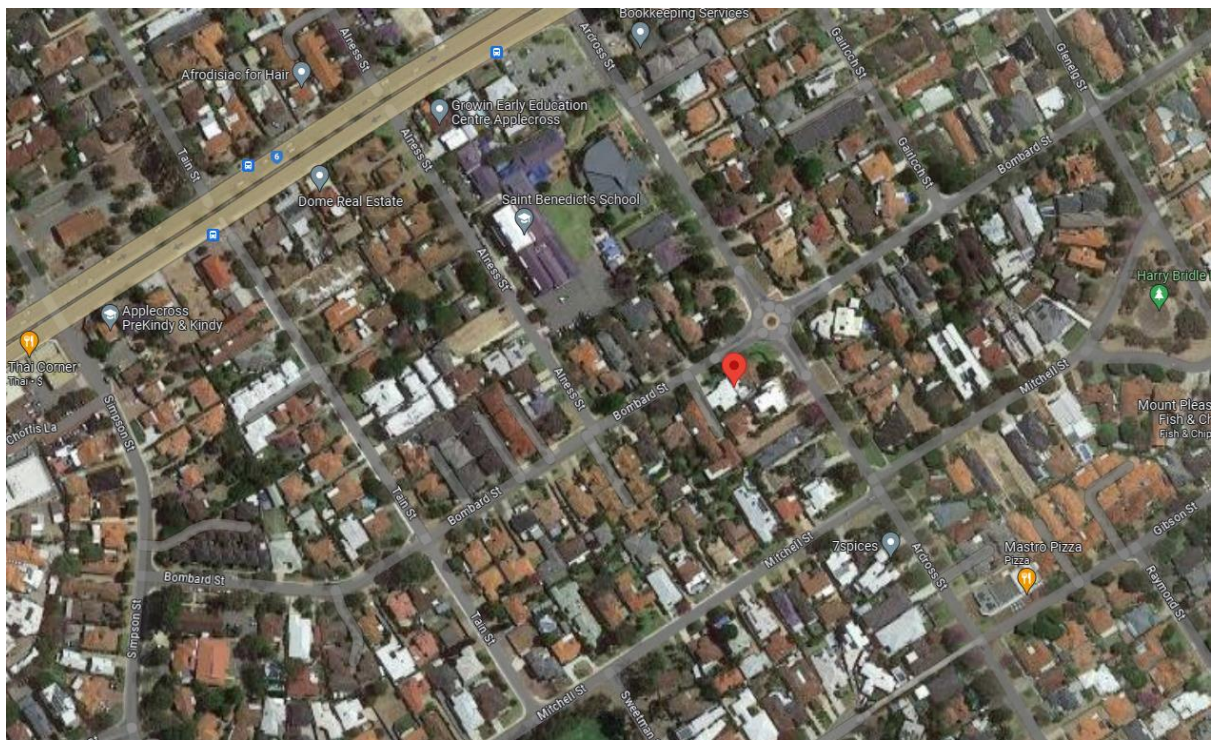
The site subject of the development application is 123B Ardross St, Ardross. The site contains an established single storey, three bedroom residential dwelling, with a three car bay carport/garage.

The site is zoned R20 under the City of Melville Local Planning Scheme. Refer below the Zoning Map.

The area immediately surrounding the site is an established low density use area. The broader locality includes shopping centres, tourist areas, workplaces etc. The site is serviced by public transport via insert train/bus route. Refer below for the Locality Map.



Zoning Map



Locality Map

PROPOSAL

The development applicant proposes a Change of Use to Short-Term Accommodation at 123B Ardross St, Ardross, which includes the following:

- A maximum occupancy of six (6) people, accommodated in the three (3) existing bedrooms.
- A maximum of three (3) car parking spaces, provided on-site in the garage / carport / parking area.
- Use of the outdoor area 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 are 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 property management provisions have been carefully considered to ensure that the short-term accommodation operates in harmony with the neighbourhood, and to ensure that potential adverse amenity or operational impacts are mitigated. This therefore ensures that the accommodation is consistent with the local residential character and amenity, as well as consistent with the local planning scheme zoning of the property.

The 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 number of 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 outdoor area after 10pm, no visitors without management consent, and all parking on-site - place strict controls on the use of the dwelling to mitigate potential noise and disturbance to surrounding residents. In fact, these controls are more onerous than how a permanent residential dwelling within the area could be used.

Refer to **Attachment 2 - Management Plan** and **Attachment 3 - Code of Conduct**.

ACCOMMODATION MANAGEMENT

Company Management

As detailed in the Management Plan, the short-term accommodation would be managed by a professional, experienced short-term 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 over 80 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 is a Perth based company, with the head office in Osborne Park and the company owners living in Doubleview. This ensures staff are available for hands-on management and prompt resolution of any issues.

Let Go management 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-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. 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 for the public amenity of the neighbourhoods in which we work.

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 into the economic effects of Airbnb in Western Australia, it was identified that in just one year between 2015-2016 in WA 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.

Our management procedures and guest handbooks include providing local recommended tips for nearby shops, restaurants, entertainment, and attractions. This local spending supports local businesses within the local government area.

Property Management

Let Go have established proactive processes to ensure properties are appropriately advertised, booked, and occupied in accordance with a 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.

Let Go are contactable 24 hours a day, 7 days a week 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 also included in the guest handbook), we have extensively listed our house rules with respect to the property and other nearby residents of the surrounding area AND amenity. Priority is given to adherence to our noise and parking policy.

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.

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

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 the 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. 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.

Conclusion

As demonstrated above, the development application for a change of use to short term accommodation at 123B Ardross St, Ardross can be considered consistent with the planning aims and objectives that apply to the subject site and to the proposed land use. The proposal is suitable for development approval, as it is generally consistent with the intent of the local planning scheme zoning and applicable local planning policy, and as the proposal will not have a demonstrated significant impact on the amenity of neighbouring residential properties.

Potential noise, traffic and amenity impacts have been mitigated through strict occupancy limits, house rules, and management controls. Operation of the accommodation would therefore be compatible with 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 short-term accommodation.

We kindly request your favourable consideration of our application to change the use of the property to short-term accommodation and trust that our professional management is thoroughly demonstrated, along with our commitment to maintaining local amenity.

Please contact me at the below contact details should you seek any further clarity or additional information relating to the development application.

Trish Van Der Merwe
Business Development & Property Manager
Let Go

(08) 6147 0802

trish@letgobnb.com.au

Attachments

1. Development Plans
2. Management Plan



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

MANAGEMENT PLAN

SHORT-TERM ACCOMMODATION

**123B Ardross Street,
ARDROSS WA 6153**

October 2023

CONTENTS PAGE

1.	Property Overview	2
2.	Company Background	3
3.	Guest Screening & Booking Process.....	4
4.	Check-In & Check-Out Procedure	5
5.	Guest Handbook & Code of Conduct	5
6.	House Rules.....	6
7.	Hygiene, Comfort & Waste Management	6
8.	Maintenance.....	7
9.	Safety	7
10.	Noise Mitigation & Complaints Procedure	7
11.	Security.....	8

1. Property Overview

This Management Plan applies to the short-stay accommodation to be provided as detailed below. The Plan includes details of the property accommodation and parking; house rules and noise management; as well as booking procedures, complaint handling and other matters managed by the professional short-stay management company, Let Go.

The property is conveniently located 800m to Shirley Strickland Reserve, 650m to Jim Mills Park, 650m to Woolworths Mount Pleasant Supermarket, 2.7km to Wireless Hill Park 160m to Saint Benedict's School, 280m to Mastro Pizza, 1km to Canning Hwy After Ardross St Bus Stop and provides a high level of amenity to tourists, interstate and local visitors looking for short term accommodation in a residential type setting.

The accommodation is intended for small groups and families, who are seeking a relaxed, home-like stay away from home. It is not intended for large groups, parties and late-night activities, which are more suited to hotels and tourism precincts.

The property will be occupied and managed much like an ordinary residential dwelling within the local area. The number of guests and car bays will be consistent with the bedrooms and car bays that the dwelling has been designed for and will not require any building works or modifications to increase capacity beyond a typical residential dwelling.

Tourists and interstate visitors would usually have one hire car or use taxi / ride share. Local guests will be aware of available car parking and limitations in the local streets prior to booking. As the property will be used like a residential dwelling, we expect no excessive number of vehicle trips to and from the property.

Property Address	123B Ardross St, Ardross
Number of Bedrooms	Three (3) bedrooms
Max Number of Guests	Six (6) guests
Car Parking Location	2x car bays from the front of the property and 1 x single garage
Total Car Parking Bays	Three (3) parking bays in total
Outdoor Use	No use of outdoor areas (courtyard, balconies etc) between 10pm to 7am.
Visitors	Visitors require management consent No overnight visitors
Pets	No pets permitted at the property
Parties & Gatherings	No parties or gatherings permitted
Music & Noise	No loud music, movies, noise etc to be heard outside the property between 10pm to 9am
Smoking	No smoking permitted at the property

2. Company Background

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 annually hosting over 3,000 stays.

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 is a Perth-based company, with the head office in Osborne Park and the company owners living in Doubleview. This ensures staff are available for hands-on management and prompt resolution of any issues.

Stephen Yarwood is the director of the company and Kiri-Marie Yarwood is the manager, their contact details:

Trish Van Der Merwe (08) 6147 0802 / trish@letgobnb.com.au
Address 3/45 Cedric Street, Stirling WA 6021

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-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. 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.

3. Guest Screening & Booking Process

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, including:

- 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.

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.

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.

4. 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.

5. Guest Handbook & Code of Conduct

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.

The Handbook includes 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.

Included in the Guest handbook is the Code of Conduct – which summarises the house rules for all guests and any approved visitors. It also provides property management and emergency contact details.

The Code of Conduct is printed on a one-page, laminated document and affixed in a prominent place/s at the dwelling.

6. House Rules

The following House Rules are displayed at the property:

1. Parties & Gatherings – This property has a strict no party policy. Prior permission must be obtained from management for any visitors.
2. Music & Noise – All guests must not create excessive noise, that may disturb any surrounding properties. Amplified music, loud movies, or other such entertainment must not be audible from outside the property between 10pm to 9am every day.
3. Outdoor Use – Outdoor areas, courtyard and balcony use is strictly between the hours of 7:00am to 10:00pm every day. All guests must make their way inside the property and keep noise to a minimum from 10:00pm.
4. Car Parking – Car parking is to be on-site in the allocated car bays only. Guest must not block access to neighbouring driveways / properties.
5. Smoking - 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.
6. Pets - We have a strict no-pets 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.
7. Rubbish - Rubbish and recycling items are to be disposed in the correct allocated council bins and placed outside for weekly collection.
8. Security - All doors and windows should be locked when property is not occupied, and the security alarm used (where applicable).

7. Hygiene, Comfort & Waste Management

Rubbish 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 Wednesdays.

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

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

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.

8. 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.

9. 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, 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'.

10. Noise Mitigation & Complaints Procedure

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.

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.

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 the severity of the breach then the reservation may be terminated.

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.

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.

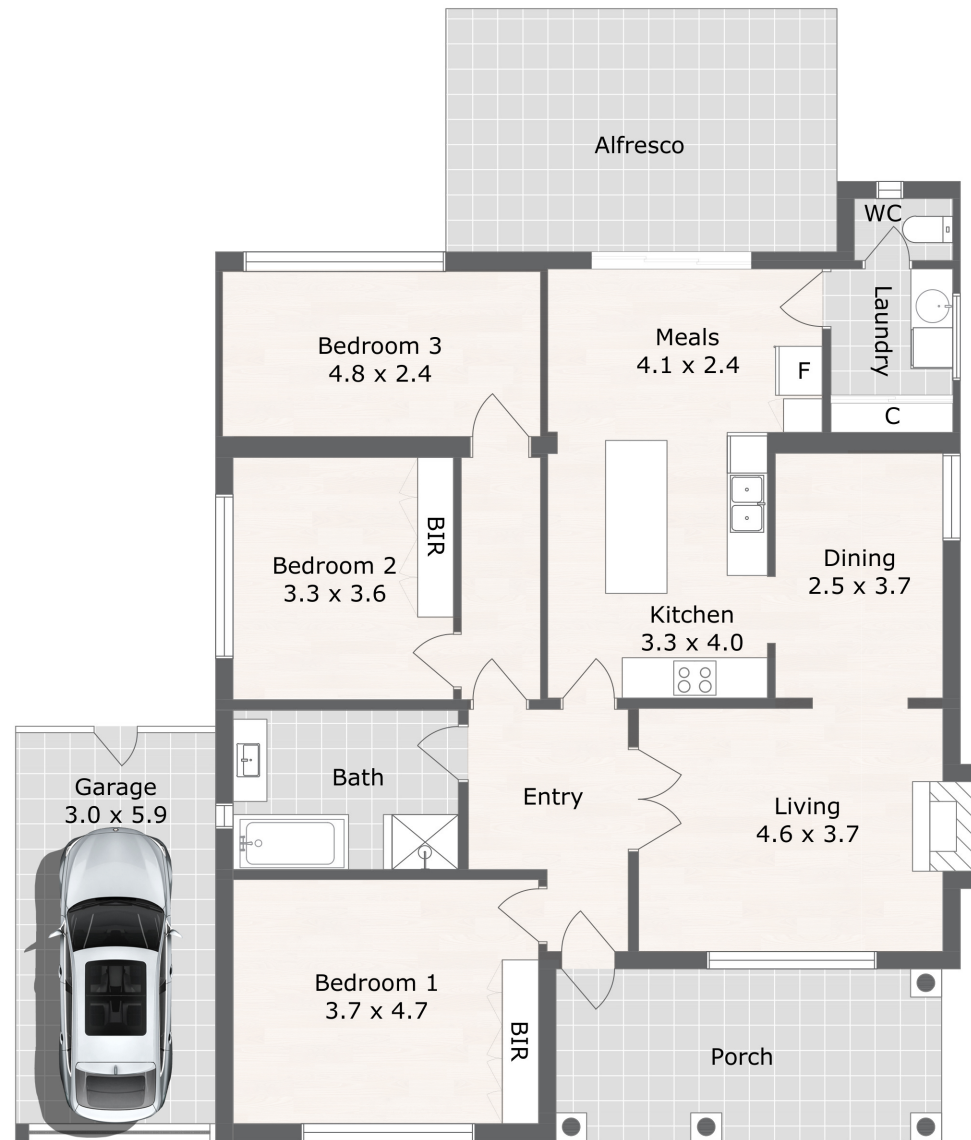
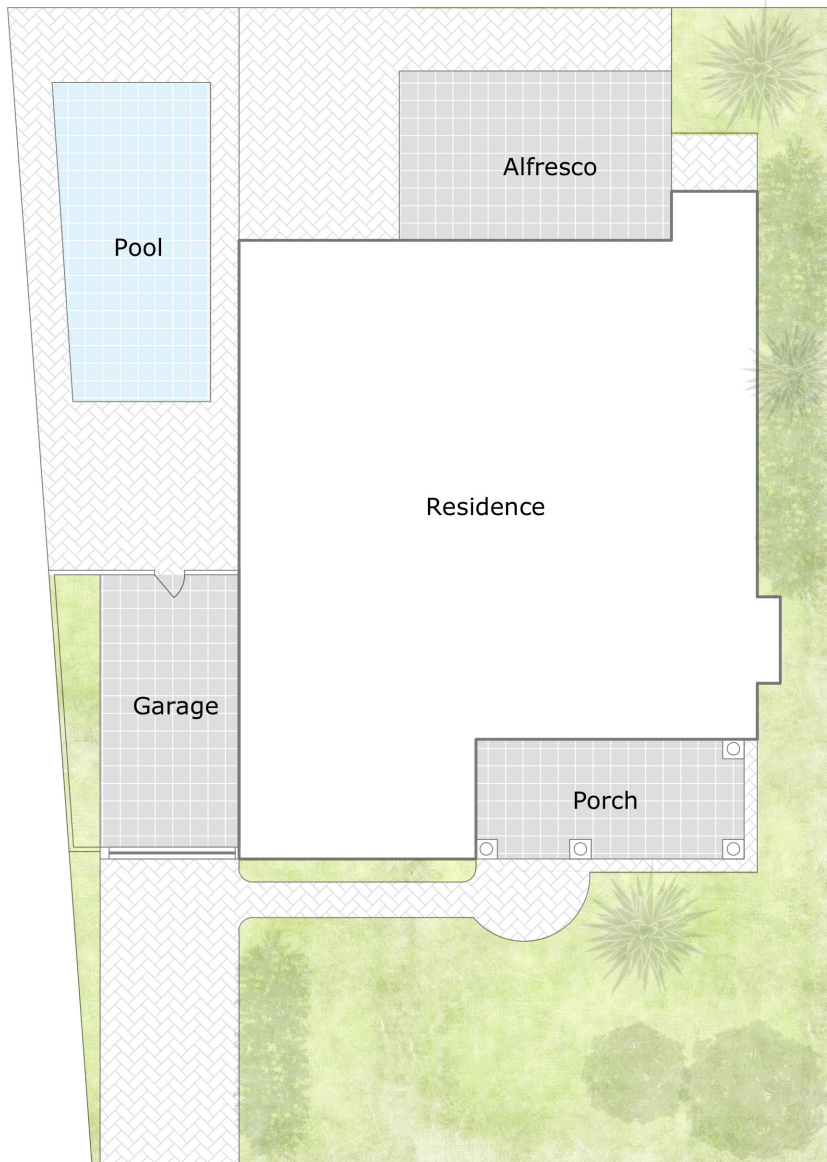
11. Security

A [Ring surveillance video recording cameras](https://ring.com/au/en/doorbell-cameras) can be installed and would be located on the front door and have the ability to regularly monitor CCTV footage if this is desired. 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 can also install 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.

This technological device will enable three important criteria to appease non-conformance to the House Rules outlining “no 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.



Approximate Areas:

Residence	138 m ²
Alfresco	21 m ²
Garage	20 m ²
Porch	15 m ²
Total	194 m²

123B Ardross Street, Mount Pleasant WA 6153

Care has been taken to ensure the accuracy of this floor/site plan, however all dimensions and areas should be considered as approximate. It has been produced as a guide for the purpose of the property sale or lease only. No credit is taken for the original building or landscape design. This floor plan/site plan design is subject to strict copyright and should not be reproduced, copied or altered without prior consent. The Agent, Vendor & Finesse Photography will not be held liable or responsible for any error, omission, misstatement or use of any data shown on this plan.



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