



Operational Management Plan
Un-Hosted Short-Term Rental Accomodation
Strata Lot 1 & 2 (No. 5A & 5B) Macrae Road, Applecross
City of Melville

Prepared for: Griffin Group Pty Ltd

Prepared by: Allering and Associates

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Operational Management Plan

Address: Strata Lots 1 and 2 (Nos. 5A and 5B) Macrae Road, Applecross

Development: Short-Term Rental Apartments

Prepared by: Allerding and Associates

Prepared for: Griffin Group Pty Ltd

Dated: March 2026

Introduction

This Operational Management Plan (**OMP**) is prepared for the Short-Term Rental Apartments at Strata Lots 1 and 2 (Nos. 5A and 5B) Macrae Road, Applecross (**subject site**).

This OMP addresses all matters relevant to the ongoing compliant operation and occupation of Short-Term Rental Accommodation.

Description of Accommodation

The development comprises 21 short term accommodation apartments, with a communal roof terrace above. The proposed apartment development will comprise:

- A combination of two-and three-bedroom dwellings;
- Kitchen, dining and living areas;
- A balcony for each of the apartments above the ground floor level;
- A private terrace for the ground floor apartment;
- A defined pedestrian entrance from Macrae Road to the proposed ground floor level apartment, and a separate pedestrian entrance to a dedicated ground floor level lobby;
- The communal roof terrace above the fifth-floor apartments containing BBQ facilities and associated amenities; and
- A total of 32 car parking spaces (11 bays will be stackers) in an undercroft, at grade parking area.

Vehicle access to each of the parking area will be from a common driveway serviced by Macrae Road to the north.

Strata Management Company

A Strata Management Company will be appointed to oversee the ongoing operations of the proposed Short-Term Rental Accommodation.

The Strata Management Company details are to be provided and clearly displayed at the front entrance to the building. The details are to include:

- The Strata Management company name;
- The address of the Strata Management Company;
- The primary point contact for the Strata Management company; and
- A mobile and landline contact phone number that is available at all times.

Operation Summary

Check In and Check Out

Check in shall occur from 2:00pm onwards on the day of check in. Check out shall occur before 11:00am.

Given that no office is located on-site, it is the responsibility of the Strata Management to provide specific check-in instructions to guests at their time of booking.

The standard check in procedure is recommended as follows:

1. Following a booking, an email is sent to the listed email address provided by the guest with instructions for access through the entry gate into the ground floor lobby. An entry code will be necessary to access both the entry gate and the lobby entrance.
2. A room key will be provided in a lock box within the lobby that will have a separate code for access.
3. That room key will provide access to the elevator and the respective apartment.

The Strata Management Company will be responsible for managing the apartment keys, including the replacement of any lost or broken keys.

All check ins are to be prior to 9:00pm. If a late check in is required, this is to be confirmed and agreed with the Strata Management Company at least 24 hours prior to arrival.

The standard check out procedure is as follows:

1. By 11:00am on the day of check out, the room key is to be placed back into the apartment lock box within the entry lobby.
2. The lock box is to be secured prior to vacating the premises.

If a late check out is required, this is to be confirmed and agreed with the Strata Management Company prior to departure.

Minimum Stay

A minimum stay of two (2) nights is required for all bookings.

Guest Numbers

The maximum permitted number of guests for each apartment type is limited to:

- A maximum occupancy of six (6) guests in any three-bedroom apartment; and
- A maximum occupancy of four (4) guests in any two-bedroom apartment; and

Car parking

Car parking bays are to be clearly marked with the allocated apartment number for each car parking bay.

Use of car parking bays is strictly limited to booking guests. Vehicle details for guests are to be provided prior to check in and no other vehicles are to be parked on the premises for the duration of the booking unless confirmed and agreed with the Strata Management company.

A single car parking bay will be available for use for each short-term accommodation unit. It is envisaged that a single car parking bay will be adequate for most guest bookings. However, 11 of the car parking spaces have car stacking capacity to provide an additional bay if required. Should guests require use of an additional bay, guests are required to request this at the time of booking and schedule an induction with the Strata Management company for use of the car stackers. The induction shall be completed prior to check in and operation of the car stackers.

Use of Roof Terrace

Access to and use of the roof terrace is available to all guests of the short-term rental apartments.

The use of the roof terrace is restricted to between the hours of 8:00am and 9:00pm from Monday-Thursday, and Sunday. Use of the roof terrace is restricted to the hours of 8:00am and 11:00pm on Friday and Saturday.

Waste Management

General Overview

Waste Management will occur in accordance with the City's Local Planning Policy 1.3 – Waste, Recycling and Food Organics Garden Organics (FOGO) Collections for Multiple Dwellings, Mixed Use Developments and Non-Residential Developments (LPP 1.3).

Waste will be collected on a weekly basis from a designated collection area within the street verge to Macrae Road.

All waste management processes are detailed in the Waste Management Plan prepared for the apartment development.

Strata Responsibilities

The Strata Management Company shall provide clear instructions regarding waste management procedures which are to be displayed in each apartment. Each apartment must have separate receptacles for general waste, recycling and FOGO.

The instructions for waste management shall include, but not be limited to:

- The specific bin to dispose of general waste, and the specific bin for recycling;
- The process for the emptying of bins once they are full if this occurs prior to check out. The process should detail the location of general waste, recycling and FOGO bins within the bin store at ground floor level, including any key codes required for access to those bins.
- The check out process; specifically, whether guests are required to empty bins prior to check out, or whether that is managed by cleaners once the room is vacated.

Strata Management is further responsible for ensuring that all bins within the bin store are transported to the street verge on the designated day of collection. Bins must be placed in the approved location within the verge in accordance with the Waste Management Plan.

Strata Management shall collect the bins and return to the bin store as soon as practicable on the day of bin collection.

Guest Responsibilities

Guests are to adhere to the specific waste management procedures outlined by Strata Management at all times.

Guest Behaviour

Guests of the short-term rental apartments are expected to be mindful and respectful of other guests, and surrounding residents at all times.

In the event that guest behaviour is deemed to be anti-social, or causing significant disturbance to other guests or nearby residents, the following procedures shall be implemented upon receipt of a complaint:

1. The Strata Management company must, as soon as practicable, enable a representative to attend the site to observe the behaviour identified.
2. If such behaviour is identified, the representative is to locate and speak with the offending person/s and issue a warning.
3. Should the offending person/s not cease the behaviour or activity following the warning, the Strata Management company is to evict the person/s from the apartment building and terminate the booking immediately.
4. Depending on the nature of the behaviour, if there is any perceived risk to the safety of other guests, the Strata Management representative or neighbouring residents, the Strata Management representative is to notify law enforcement.

The management of guest behaviour is addressed in the code of conduct as outlined in this OMP.

Complaints Management

Operations will be reviewed regularly to ensure they are occurring in accordance with this OMP.

Notwithstanding, in the event a complaint is received, an immediate review of the activities will occur to ensure practice is in accordance with this OMP.

In the event of a complaint, the complaint shall commence to be investigated as soon as practicable and logged within 1 working day of receipt.

Details of the complaint and action taken are to be recorded in writing in the attached form and responded to within seven (7) days of the complaint being received.

Registration of all complaints received, and the solution, action or recorded response taken will be maintained. A copy of the complaints register will be provided to the City upon request by the City.

Code of Conduct

All guests are to abide by the Code of Conduct which is provided below. A copy of the Code of Conduct is to be displayed in the lobby entrance to the building.

Code of Conduct:

1. Guests shall always behave in a courteous and respectful manner toward other guests for the duration of their stay.
2. Guests shall always be mindful of neighbouring residents and ensure that their occupation of the accommodation does not cause unreasonable noise and/or nuisance to neighbouring amenity.
3. Guests shall always ensure that when vacating the premises, apartments are left in a tidy condition, and all rubbish is placed in the correct bins.
4. Consumption of alcohol shall always be done so responsibly. Any antisocial behaviour arising from the consumption of alcohol will not be tolerated and may result in eviction from the premises.
5. No gatherings or functions are allowed at the premises. Any breach may result in immediate eviction and a report being lodged with the local Police.
6. Guests are responsible for the actions and behaviour of any visitors they permit entry to the building. Visitors shall always conduct themselves in a manner that is consistent with this Code of Conduct. No visitors other than the guests booked to stay can reside on the property overnight. Any breach may result in immediate eviction.
7. Guests must take all reasonable care to prevent damage to the premises including both apartments and common areas. Regular review of premises and contents will be undertaken. Any minor breakages such as of crockery/glassware will be covered by the owner on agreement. Any large damages or breakages such as to existing structures or large contents will be covered by the guest. Any damages or breakages must be reported immediately by the guest to the Strata Management Company.

8. On-site parking is strictly limited to the vehicle registered with Strata Management. Any street parking shall adhere to the two (2) hour restricted parking requirements of the City of Melville.
9. Guests must ensure that the communal roof terrace and its facilities are left in a clean and tidy condition following use.
10. Smoking is strictly prohibited on the site or in common areas or other areas as specified.
11. No pets are permitted to stay at the premises.

Conclusion

This OMP is prepared for the Short-Term Rental Apartments on the subject site.

All activities and procedures will be undertaken in accordance with the management requirements set out in this OMP (as amended).

Complaints Form

To be completed by the person receiving the complaint and signed off by the Manager

Date of incident	
Complaint from	
Contact details	
Description of Incident	
Action taken	
Resolved (Y/N)	
Date complainant advised of outcome	
Further action required by who and when	
Manager Sign	
Date Resolved	

ANNEXURE 5

WASTE MANAGEMENT PLAN