



City of
Melville

AGENDA

DEVELOPMENT ADVISORY UNIT MEETING

NOTICE OF MEETING

I respectfully bring to the attention of Committee Members that a Development Advisory Unit Meeting will be held in the Melville Civic Centre, 10 Almondbury Road, Booragoon on Tuesday, 22 April 2025 commencing at 9:00 AM.

Kate Bainbridge
Manager Development Approvals

The City of Melville acknowledges the Bibbulmun people as the Traditional Owners and custodians of the lands on which the City stands today and pays its respect to the Whadjuk people, and Elders both past, present and emerging.

Use this link to access the [City of Melville Council Meetings YouTube channel](#) to watch the live stream or access the recordings of public Council meetings.



Development Advisory Unit

1. The DAU is not a decision making forum – it is an operational meeting to inform the recommendation to the Manager Statutory Planning on Development Applications and other planning proposals.
2. Should any Elected Member wish to discuss the content of any item included as part of the attached agenda, please contact Kate Bainbridge, Manager Statutory Planning and Building. 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 0626 or via the 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 DAU Terms of Reference contained within 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 DAU Terms of Reference contained within 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 and Building, after midday on the second Monday after the Friday publication of the minutes to the City's website. In the event that the DAU Agenda is 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, 24 APRIL 2025

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1 ATTENDANCE AND APOLOGIES

In Attendance

<u>Officer</u>	<u>Role</u>
K. Bainbridge	Manager Development Approvals
T. Cappellucci	Principle Statutory Planner
L. Johnson	Senior Statutory Planner
D. Hinge	A/Senior Statutory Planner

Apologies

2 BUSINESS

	Matters for consideration	Notes from meeting
UP25/65	DA-2025-230 - Change of Use from Grouped Dwelling to Use Not Listed (Unhosted Short Term Rental Accommodation) – Lot 3 (No. 1B) Davy Street, Alfred Cove	

3 OUTCOMES

The following items are to have recommendations created and included in the next agenda:

- N/A

The following items are to be deferred to the next DAU and represented with more information:

- N/A

4 ITEMS

UP25/65 Change of Use from Grouped Dwelling to Use Not Listed (Unhosted Short Term Rental Accommodation) at Lot 3 (No. 1B) Davy Street, Alfred Cove

Ward	Bicton - Attadale - Alfred Cove
Category	Operational
File Number:	

Responsible Officer:	Manager Development Approvals
Voting Requirements:	Simple Majority
Officer Disclosure of Interest:	Nil
Application Number:	DA-2025-230
Applicant:	Mr T T Ngoma
Owner:	Mr T T Ngoma
Proposal:	Change of Use from Grouped Dwelling to Use Not Listed (Unhosted Short Term Rental Accommodation)
Attachments:	1. Development Plans and Site Management Plan

COUNCIL'S ROLE

Quasi-Judicial: When the Council determines an application/matter that directly affects a person's rights and interests. The judicial character arises from the obligation to abide by the principles of natural justice.

SUMMARY

- This retrospective development application seeks approval for the change of land use of Lot 3 (No.1B) Davy Street, Alfred Cove from a Grouped Dwelling to a Use Not Listed (Unhosted Short Term Rental Accommodation).
- On 6 December 2024, the City refused a development application for Use Not Listed (Unhosted Short Term Rental Accommodation) at the subject site (DA-2024-759) on the grounds that it did not meet the provisions of Clause 2.1 within the City's *Local Planning Policy 1.21 – Short Term Accommodation*, or the applicable policy objectives.
- This decision was subject to an application for review through the State Administrative Tribunal (SAT). Following mediation, the SAT issued notice for the City to reconsider its decision on or before 02 June 2025.
- As part of the subject development application, the applicant submitted a revised Site Management Plan, which addressed the main amenity concerns held by the City in relation to noise and antisocial behaviour.
- The application has been assessed against Local Planning Scheme No.6 (LPS6), relevant local planning policies including Local Planning Policy 1.21 – Short Stay Accommodation (LPP1.21) (including proposed draft amendments) and the Residential Design Codes Volume 1 Part B (R-Codes).
- The original development application was advertised, and received two submissions, both objections. The objectors were notified of the changes as part of the SAT reconsideration and have upheld their concerns.
- Accordingly, this application was discussed in accordance with Local Planning Policy 1.1 – Planning Processes and Decision Making (LPP 1.1) at the Development Advisory Unit (DAU) meeting held on 22 April 2025.
- The modifications to the original application enhance its compatibility with the residential zone objectives of LPS6 and the development standards contained within LPP 1.21. It is recommended that a temporary approval for a twelve-month trial period is granted along with minimum three night stay to mitigate impact and allow sufficient time to monitor the appropriateness of the land use.

- A condition of development approval is recommended to enforce the site management plan submitted by the applicant to appropriately mitigate potential adverse effects of the operation of the use.

OFFICER RECOMMENDATION

That the Development Advisory Unit recommend approval of the change of use from Grouped Dwelling to Use Not Listed (Unhosted Short Term Rental Accommodation), subject to the following conditions and advice notes:

Conditions:

1. This Development Approval requires development to be undertaken in accordance with the submitted application, enclosed plans stamped as approved.
2. The applicant shall submit a revised Site Management Plan (SMP) within 30 days of this approval outlining following amendments/additional details;
 - a. A stipulated minimum night stay of two nights per booking;
 - b. The location of any noise monitoring devices, noting it is the City's preference that these be situated in the dwellings external outdoor living areas where they interface with any other dwelling; and
 - c. The residential details of the management/contact person identified in operational management plan, noting it is the City's preference that this person is either a resident within same suburb as the Use Not Listed (Unhosted Short Term Rental Accommodation) or is located to have a short 'time of response' to any on-site incidents.

The use is to operate in accordance with the SMP as amended as outlined above, to the satisfaction of the City.

3. Use of the subject property for Use Not Listed (Unhosted Short Term Rental Accommodation) is limited to a maximum of six persons at any given time.
4. This development approval is valid for a period of 12 months from the date of this approval. On or prior to this date, short stay accommodation land use is to be ceased or in the event that additional time is sought, a further development approval is required.

Advice Notes:

- i. This planning decision is confined to the authority of the *Planning and Development Act 2005* and the City of Melville Local Planning Scheme No. 6. This decision does not remove the obligation of the applicant and/or property owner to ensure that all other required approvals are first obtained, applicable State and Federal legislation is complied with, and any restrictions, easements or encumbrances are adhered to.
- ii. This approval does not infer approval of any other unauthorised development or development which has been constructed contrary to its development approval which may be depicted on the approved plans.
- iii. This approval is based on the plans and information provided by the Applicant and issued in reliance on the accuracy of that information. If the information provided by the Applicant is inaccurate,

PURPOSE

The purpose of this report is to provide an outline of the key matters of consideration for the proposed development, outline where discretion is required to be exercised, alignment against the relevant

performance criteria and explain the rationale for the officer recommendation given it is a use not listed within LPS6 and does not meet some of the preferred site characteristics and undesirable characteristics contained within LPP1.21. Specifically, the subject site is not situated within, abutting or opposite a mixed-use centre, is situated on a site comprising two grouped dwellings and is located to the rear of the site, serviced by a battleaxe leg. Whilst the site does not meet the preferred site characteristics and also has some undesirable characteristics, this report will outline the merits of the use and hence the DAU's reasoning for supporting the use.

STRATEGIC ALIGNMENT

Outcome	3	Sustainable, connected development and transport infrastructure across our City.
	4	Economic prosperity and vibrant resilient communities and businesses.
	5	Leadership and good governance for the benefit of the whole community.
Objective	3	Sustainable and Connected Development
	3.1	Facilitate enhanced and sustainable urban development and amenity.
	3.4	Protect and promote the City's character and heritage.
	4	Vibrant and Prosperous
	4.2	Increase awareness of Melville as a tourism and eco-tourism destination.
	5	Good Governance and Leadership
	5.1	Provide transparent and accountable good governance.

BACKGROUND

This retrospective development application seeks approval for the change of land use of Lot 3 (No.1B) Davy Street, Alfred Cove (subject site) from a grouped dwelling to a Use Not Listed (Unhosted Short Term Rental Accommodation). On 6 December 2024, a retrospective development application for Use Not Listed (Unhosted Short Term Rental Accommodation) at the subject site (DA-2024-759) was refused by the City on the grounds that it did not meet the provisions of Clause 2.1 within the City's LPP1.21, or the applicable policy objectives.

The applicant chose to seek a review of the decision through the SAT in accordance with Part 14 of the *Planning and Development Act 2005*. Following the SAT mediation process orders were issued inviting the City to reconsider its decision on or before 2 June 2025, (or later as agreed with the applicant and SAT). The reconsideration of this new development application will be the subject of this report.

The subject site is zoned residential under LPS6 and is afforded a density code of R20. Unhosted short term rental accommodation is to be considered as a use not listed under LPS6. A Use Not Listed is a use that is not specifically referred to and cannot reasonably be determined as falling within a use class referred to in the LPS6 Zoning Table No.3. LPP 1.21 further clarifies that short term accommodation is to be treated as a Use Not Listed under the City's current planning framework. In considering a Use Not Listed, regard is to be given to the objectives of the zone as well as any other relevant planning document. In this case the key document for assessment is LPP1.21. It should be noted that the City is presently progressing a Scheme Amendment and revisions to LPP 1.21 to reflect the legislative changes around short term rental accommodation.

The original development application was advertised, and received two submissions, both objections. The objectors were notified of the changes as part of the SAT reconsideration of this development application and upheld their concerns. Accordingly, this application was discussed in accordance with LPP1.1 at the DAU and meeting held on 22 April 2025.



Figure 1: Subject site aerial photograph

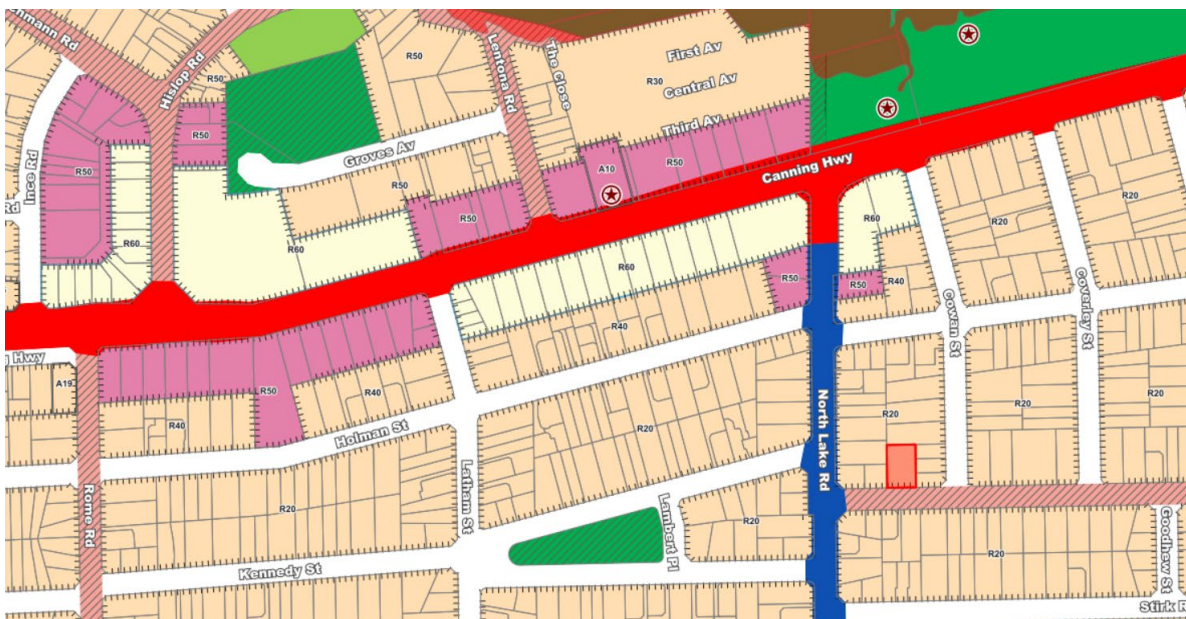


Figure 2: LPS6 Zoning map context with subject site marked in red

Scheme Provisions

MRS Zoning		Urban
LPS Zoning		Residential
R-Code		R20

Use Type	Residential
Use Class	Single House

Site Details

Lot Area	1015m2 (parent lot)
Retention of Existing Vegetation	N/A
Street Tree(s)	N/A
Street Furniture (drainage pits etc.)	N/A
Site Details	Existing Grouped Dwelling

CONSIDERATION

The application has been assessed against the provisions of LPS6, the R-Codes and relevant Local Planning Policies. The proposal complies with all the relevant development requirements except for those matters listed below, for which a performance assessment is required.

Local Planning Scheme and Local Policy Requirements

City of Melville Local Planning Policy 1.21 - Short Term Accommodation

Development Requirement	Deemed to Comply	Proposed	Comments
Clause 2.1 – Site characteristics <i>Undesirable Property Characteristics</i>	(c) Properties comprising grouped or multiple dwelling developments with shared access arrangements	Subject site contains Two Grouped Dwellings	Requires assessment using Performance Criteria. Refer to discussion below.
	(b) Properties located on battle-axe style rear lots	Subject site is the rear dwelling, serviced by a battleaxe leg	Requires assessment using Performance Criteria. Refer to discussion below.
Clause 2.1 – Site characteristics <i>Preferred Property Characteristics</i>	(a) Location within, abutting or opposite to mixed use centres.	Not located within, abutting or opposite to a mixed-use centre.	Requires assessment using Performance Criteria. Refer to discussion below.

Notwithstanding the above, the City is satisfied that the change of use to Use Not Listed (Unhosted Short Term Rental Accommodation) can be supported for the following reasons;

- Despite being situated on the same lot as another grouped dwelling, each dwelling has its own individual access which will lessen any nuisances associated with shared access arrangements. Any further amenity impact on adjoining properties from the use being situated to the rear of the parent lot is minimised for the following reasons;
 - The primary outdoor living area (OLA) (primary potential noise source) of the subject site has minimal exposure to adjoining properties, being segregated from the primary OLA of 9B Cowan Street (the carport of the subject site provides shielding); and

- The design of the dwelling at No.9 Cowan Street orientates all its first-floor rooms to the north (away from the subject site), with its OLA also situated to the northern aspect of the dwelling.
- The applicant has detailed that a noise monitoring system will be installed at the property that will allow the Short Term Rental Accommodation (STRA) operators to monitor the noise output of guests, ensuring that any excess noise, or antisocial behaviour can be adequately managed. To reinforce this, a condition has been recommended for an updated SMP be provided outlining the specific locations of any noise monitoring devices, noting it is the City's preference that these be situated in the dwellings external outdoor living areas where they interface with any other dwelling.
- The applicant has revised their operational SMP, specifying that no last-minute bookings will be accepted for the property and that all guests are to be vetted prior to having bookings approved to ensure they are suitable to stay at the premises.
- A condition has been recommended for the SMP to be amended to require a two-night minimum stay for guests to further discourage any antisocial behaviour. This will remove the possibility of peoples renting the STRA for one-night stays for parties or other social occasions.
- A condition has been recommended to allow a maximum of 6 guests be permitted to stay at the property at any one time to remove the potential of large parties using the site, with the aim to reduce noise/antisocial behaviour at the site.
- Despite not being situated within, abutting or opposite any mixed-use centre, the subject site is located approximately 160m from a nearby mixed use/centre area situated along Canning Highway (see Figure 2 above). This provides the site with a high-level of amenity within walking distance, including restaurants and other services, making it an attractive location for short term accommodation and therefore considered to be generally consistent with preferred property characteristic (a) given it is in close proximity to a mixed-use centre.
- Notwithstanding the above, the City notes that the site location meets the preferred property characteristics contained in points (b) and (c) in section 2 of LPP1.21.

Revised Local Planning Policy 1.21 – Short Stay Accommodation

Revisions to the existing LPP1.21 were presented to Council at the City's 18 March 2025 Ordinary Meeting of Council. The modifications were in response to changes to the state planning framework to ensure the City's approach aligns with the new State Government standards and revisits some of the site and operational characteristics based on experiences to date from the existing LPP 1.21 implementation.

Council elected to endorse the modifications to LPP1.21 and instructed the City to advertise the application in accordance with Clause 5 of the *Planning and Development (Local Planning Schemes) Regulations 2015* (Regulations). Accordingly, the contents of this policy can be considered as 'seriously entertained' as per Clause 67 of the Regulations.

The revised LPP1.21 proposes minor modifications to Section 2 – Site Characteristics of the policy, including adding the following preferred operational characteristics for STRA's;

- a) Minimum stay of two nights;
- b) No more than six guests;
- c) Identified management/contact person in operational management plan being resident within same suburb as the STRA; and
- d) In area with undersupply of STRA.

In considering the subject application, appropriately worded conditions of development approval have been recommended to ensure the development addresses these preferred operational criteria.

In relation to the last point, there are approximately seven other STRA properties within proximity of the subject site and therefore we do not believe it to be in an area of under supply or over supply.

City of Melville Local Planning Scheme No. 6

In accordance with the provisions of Table 3 – Zoning Table of the LPS6, 'Unhosted Short Term Rental 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 of the Regulations.

In considering the discretionary nature of the use proposed, it is necessary to take into consideration the zone objectives table of LPS6, the other matters for consideration under Clause 67 of the Deemed Provisions of the Regulations and any relevant state and local planning policies.

The objectives of the 'Residential' zone where the subject site is located are as follows:

- *To provide for a range of housing and a choice of residential densities to meet the needs of the community.*
- *To facilitate and encourage high quality design, built form and streetscapes throughout residential areas.*
- *To provide for a range of non-residential uses, which are compatible with and complementary to residential development to promote sustainable residential development.*
- *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.*

The proposed Use Not Listed (Unhosted Short Term Rental Accommodation) satisfactorily responds to the relevant Residential zone objectives of LPS6 for the following reasons:

- The use provides for a diversified housing choice within the locality, catering to users who are not seeking permanent accommodation options, or who are looking for accommodation for a short period of time.
- The use does not propose any modifications to the design of the dwelling, so is not considered to compromise the design, built form and streetscape of the area.
- The application has demonstrated the use can be managed to mitigate any adverse amenity impact to adjoining property owners/occupiers through a detailed SMP. This has been discussed in further detail throughout this report. Accordingly, the use is able to function in a way which is compatible with the broader residential context of the area.
- Secure car parking in accordance with the R-Codes requirements will be available on the site which will contribute to minimising traffic and parking related impacts on surrounding residential development.
- The site's street frontage to Davy Street has a footpath which provides connectivity to high frequency public transport routes along North Lake Road and Canning Highway and the Centre C4 zone along Canning Highway.
- It is noted the existing buildings compatibility with the streetscape will be maintained as no changes are proposed to the building.

ENGAGEMENT

Advertising Required	Yes
Neighbour's Comment Supplied	Yes
Reason	Required pursuant to LPP1.1 Clause 1.7.6 and the Regulations.
Support/Object	Two objections

Please see the below table summary of community consultation for DA-2024-759 which was carried out through the original development application.

Formal re-advertising of this application was not undertaken as all submissions received in response to the original development application are still considered to be relevant given the nature of the application does not seek further discretion. The two submitters (both objectors) to the original development application were notified of the changes as part of the reconsideration and upheld their concerns.

Submission Number	Summary of Submission	Support / Objection	Officer's Comment	Action (Condition / Uphold / Not Uphold)
1	Concerns regarding noise and traffic generation and locality of the site not suitable for STRA.	Objection	See justification of the development against LPP1.21 above. Noise generation demonstrated to be suitably managed, as outlined in the provided site management plan. A condition has been recommended for an updated site management plan to be prepared and approved by the City which is to include the location of any noise monitoring devices to help in reducing impacts on the amenity of surrounding properties associated with noise.	Not uphold
2	Concerns regarding illegal parking on Davy Street and noise generation.	Objection	See justification of the development against LPP1.21 above about concerns over noise generation.	Not uphold

			Three (3) parking bays are provided on site for guests, which exceeds the City's requirements.	
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SUSTAINABILITY IMPLICATIONS

There are no sustainability implications presented as part of this report.

LEGISLATIVE AND POLICY ALIGNMENT**FINANCIAL IMPLICATIONS**

This application is currently subject to SAT proceedings. A refusal of this application or the applicant's objection to the conditions may lead to a formal Hearing phase in the SAT. A SAT Hearing would likely incur consultancy fees for expert witnesses if refused by Council.

CONSEQUENCE

This application is recommended to be approved and if it is not called up through the DAU process, will be determined under delegation. However, should Elected Members have an alternative view, the DAU 'call-up' procedures provide opportunity to call this matter up for formal Council consideration.

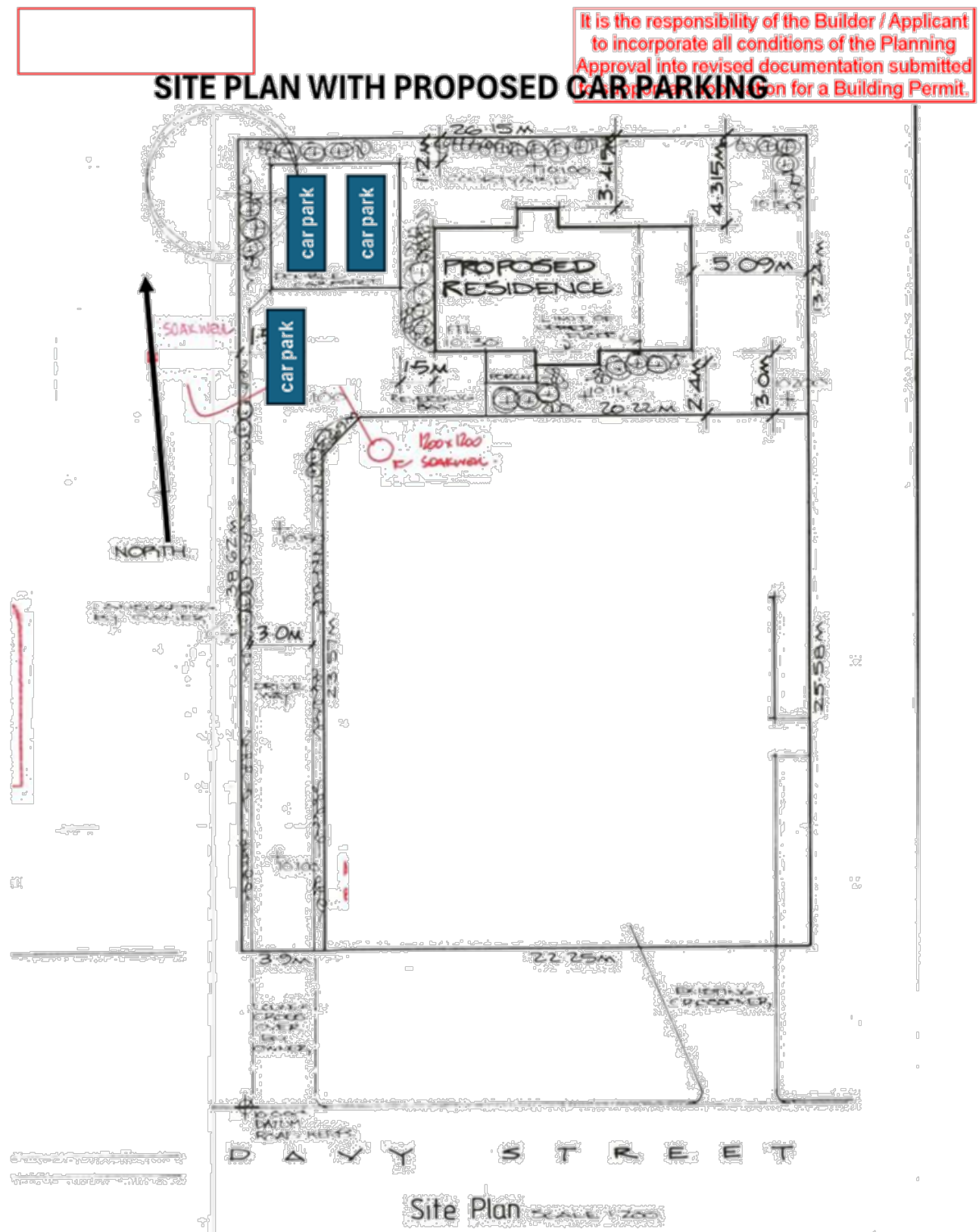
BRIEFING FORUM – FURTHER INFORMATION

This section may be updated following the Agenda Briefing Forum to include any Elected Members questions and responses, or requests for further information.

5 OUTCOMES FOLLOWING CALL UP PERIOD

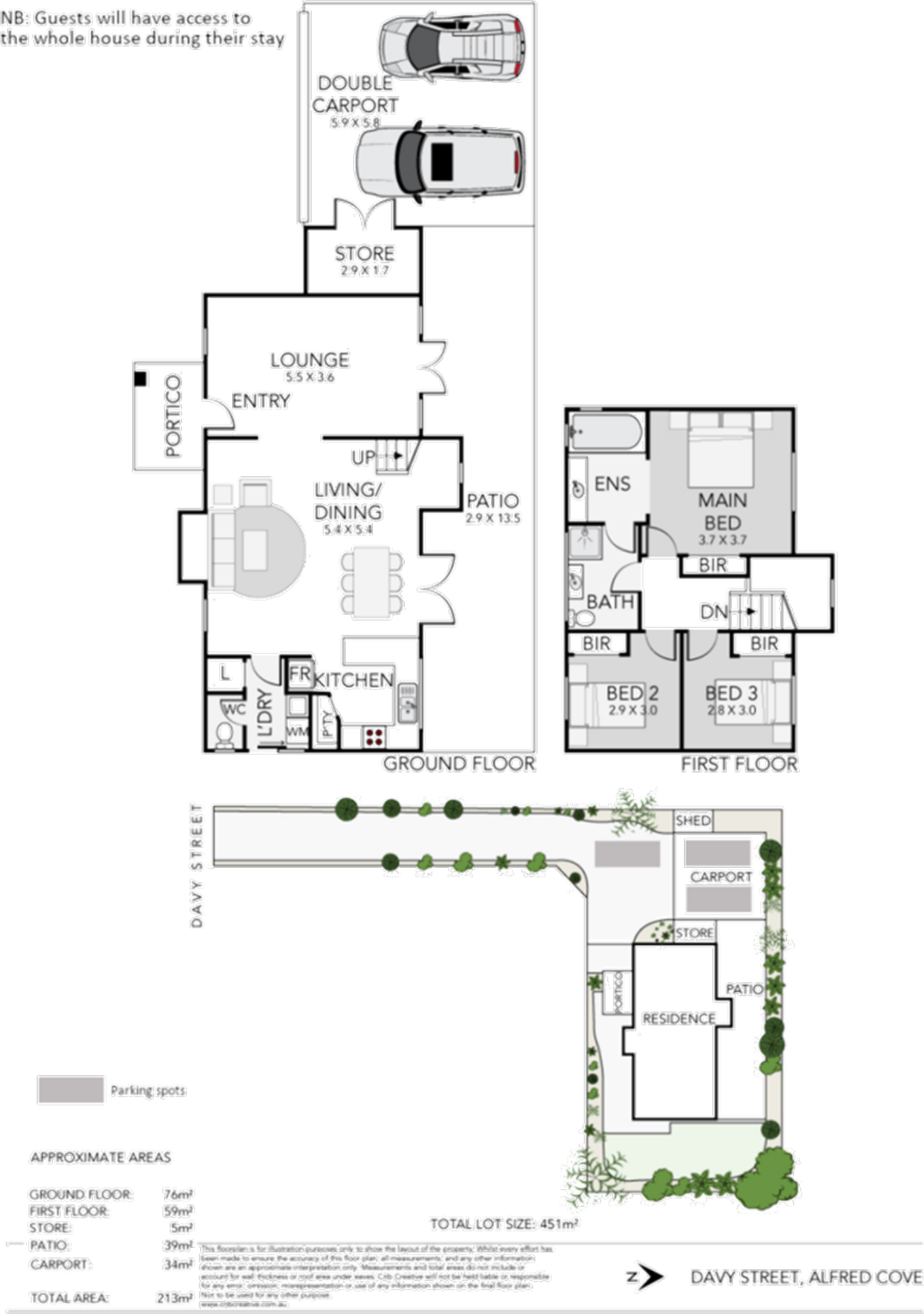
This section will be updated following the closure of the call up period – please refer to the DAU Terms of Reference for further information.

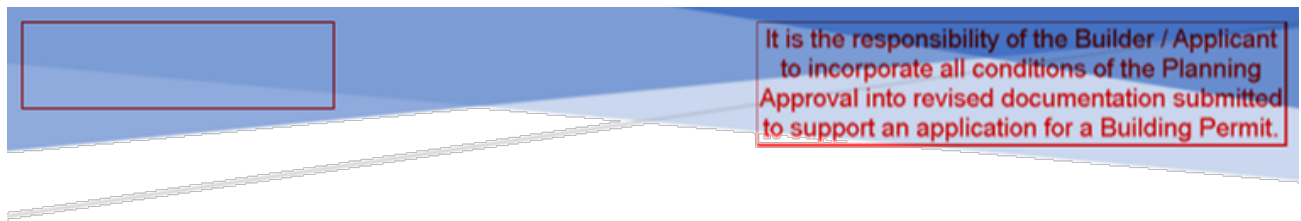
6 CLOSURE





It is the responsibility of the Builder / Applicant to incorporate all conditions of the Planning Approval into revised documentation submitted to support an application for a Building Permit.





MANAGEMENT PLAN

Short-Term Accommodation

1B Davy Street, Alfred Cove

September 2024



It is the responsibility of the Builder / Applicant to incorporate all conditions of the Planning Approval into revised documentation submitted to support an application for a Building Permit.

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It is the responsibility of the Builder / Applicant to incorporate all conditions of the Planning Approval into revised documentation submitted to support an application for a Building Permit.

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 Simba and Tecla Ngoma, owners of the property.

The property is conveniently located 2.7km to Garden City, 3.2km to Shirley Strickland Reserve, 3.8km to Jim Mills Park, 1.2km to Wireless Hill Park, 750m to The Good Grocer Myaree IGA, 400m to Canning Hwy After North Lake Rd Bus Stop and close to many restaurants on Canning Highway and Leach Highway. This provides a variety of amenities to tourists, interstate and local visitors looking for short term accommodation in a residential type setting.

The accommodation is intended for small groups, remote workers 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 tourist 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. The property is also located within short (6 min) walking distance to bus stops connecting to the public transport network. 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 do not expect an excessive number of vehicle trips to and from the property.

Property Address	18 Davy Street, Alfred Cove
Number of Bedrooms	3 Bedrooms
Maximum Number of Guests	6 Guests
Car Parking Location	2x car garage and additional parking for 1 vehicle in front of the house entry 3 Car parking bays in total
Outdoor use	No use of outdoor patio between 10pm to 7am
Visitors	Visitors require management consent No overnight visitors permitted
Pets	We are pet friendly; however, additional rules apply: <ul style="list-style-type: none"> • Pets should not be left at the property unattended. • Guests to clean up after pets inside and outside the property. • Pets must be up to date with vaccinations and free of fleas and ticks
Parties & Gatherings	No parties or gatherings permitted



It is the responsibility of the Builder / Applicant to incorporate all conditions of the Planning Approval into revised documentation submitted to support an application for a Building Permit.

Music & Noise	No loud music or noise levels to be heard outside of the property between 10pm to 7am. We request guests to respect neighbours as this is a quiet residential area.
Smoking	No smoking, vaping or e-cigarettes permitted at the property

2. OWNERS BACKGROUND

We are a family that has resided in Perth for the last 20 years having attended university in WA and have had continuous employment with WA businesses/corporations. Our 2 children attend nearby schools with friends in the Melville community. As such we have genuine interest and intentions to respect the public amenity and community.

Our approach to management will be hands-on and personal with prior experience co-managing a short-term rental in Dunsborough WA and ownership of other rentals in the greater Perth region. By managing the property ourselves, we can ensure that each guest is thoroughly vetted and that their stay meets our high standards of quality, behavioural expectations and safety.

Our contact details:

Tecla Ngoma 0439 927 848 / teclatk@yahoo.com
Simba Ngoma 0439 095 045 / simonngoma@yahoo.com

Our contact details are made available to all guests 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.

It is the responsibility of the Builder / Applicant to incorporate all conditions of the Planning Approval into revised documentation submitted to support an application for a Building Permit.

3. GUEST SCREENING & BOOKING PROCESS

To ensure responsible hosting and minimise the impact on local amenities, we have a strict approach to guest screening and property management. This includes:

- **No Instant Bookings:** Each guest is manually vetted before approval.
- **Screening Process:** We assess the reason for stay, guest review history, and number of occupants.
- **Minimum Stay Requirement:** We enforce a minimum stay period to deter party-related bookings.
- **No Last-Minute Weekend Bookings:** To prevent high-risk bookings, we do not allow last-minute reservations before weekends.

These measures ensure that only responsible guests are accepted, reducing the likelihood of disturbances.

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. Once we have carried out a thorough check of the prospective guest, we then have a right to refuse, accept or cancel the reservation.

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 living room. We can add additional house rules to suit the property, location, neighbourhood, or owner's desires.

In addition, the Airbnb platform uses artificial intelligence to proactively exclude and restrict bookings from guests identified as being/having a history of being problematic, potentially intending to host a party or other activity that is against policy. Airbnb can identify patterns or markers of detect undesired behaviours/intentions.

We are also active on social media platform group with other hosts to ensure we are across any concerning trends or emerging practices we need to be aware of to ensure good intentions from our guests and use of the property as intended.

It is the responsibility of the Builder / Applicant to incorporate all conditions of the Planning Approval into revised documentation submitted to support an application for a Building Permit.

Once a guest is confirmed, our direct phone numbers are automatically exchanged for any further required communication.

We anticipate approximately one booking per week, however, our research has shown that many guests in Perth city are either overseas guests visiting family who live in the neighbourhood, regional and domestic guests visiting Perth city for specific events like shows or for medical appointments at nearby hospitals, local guests needing somewhere to stay while their homes are renovated. As such we expect average trip lengths to range from a few days to a few weeks.

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 regional areas. We will obtain from the guests their arrival time. The property includes detailed check in instructions including pictures. 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. Our check-in instructions are issued to guests through Airbnb's automated messaging 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 key contact details, 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 us on this platform so all details pertaining to their booking are documented. The Airbnb platform also provides guests with the hosts contact details. We will also include a Code of Conduct summarising house rules and expected behaviours for all people who are approved to visit the property. As we will only advertise on AirBnB, there is also the Code of Conduct enforced by the AirBnB platform. The Code of Conduct will be 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:

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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 are pet friendly; however, additional rules apply:
 - Pets should not be left at the property unattended.
 - Guests to clean up after pets inside and outside the property.
 - Pets must be up to date with vaccinations and free of fleas and ticks
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.

7. HYGIENE, COMFORT & WASTE MANAGEMENT

Rubbish and recycling items are to be disposed in accordance with the local council policies 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 each time the house is cleaned.

The property includes a fully functional kitchen with fridge and pantry for food storage. Guests are encouraged to notify the owner of any issues with the property, equipment or appliances that need rectification. Hygiene issues are attended to immediately either by the owners or through professionals depending on the issue. The linen and towels are removed off-site following each check out clean and washed, dried, and stored upon completion.

Exhaust fans & air conditioning/heating appliances are regularly checked 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 is provided for guest convenience to use during their stay to wash their clothes as required.

8. MAINTENANCE

The owners of the property have real-time access to the bookings calendar and may regularly schedule maintenance works in between guests stays to ensure the property is kept up to 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.

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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, fire extinguisher and fire blanket. 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 that is excessive or disruptive to neighbouring properties, particularly between 10pm and 7am, Monday to Saturday, and 10pm to 9am on Sundays and public holidays. This includes during arrival, departure, and at any time throughout their stay. Anti-social behaviour is strictly prohibited, and guests must be mindful of minimizing their impact on the surrounding neighbourhood and community.

Our Airbnb listing, which guests must agree to before booking, along with our guest handbook, clearly outlines the house rules regarding the property and the surrounding residents. We prioritize adherence to our noise and parking policies. Failure to comply with these rules may result in immediate cancellation of the booking. In such cases, we, along with police, security, rangers, or other professionals, may attend the property to remove the guests. Lockbox codes and door locks may also be changed if necessary.

If a complaint is received, it will be addressed immediately. Guests will be notified of any breach of house rules, and based on the severity of the violation, the reservation may be terminated. We are available 24/7, and our contact details are provided to guests upon booking and displayed within the property. These details can also be shared with neighbours to further enhance the management of our properties.

Professionals, including police if required, may be called upon to attend the property at any time to minimize disruption to neighbours. Complainants will be kept informed throughout the process and encouraged to provide any evidence that supports the swift resolution of the issue. We will aim to resolve all issues promptly.

11. NOISE MONITORING SOLUTION AND VIDEO RECORDING CAMERAS

Noise Monitoring

To proactively manage and mitigate noise concerns, we are prepared to install a noise monitoring system that provides real-time alerts if noise levels exceed acceptable limits. The devices work by monitoring decibel levels within the household and are customisable to SMS or call the guest and host if noise levels increase and persist above the set levels at defined times e.g. during the quiet period between 10pm-7am as per our noise policy.

These devices do not record conversations, ensuring guest privacy, but they effectively detect excessive noise and enable timely intervention.

The noise monitoring system offers three key benefits:

- **Proactive Management:** By detecting noise issues early, we can address them in a positive, friendly manner, helping guests follow the rules and enjoy their stay



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- **Peace of Mind:** We are notified of any noise disturbances before they escalate, ensuring a peaceful night's sleep.
- **Complaint Protection:** Time-stamped noise data helps us quickly verify or dismiss any complaints, either during the stay or after check-out, preventing false or exaggerated claims.

Examples of Available Models & How they Work:

Minut: Detects noise levels and integrates with AirBnB to message, text or call when excessive noise is detected beyond pre-set thresholds.

<http://www.minut.com>



Roomonitor: Provides real-time monitoring and alerts, ensuring quick response to potential disturbances.

<http://www.roomonitor.com>



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Video Camera

We can install a doorbell camera (like [Ring](#)) at the front door to monitor CCTV footage regularly, if desired. This camera provides a clear view of the main entrance, which is the only access point to the property, helping to ensure compliance with house rules.