

REPORTS AND RECOMMENDATIONS

FOR THE

DEVELOPMENT ADVISORY UNIT

MEETING

HELD ON

TUESDAY, 8 OCTOBER 2024

1. This Meeting makes Recommendations to the Manager Statutory Planning & Building.
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 & 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 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, 11 OCTOBER 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, 8 OCTOBER 2024**

PRESENT

K Bainbridge
T Cappellucci
T Geddes
J Caracciolo
L Johnson

Manager Statutory Planning & Building
Principal Statutory Planner
Senior Planning Officer
Senior Planning Officer
Statutory Planner

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 as 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.

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U24/0640 – CHANGE OF USE TO SHORT TERM ACCOMMODATION AT LOT 102 (NO.63)
NORTH LAKE ROAD, MYAREE (REC) (ATTACHMENT)

Ward : Central Ward
 Category : Operational
 Application Number : DA-2024-654
 Property : Lot 102 (No.63) North Lake Road, Myaree
 Proposal : Short Term Accommodation
 Applicant : Yi Fang
 Owner : Yi Fang
 Disclosure of any Interest : No Officer involved in the preparation of this report has a declarable interest in this matter.
 Previous Items : No Previous Item
 Responsible Officer : Kate Bainbridge
 Manager Statutory Planning and Building

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 (eg 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>

**U24/0640 – CHANGE OF USE TO SHORT TERM ACCOMMODATION AT LOT 102 (NO.63)
NORTH LAKE ROAD, MYAREE (REC) (ATTACHMENT)**

KEY ISSUES / SUMMARY

- Development approval is sought for a Use Not Listed – Short Term Accommodation at Lot 102 (No.63) North Lake Road, Myaree.
- 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 Stay Accommodation (LPP1.21), and Residential Design Codes Volume 1 Parts B (R-Codes).
- The proposed development is considered to be compliant with LPP1.21.
- The application was advertised in accordance with the provisions of Local Planning Scheme No. 6 (LPS6) and LPP1.21. In response, two objections were received relating to the proposed use as short stay accommodation.
- Notwithstanding the two objections 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 photography of subject site.

BACKGROUND

Scheme Provisions

MRS Zoning	: Urban
LPS Zoning	: Centre – C4
R-Code	: R40
Use Class	: Use Not Listed (Short Term Accommodation)
Use Permissibility	: See Clause 18 (4) of LPS6

**U24/0640 – CHANGE OF USE TO SHORT TERM ACCOMMODATION AT LOT 102 (NO.63)
NORTH LAKE ROAD, MYAREE (REC) (ATTACHMENT)**

Site Details

Lot Area	: 915m ²
Retention of Existing Vegetation	: No on-site trees proposed to be removed.
Street Tree(s)	: Yes
Street Furniture (drainage pits etc)	: Yes
Site Details	: Refer to Figure 1 above

DETAIL

In August 2024 a development application was lodged for a Use Not Listed (Short Term Accommodation) in an existing Single-Storey Single House at Lot 102 (No.63) North Lake Road, Myaree. Under the provisions of the City of Melville Local Planning Scheme No. 6 (LPS6) the subject site is zoned 'Centre – C4' with a density coding of R40. 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.

STAKEHOLDER ENGAGEMENT

I. COMMUNITY

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

Submission Number	Summary of Submission	Support/Objection	Officer's Comment	Action (Condition/Uphold/Not Uphold)
1	<p>Raised concerns in relation to:</p> <ul style="list-style-type: none"> Limited parking Lax operating guidelines Suitability of the use in the locality 	Objection	The site management plan outlines rules that occupiers must abide by whilst staying at the accommodation. Operating guidelines are suitable with regard to LPP1.21, noting the detail within this management plan is considered appropriate for this type of Short-Term Accommodation.	Not Uphold

U24/0640 – CHANGE OF USE TO SHORT TERM ACCOMMODATION AT LOT 102 (NO.63)
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Submission 1 continued			<p>The development is unlikely to generate a level of traffic that will impact the amenity of the locality given its situation on North Lake Road, which is a Distributor A road and the occupancy at any given time is the same as a single house.</p> <p>Ample space for the parking of vehicles is provided through the existing carport and driveway in the street setback area.</p> <p>The use is suitable for the subject site as it meets all LPP1.21 desired criteria and none of the undesirable criteria.</p>	
2	<p>Raised concerns in relation to:</p> <ul style="list-style-type: none"> • Noise and unruly parties • Concerns over code of conduct • Amenity impact of the use to the residential suburb 	Objection	<p>Amenity issues relating to the operation of the site can be suitably managed on an ongoing basis. The site management plan outlines rules that occupiers must abide by whilst staying at the accommodation.</p>	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 development 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*.

**U24/0640 – CHANGE OF USE TO SHORT TERM ACCOMMODATION AT LOT 102 (NO.63)
NORTH LAKE ROAD, MYAREE (REC) (ATTACHMENT)****FINANCIAL IMPLICATIONS**

There are no direct 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.

COMMENT**City of Melville Local Planning Scheme No. 6 (LPS6)**

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 of *Planning and Development (Local Planning Schemes) Regulations 2015*.

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 *Planning and Development (Local Planning Schemes) Regulations 2015* and any relevant state and local planning policies.

The objectives of the ‘Centre’ zones in the City are as follows:

1. *To designate land for future development as a city centre or activity centre.*
2. *To provide a basis for future detailed planning in accordance with the structure planning provisions of this Scheme or the Activity Centres State Planning policy.*
3. *To provide for a wide variety of active uses on street level which are compatible with residential and other non-active uses on upper levels.*
4. *To allow for the development of a mix of varied but compatible land uses such as housing, offices, showrooms, shops, amusement centres, and eating establishments which do not generate nuisances detrimental to the amenity of the district or to the health, welfare and safety of its residents.*
5. *C4 – All Neighbourhood and Local Centres: to provide for Neighbourhood and Local Centres to focus on the main daily to weekly household shopping and community needs and focus for medium density housing.*
6. *To ensure that development is not detrimental to the amenity of adjoining owners or residential properties in the locality.*



**U24/0640 – CHANGE OF USE TO SHORT TERM ACCOMMODATION AT LOT 102 (NO.63)
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7. *To ensure the design and landscaping of development provides a high standard of safety, convenience and amenity and contributes towards a sense of place and community.*

The short-term accommodation satisfactorily responds to the relevant Centre zone objectives of LPS6 for the following reasons:

- This development provides a diverse form of accommodation in the area, which may be utilised for short term purposes. This use is considered to be compatible with its surrounding land uses, which includes other business/office uses and residential dwellings to the west and north.
- This development does not compromise future structure planning that may occur over the centre.
- Development is not likely to have any detrimental impact to the amenity of adjoining properties, so long as it is suitably managed in accordance with the operational management plan submitted as part of the development application.
- The application does not propose any works component and retains passive surveillance of the street through multiple major openings on the building's façade.

Although zone objectives 1 to 3 are not directly applicable to this proposal, the development is not expected to undermine them in any way.

Local Planning Policy LPP 1.21 Short Term Accommodation (LPP 1.21)

In response to community concerns about the lack of clarity in relation to short stay accommodation and the different type of use it presents compared to residential uses, LPP 1.21 was 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 freehold 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' and this term is used throughout the report. An assessment of the proposed Holiday House in accordance with the provisions of LPP 1.21 is provided in the table below.



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Local Planning Policy 1.21 ‘Short Stay Accommodation’ Provisions

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 meets the requirements of LPP 1.21. 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 LPP1.1. 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
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.

General

Recent modifications to the Clause 61 of the *Planning and Development (Local Planning Schemes) Regulations (2015)* afford exemptions for un-hosted short-stay accommodation developments if they operate for no longer than 90 days in a calendar year. Given this application seeks to operate the use permanently, development approval is required from the City.

The City’s LPP 1.21 establishes that short term accommodation is a distinct land use which requires development approval. Whilst it is recognised and acknowledged that the introduction of new land use definitions and associated land use permissibility requirements for applications across the various zones of the City will require an amendment to the City’s LPS6, in the interim the LPP establishes that the City will treat short term accommodation use as a Use Not Listed under LPS6. The LPP also 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 on an individual site may have an adverse impact on amenity.

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The current proposal is for the owners of the dwelling to have the option to use the dwelling as accommodation as Holiday House advertised on platforms such as 'air bnb'. Holiday Houses are classed as un-hosted short-term accommodation under LPP1.21.

Site Characteristics

LPP 1.21 provides several criteria which for the purposes of assessment against the LPP provisions constitute preferred and undesirable property characteristics. The subject site has been assessed to meet each preferred site characteristic as contained in LPP1.21, whilst none of the undesirable criteria are met. This is discussed in the table below.

2.0 Site Characteristics	
Preferred Characteristics	Undesirable Characteristics
a. Location within, abutting or opposite to mixed use centres.	a. Properties located within cul-de-sacs.
b. Well served by footpaths, dual access paths and public transport.	b. Properties located on battle-axe style rear lots
c. Located on Local Distributor and District Distributor Roads.	c. Properties comprising grouped or multiple dwelling developments with shared access arrangements.
Proposed Development	
<p>The subject site is consistent with all of the above three preferred characteristics for short stay accommodation uses as:</p> <ul style="list-style-type: none"> • The subject site is situated within the North Lake Road Local Centre; • The subject site serviced by a pedestrian footpath within the locality, and existing public transport services operating along North Lake Road and Marmion Street; and • The subject is situated on North Lake Road which is a Distributor A road. <p>The subject site does not meet any of the undesirable characteristics for short stay accommodation uses contained in LPP1.21.</p>	

Whilst it is noted that short-stay accommodation developments are normally issued with an initial 12-month approval, given the subject site meets all the preferred and none of the undesirable characteristics as contained in LPP1.21, permanent development approval is recommended for this development.

Number of Persons

A condition of planning approval will set out the maximum occupancy rate for the dwelling as no more than six guests at any one time.

This aspect of the development is considered to comply with the requirements of LPP1.21 as this level of occupancy is consistent with a Single House.



**U24/0640 – CHANGE OF USE TO SHORT TERM ACCOMMODATION AT LOT 102 (NO.63)
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Car Parking

LPP 1.21 states that car parking shall be provided as per the R-Codes or the relevant activity centre plan. No changes to the existing parking arrangements are proposed as a part of the proposed change of use application.

The subject site is considered to be a 'Location A' site given its proximity to Marmion Street, which contains bus routes 915 and 114 which meet the high frequency requirement. Accordingly, only one car parking bay is required under Part B of Clause 5.3.3 of the R-Codes. The subject site contains an existing single carport, with additional space for parking in hardstand areas in front of the house. This aspect of the development is considered to comply with the requirements of LPP1.21.

Site Management Plan

A site management plan has been submitted as part of this application which covers all the requirements set out in this Clause 6 of LPP1.21.

This aspect of the development is considered to comply with the requirements of LPP1.21

Compliance with Other Legislation

Operation of short stay accommodation uses may trigger the need for compliance with other legislation such as the health legislation and/or requirements under the National Construction Code (NCC).

The NCC does not provide clarification that the use of a dwelling for short stay accommodation triggers a requirement that a building be constructed to Class 3 requirements. The current interpretation is that the length of time a person stays in a dwelling (long term residential or short stay accommodation) does not alter the classification of the building, given that it is still fundamentally a dwelling (Class 1).

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.



**U24/0640 – CHANGE OF USE TO SHORT TERM ACCOMMODATION AT LOT 102 (NO.63)
NORTH LAKE ROAD, MYAREE (REC) (ATTACHMENT)**

CONCLUSION

The application is considered to satisfy the provisions of LPS6, and LPP1.21 Short Stay Accommodation. On this basis, it is recommended that the proposal be approved subject to conditions.

OFFICER RECOMMENDATION

APPROVAL

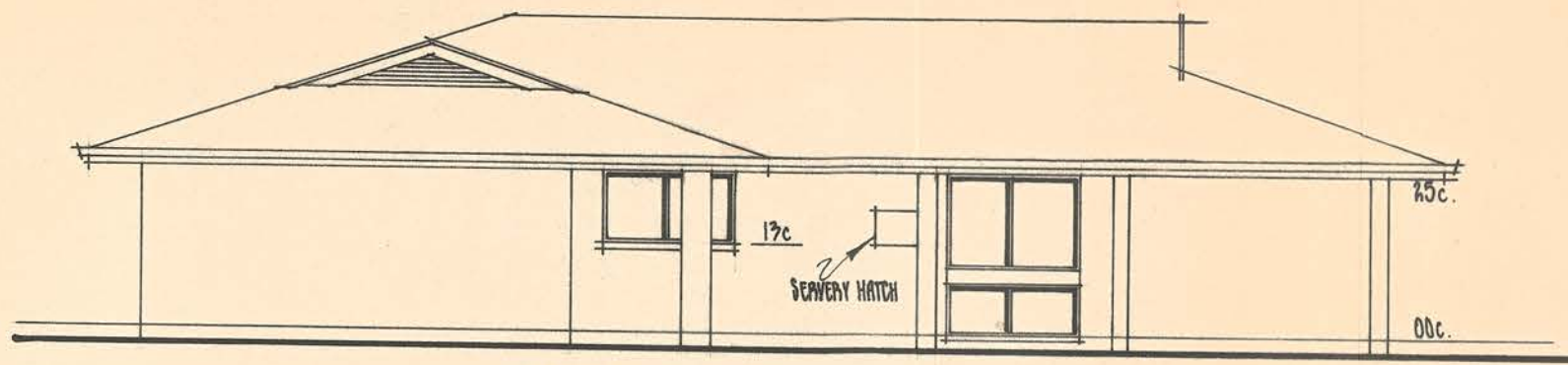
1. The development the subject of this approval must comply with the approved plans at all times unless otherwise approved in writing by the City.
2. The short stay accommodation is to be operated in accordance with the Site Management Plan dated 7th August, 2024, to the satisfaction of the City unless approved in writing by the City.
3. Use of the subject property for short term accommodation is limited to a maximum of six persons at any given time.

Advice Notes

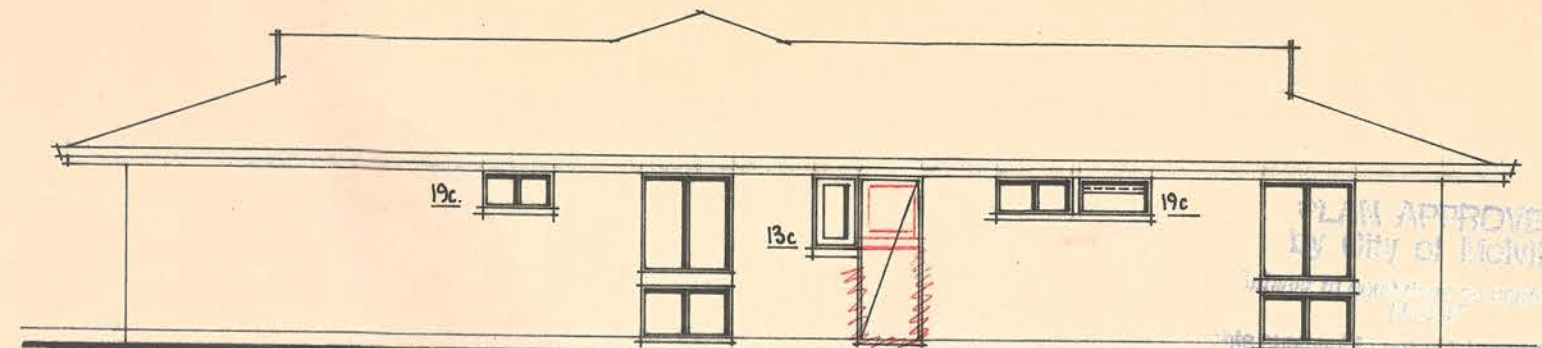
- a. A Building Permit will be required for changes from Class 1a to Class1b along with access requirements to be provided for people with disabilities prior to the use commencing.

**ATTACHMENTS
OF THE
DEVELOPMENT ADVISORY UNIT
MEETING
HELD ON
TUESDAY, 8 OCTOBER 2024
U24/0640**

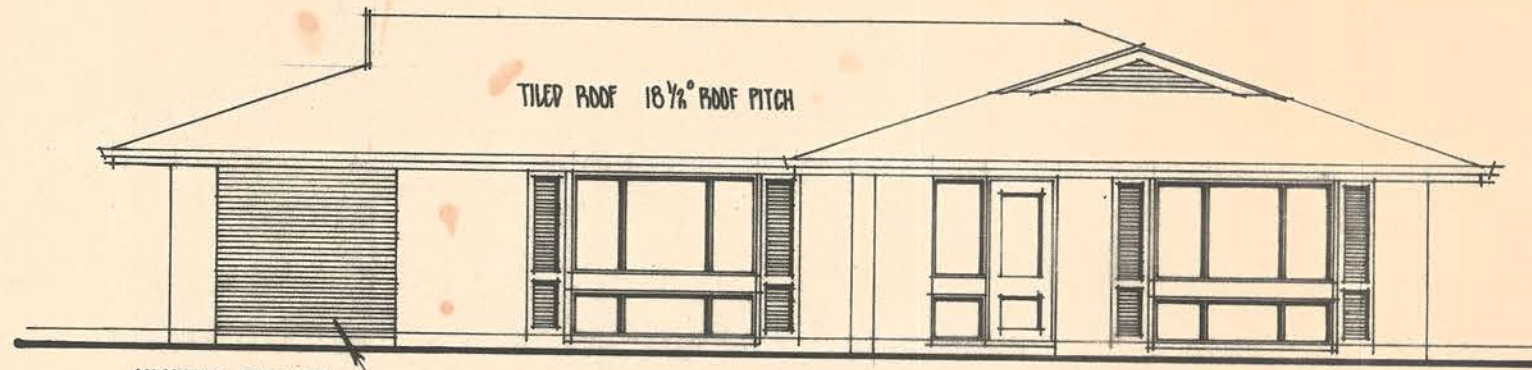
Distributed: FRIDAY, 11 OCTOBER 2024



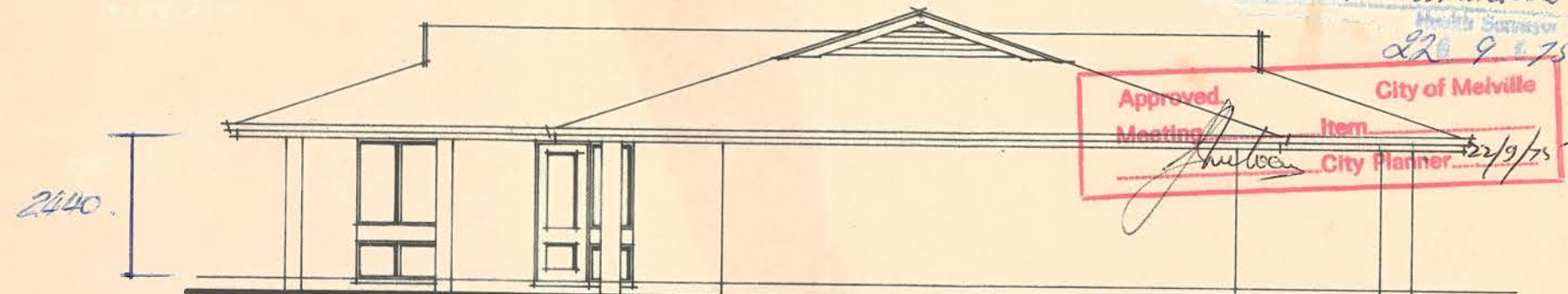
REAR ELEVATION.



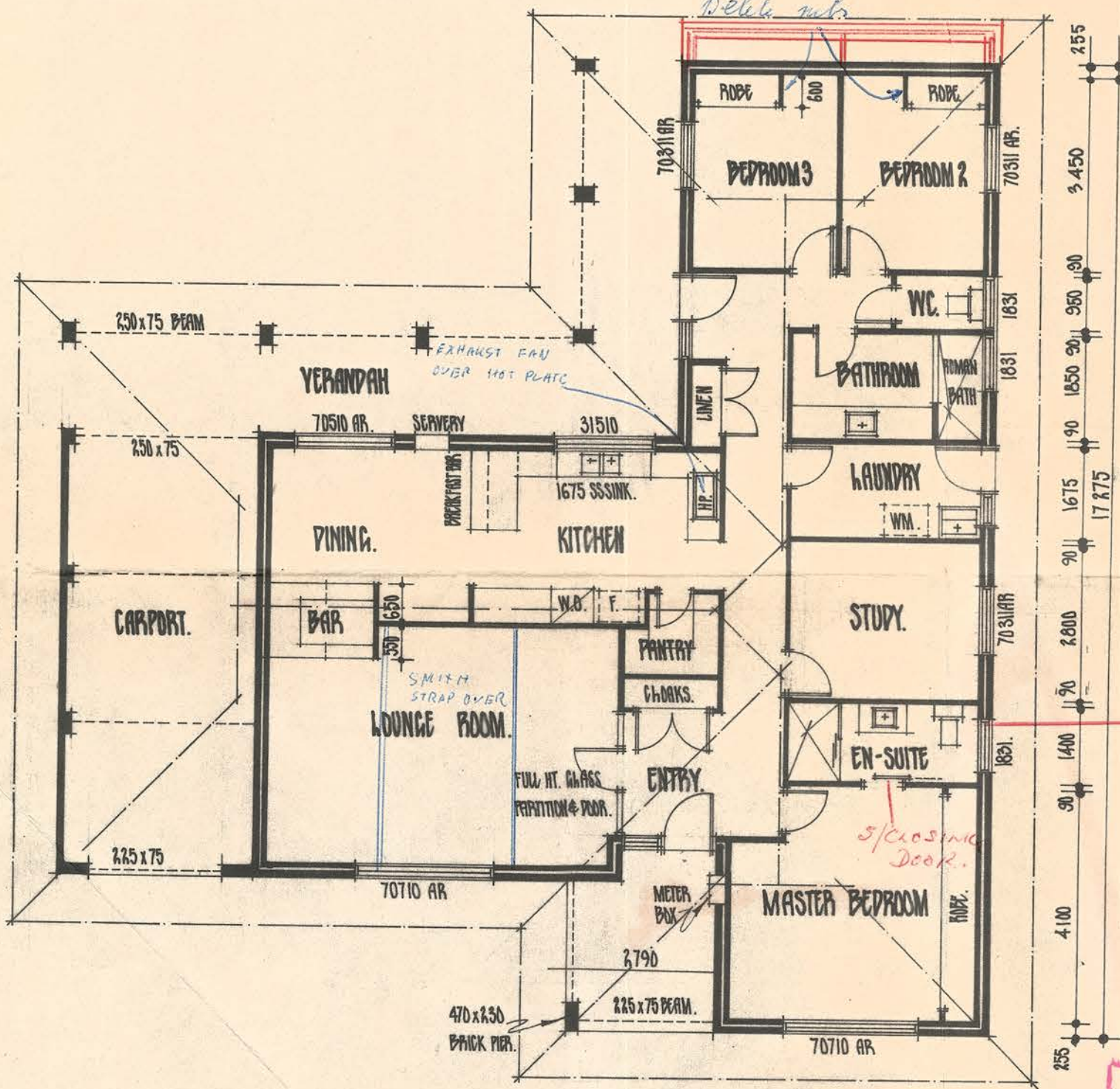
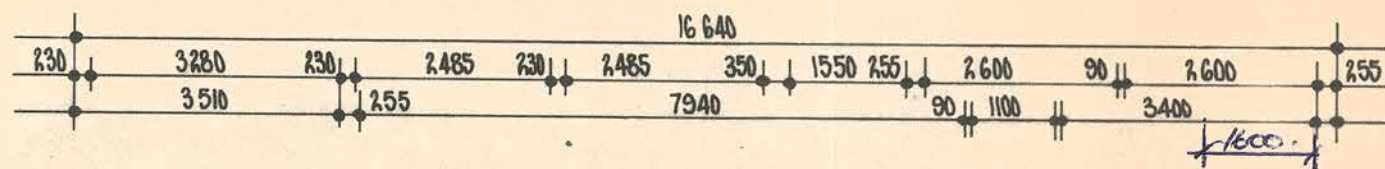
SIDE ELEVATION.



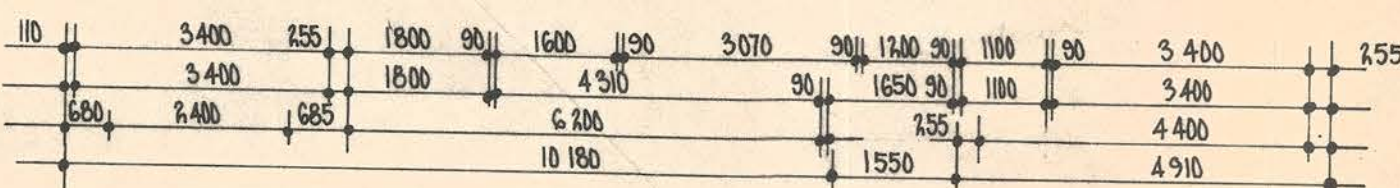
FRONT ELEVATION



SIDE ELEVATION

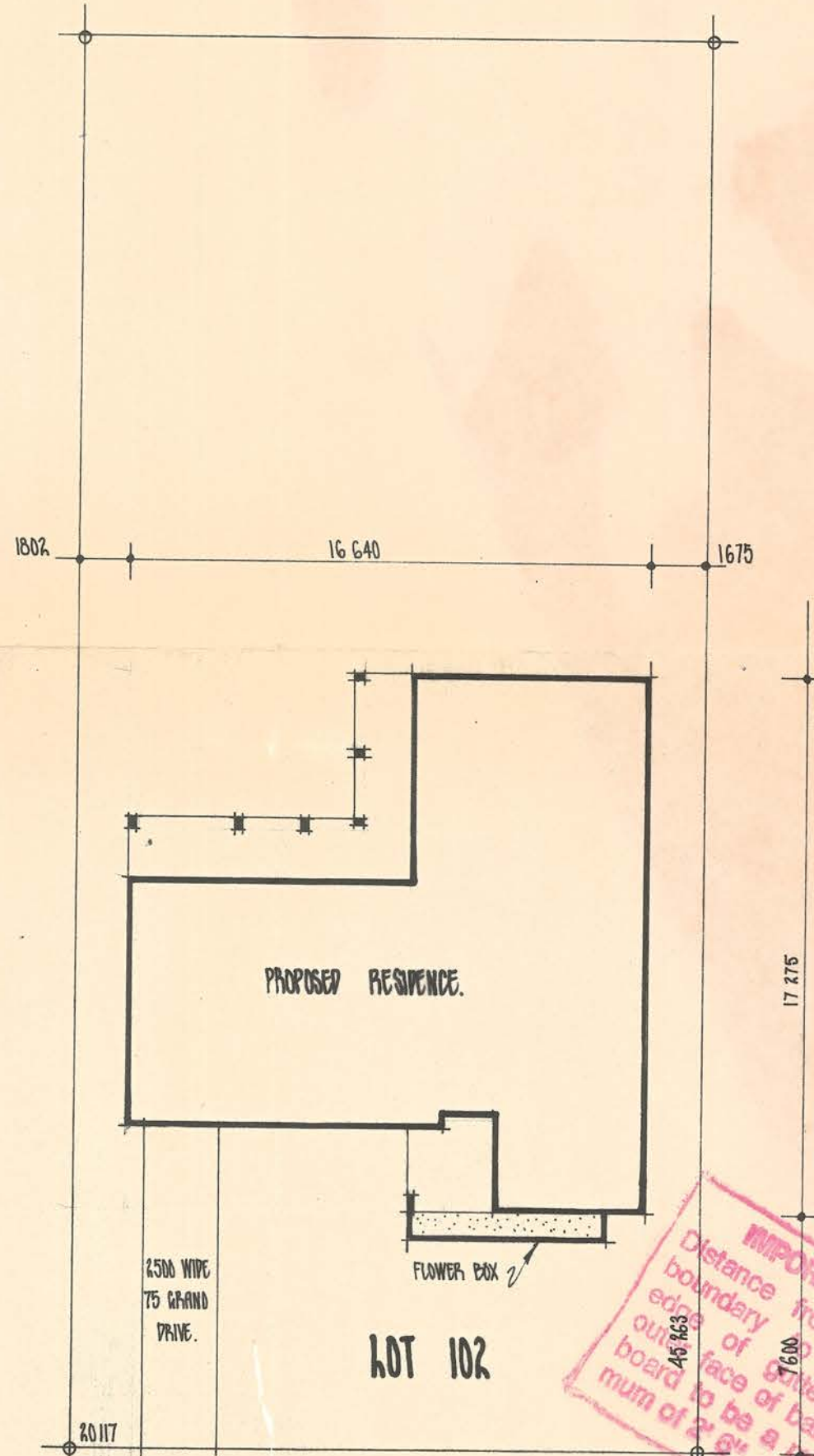


PLAN.



PLANS AND SPECIFICATIONS
In building construction, any deviation from approved plans and specifications must be notified to and approved by this Council prior to any variation whatsoever being made.

IMPORTANT NOTE
Property Line Levels—
These levels must be obtained in writing from City Engineer prior to the construction of internal driveways. Failure to do so could render Builder liable for alterations.
Vehicle Crossings—
Vehicle crossings shall be set out on site by City Engineer and shall be constructed by Council unless written authority to the contrary is given.



NORTH LAKE ROAD

IMPORTANT
Distance from side boundary of outer edge of outer board to be a minimum of 2.5m.

PROPOSED RESIDENCE FOR MR & MRS L. VINE.

63 North Lake Road Myaree

Short-Term Accommodation Management Plan

Guest Selection Criteria

- **Minimum Stay:** A minimum of two nights is required to deter single-night party bookings.
 - **Previous Reviews:** Guests must have positive reviews from previous stays; those without prior reviews will not be accepted.
 - **Preference:** Families are preferred.
-

Code of Conduct

Preamble

The Code of Conduct outlines the behavioral standards expected of all guests at 63 North Lake Road, Myaree.

Application

This policy applies to all guests staying at 63 North Lake Road, Myaree.

Context

- Respect the property.
- Respect the neighbours.
- Strictly no parties.
- No anti-social behaviour.
- No noise between 7:00 PM and 8:00 AM.
- Read and follow the guest handbook after check-in.

Requirements

All guests must:

- Behave honestly and with integrity.
- Act with care and diligence.

- Treat everyone with respect and courtesy, avoiding harassment.
 - Comply with local laws.
 - Follow lawful directions.
-

Management of Complaints

- **Initial Contact:** For any issues, contact [REDACTED]. Neighbours will also have this contact information.
 - **Response to Complaints:** Upon receiving a complaint from neighbors, the owner or representative will call the guest to remind them of the Code of Conduct. If there is no response, a site visit will occur within 15 minutes.
 - **Immediate Action:** Any anti-social behavior or noisy parties must cease immediately.
 - **Repeat Offenses:** If a second complaint is received about the same guest, the guest will be asked to vacate the property immediately.
 - **Agreement:** Guests must agree to these conditions before their booking is accepted.
 - **Owner Visit:** Guests must agree to at least one visit from the owner during their stay at a prearranged time.
-

Check-In and Check-Out

Standard Times

- **Check-In:** After 3:00 PM
- **Check-Out:** By 10:00 AM

Procedure

- **Check-In Notification:** Guests must inform the owner of their estimated check-in time.
- **Code Provision:** The check-in code will be provided to the guest 1 hour prior to the agreed check-in time.

- **Check-Out Procedure:** Guests must follow the procedures outlined in the guest handbook for check-out.

Guest Handbook

WI-FI

[Redacted]
[Redacted]

Contact

[Redacted]
[Redacted]

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WELCOME

Hello and welcome to 63 North Lake Road, Myaree!

We're delighted that you've chosen to stay with us and hope you have a wonderful time. This guest book is designed to help you familiarize yourself with the home and make the most of your stay. If you have any questions or need assistance not covered here, please feel free to reach out to us.

Warm regards,

[REDACTED]

P.S. If you have any suggestions for improving our guest experience, we'd love to hear them. And if you enjoyed your stay, a 5-star review would be greatly appreciated!

Contact Number: [REDACTED]

IMPORTANT INFORMATION

ACCESSING THE PROPERTY

For security reasons, we've sent you the access details separately as the codes change regularly.

SMOKING

Smoking is not permitted inside the property. If you smoke outside, please dispose of cigarette butts in the red-lid bin provided.

PARKING

Guests may park in the garage or backyard, with a maximum of two cars allowed. Off-street parking is not permitted, and parking on the verge or a neighbor's driveway is prohibited.

WASTE MANAGEMENT

Please sort your waste into the appropriate bins:

- **Green Bin:** Compostable waste (weekly collection)
- **Red Bin:** General waste (non-compostable, non-recyclable) (fortnightly collection)
- **Yellow Bin:** Recyclable waste (fortnightly collection)
Take the bins out on Monday night and collect them Tuesday morning. Check with neighbours or contact us if you're unsure about which bins to put out.

BREAKAGES

Accidents happen. If you break something, please inform us immediately. Minor damage typically doesn't incur a charge, but it's

good to be aware of it for future guests. For major issues, we'll discuss the cost with you before you leave.

WIFI and INTERNET

High speed 5G wifi is included.

SSID: [REDACTED]

Password: [REDACTED]

The service is for your enjoyment, and you are responsible for its appropriate use. Contact us if you experience any connection issues.

DEPARTURE INFORMATION

CHECK-OUT PROCESS

Before you leave, please complete the following:

- Turn off air conditioning/heating
- Ensure all lights are off
- Turn off the TV
- Wash all dishes and cups
- Dispose of rubbish in the correct bin
- Check that sliding doors are locked
- Lock the main door and security door
- Lock the garage
- Return the key and garage remote to the key safe

Check-Out Time

Check-out time is 11:00 am. If you need a later check-out, please inform us in advance. Late check-out may not be possible if we have incoming guests on the same day due to cleaning and preparation requirements.

CLEANING

The property will be clean upon your arrival. Please let us know if it doesn't meet your expectations. A vacuum cleaner is available in the front lounge; please return it to its charging station after use. We would appreciate it if you could leave the property tidy upon departure.

Safety Information

Emergency Contacts

- **Emergency Services:** Call 000
- **Local Hospital:** Fiona Stanley Hospital, 08 6152 2222
- **Local Police:** 131 444
- **Current Alerts and Warnings:** Visit www.emergency.wa.gov.au

Smoke Detectors

For your safety, smoke alarms are installed throughout the property.

Operational Management Plan

63 North Lake Road Myaree

Guest Selection Criteria

- **Minimum Stay:** A minimum of two nights is required to deter single-night party bookings.
 - **Guest Screening:** A careful screening process will be implemented to promote responsible occupancy. This will involve requiring identification and reviewing previous stays. Any negative feedback related to anti-social behaviour will result in the rejection of the guest's booking request.
 - **Preference:** Families and guest with previous positive reviews from booking platforms are preferred.
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Purpose:

The Operational Management Plan aims to ensure a harmonious coexistence between guests and permanent residents, maintain the property in excellent condition, and minimize anti-social behaviour and potential conflicts.

1. **Clear Communication:**
We will provide a comprehensive welcome packet for guests, outlining the Code of Conduct, community guidelines, noise regulations, and the importance of respecting local residents.
2. **On-Site Management:**
The owner will serve as the dedicated on-site manager, available at all times to promptly address concerns from both guests and residents. I will monitor behavior and mediate any conflicts that may arise.
3. **Noise Control Measures:**
We will enforce strict noise regulations, including designated quiet hours, to ensure that guest activities do not disturb the local community.
4. **Feedback Mechanism:**
Local residents can report any concerns to the property owner, which will be promptly addressed and taken into account for operational adjustments.

By implementing these strategies, we aim to create a positive environment that respects the needs of both guests and permanent residents, ensuring the ongoing success of our operations.

Management of Complaints

- **Initial Contact:** For any issues, contact [REDACTED]. Directly adjacent neighbours will be provided with this number and this contact information.
 - **Response to Complaints:** Upon receiving a complaint from neighbours, the owner or representative will call the guest to remind them of the Code of Conduct. If there is no response, a site visit will occur within 1 hour.
 - **Immediate Action:** Any anti-social behaviour must cease immediately.
 - **Repeat Offenses:** If a second complaint is received about the same guest, the guest will be asked to vacate the property immediately.
 - **Agreement:** Guests must agree to these conditions before their booking is accepted.
 - **Owner Visit:** Guests must agree to at least one visit from the owner during their stay at a prearranged time.
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Code of Conduct for Guests

We are committed to fostering a welcoming and respectful environment for all guests and residents. By adhering to the following Code of Conduct, you contribute to maintaining a peaceful atmosphere:

Expected Behavior

1. Respect for Others:

Guests are expected to treat fellow guests and residents with kindness and respect. Harassment, discrimination, or any disruptive behavior will not be tolerated.

2. Noise Control:

- **Quiet Hours:** Please observe designated quiet hours from 8pm – 8am. During this time, minimize noise levels, including loud conversations, music, and other activities.
- **Sound Levels:** Keep all sound systems, televisions, and electronic devices at a volume that cannot be heard outside your accommodation. If you receive noise complaints, please address them immediately.

3. Parties and Gatherings:

Parties are strictly prohibited. Any family gatherings should be small and respectful. We encourage guests to exercise common sense and consideration when inviting visitors.

4. Conflict Resolution:

If you encounter any issues or conflicts, please address them calmly and respectfully. If necessary, contact the owner for assistance.

5. Local Regulations:

Guests are expected to comply with all local laws and regulations, including noise ordinances.

Failure to adhere to this Code of Conduct will result in immediate eviction. Thank you for your cooperation in helping us create a positive experience for everyone!