

REPORTS AND RECOMMENDATIONS

FOR THE

DEVELOPMENT ADVISORY UNIT

MEETING

HELD ON

TUESDAY, 10 SEPTEMBER 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, 13 September 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, 10 SEPTEMBER 2024**

PRESENT

K Bainbridge
T Geddes
J Caracciolo
G Davey
Matt Mclean

Manager Statutory Planning & Building
A/Principal Statutory Planner
Senior Planning Officer
A/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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**U24/0639 – CHANGE OF USE TO SHORT TERM ACCOMMODATION AT LOT 239 (NO.29)
LEICHHART STREET, BULL CREEK (REC) (ATTACHMENT)**

Ward : Bull Creek - Leeming
 Category : Operational
 Application Number : DA-2024-433
 Property : Lot 239 (No.29) Leichhardt Street, BULL CREEK
 Proposal : Short Term Accommodation
 Applicant : MB & JM Gors
 Owner : MB & JM Gors
 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 (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>

**U24/0639 – CHANGE OF USE TO SHORT TERM ACCOMMODATION AT LOT 239 (NO.29)
LEICHHART STREET, BULL CREEK (REC) (ATTACHMENT)****KEY ISSUES / SUMMARY**

- Development approval is sought for a Use Not Listed – Short Term Accommodation at Lot 239 (No.29) Leichhardt Street, Bull Creek.
- 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 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, 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.
- It is recommended that approval be granted for 12 months subject to conditions.



Figure 1: Aerial photography of subject site.

**U24/0639 – CHANGE OF USE TO SHORT TERM ACCOMMODATION AT LOT 239 (NO.29)
LEICHHART STREET, BULL CREEK (REC) (ATTACHMENT)****BACKGROUND****Scheme Provisions**

MRS Zoning	: Urban
LPS Zoning	: Residential
R-Code	: R20
Use Type	: Short Term Accommodation
Use Class	: Use Not Listed

Site Details

Lot Area	: 734m ²
Retention of Existing Vegetation	: N/A
Street Tree(s)	: N/A
Street Furniture (drainage pits etc)	: Yes
Site Details	: Refer to Figure 1 above

DETAIL

In May 2024 a development application was lodged for a use not listed – Short Term Accommodation in an existing single-storey single house at Lot 239 (No.29) Leichhardt Street, Bull Creek. Under the provisions of the City of Melville Local Planning Scheme No. 6 (LPS6) the subject site is zoned 'Residential' with a density coding of R20. A Use Not Listed is a use that is not specifically referred to in the zoning table and cannot reasonably be determined as falling within a use class referred to in the Zoning Table 3. LPP 1.21 clarifies that short term accommodation is a different use from residential and will be treated as a Use Not Listed until such time as changes can be made to LPS6 to accommodate these. 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

**U24/0639 – CHANGE OF USE TO SHORT TERM ACCOMMODATION AT LOT 239 (NO.29)
LEICHHART STREET, BULL CREEK (REC) (ATTACHMENT)**

Submission Number	Summary of Submission	Support/ Objection	Officer's Comment	Action (Condition/ Uphold/ Not Uphold)
	<p>Raised concerns in relation to security & safety, short-term renters, residences face challenges in maintaining a safe and secure environment for long-term residents.</p> <p>A high turnover of guests, which can lead to increased noise levels and disturbances.</p>	Objection	<p>The site management plan outlines rules that occupiers must abide by whilst staying at the accommodation. Refer to clause Noise and Amenity.</p> <p>The site management plan outlines rules that occupiers must abide by whilst staying at the accommodation. Refer to clause Noise and Amenity.</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.

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.

**U24/0639 – CHANGE OF USE TO SHORT TERM ACCOMMODATION AT LOT 239 (NO.29)
LEICHHART STREET, BULL CREEK (REC) (ATTACHMENT)****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 LPS6.

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 Residential Zone 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.*

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

- There are no alterations to the existing dwelling design, form, or streetscape as a result of the change of use.
- The location opposite the Bull Creek shopping centre and library and proximity to the Murdoch Health Precinct offers suitable amenities for those seeking short term accommodation over more solely residential areas within the City.
- Whilst the location and scale of the proposed short-term accommodation is not the same as the residential character and amenity of the surrounding locality, these impacts are considered suitably mitigated based through the proposed management controls in the current application. Limiting the approval to a 12-month trial period will also provide opportunity to monitor impacts and to refuse continuation of the use should adverse impacts be observed.

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 presented to residential uses, LPP 1.21 was developed to assist in the assessment of short stay accommodation proposals across the City.

**U24/0639 – CHANGE OF USE TO SHORT TERM ACCOMMODATION AT LOT 239 (NO.29)
LEICHHART STREET, BULL CREEK (REC) (ATTACHMENT)**

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.

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 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.

**U24/0639 – CHANGE OF USE TO SHORT TERM ACCOMMODATION AT LOT 239 (NO.29)
LEICHHART STREET, BULL CREEK (REC) (ATTACHMENT)**

Requirement	Comment
cont... 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. Refer to comment section below titled 'Temporary Approval' for further commentary.
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

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 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.

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. Where a short stay accommodation use is proposed within a residential zone, the assessment undertaken will consider the extent to which the various preferred and undesirable property characteristics are satisfied.

**U24/0639 – CHANGE OF USE TO SHORT TERM ACCOMMODATION AT LOT 239 (NO.29)
LEICHHART STREET, BULL CREEK (REC) (ATTACHMENT)**

Preferred Property Characteristics:

- (a) *Location within, abutting or opposite to mixed use centres.*
- (b) *Well served by footpaths, dual access paths and public transport.*
- (c) *Located on Local Distributor and District Distributor Roads.*

2.0 Site Characteristics	
Preferred Characteristics	
a. Location within, abutting or opposite to mixed use centres.	It is noted that the site is not located within the preferred locations. However, the site is considered to be acceptable due to the site being within 100m of Bull Creek Shopping Centre, 280m of a bus route along South Street which connects to the Bull Creek Train Station, located 500m away. The site is also within 1000m of the Murdoch Health Precinct and 1500m of Murdoch University.
b. Well served by footpaths, dual access paths and public transport.	The site is well served by a footpath leading to a bus route 280m located on South Street and a foot path leading to Bull Creek Shopping Centre.
c. Located on Local Distributor and District Distributor Roads.	It is noted that Leichhardt Street is not classed as Local or District Distributor Road and as such does not meet this preferred property characteristic as outlined by LPP 1.21. However, the site is located 250m away from Benningfield Road which classified as a District Distributor Road. Additional traffic associated with the use will not cause a negative amenity impact on the locality.

**U24/0639 – CHANGE OF USE TO SHORT TERM ACCOMMODATION AT LOT 239 (NO.29)
LEICHHART STREET, BULL CREEK (REC) (ATTACHMENT)**

Undesirable Property Characteristics

- (a) *Properties located within cul-de-sacs.*
- (b) *Properties located on battle-axe style rear lots*
- (c) *Properties comprising grouped or multiple dwelling developments with shared access arrangements.*

2.0 Site Characteristics	
Undesirable Property Characteristics	
a. Properties located within cul-de-sacs.	– The site is not located within cul-de-sac.
b. Properties located on battle-axe style rear lots.	The property is not a battle axe lot.
c. Properties comprising grouped or multiple dwelling developments with shared access arrangements.	The property is not a grouped dwelling or multiple dwelling.

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.

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 parking arrangements are proposed as a part of the proposed change of use application.

All parking associated with the proposed Short-Term Accommodation is contained within the garage of the dwelling. The car parking provisions comply with the R-Codes.

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

**U24/0639 – CHANGE OF USE TO SHORT TERM ACCOMMODATION AT LOT 239 (NO.29)
LEICHHART STREET, BULL CREEK (REC) (ATTACHMENT)*****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 the proposed local planning policy.

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

Temporary Approval

Given the proposed short stay accommodation meets 5 out of the 6 site characteristics contained in LPP 1.21, 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.

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 a dwelling (Class 1).

**U24/0639 – CHANGE OF USE TO SHORT TERM ACCOMMODATION AT LOT 239 (NO.29)
LEICHHART STREET, BULL CREEK (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 subject to conditions.

OFFICER RECOMMENDATION**APPROVAL**

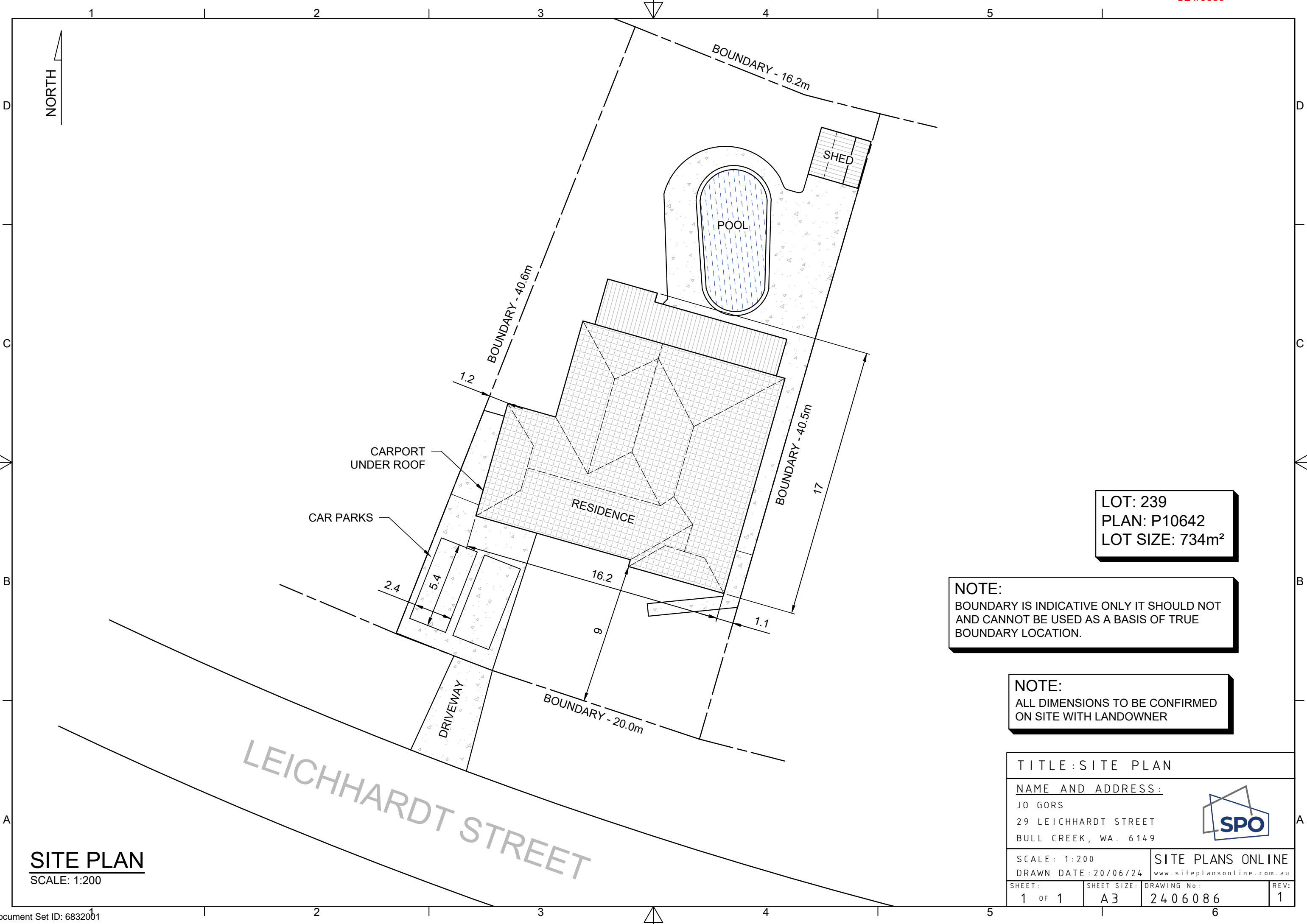
1. This development approval is valid for a period of 12 months from the date of this approval. On or prior to this date, the Holiday House is to cease, and a further development approval is required.
2. The short stay accommodation is to be operated in accordance with the Site Management Plan dated 10 September 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.
- b. In regard to condition 1 if the use is to continue beyond the 10 September 2025, the applicant may submit a separate application for Planning Approval to continue the Short-Term Accommodation 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 has been altered since its original approval. If the new application is not determined prior to the expiry of this application, then the use will need to cease until new approval is obtained.

**ATTACHMENTS
OF THE
DEVELOPMENT ADVISORY UNIT
MEETING
HELD ON
TUESDAY, 10 SEPTEMBER 2024
U24/0639**

Distributed: FRIDAY, 13 SEPTEMBER 2024



LOT: 239
PLAN: P10642
LOT SIZE: 734m²

NOTE:
BOUNDARY IS INDICATIVE ONLY IT SHOULD NOT
AND CANNOT BE USED AS A BASIS OF TRUE
BOUNDARY LOCATION.

NOTE:
ALL DIMENSIONS TO BE CONFIRMED
ON SITE WITH LANDOWNER

TITLE : SITE PLAN			
NAME AND ADDRESS :			
JO GORS			
29 LEICHHARDT STREET			
BULL CREEK, WA. 6149			
SCALE : 1:200		SITE PLANS ONLINE	
DRAWN DATE : 20/06/24		www.siteplansonline.com.au	
SHEET :	SHEET SIZE :	DRAWING No:	REV:
1 OF 1	A3	2406086	1

SITE PLAN
SCALE: 1:200

BM & JM Gors

DEVELOPMENT APPLICATION

PROPOSED SHORT-TERM ACCOMMADTION

29 Leichhart Street
Bull Creek WA 6149

May 2024

Development application – 29 Leichhardt Street, Bull Creek

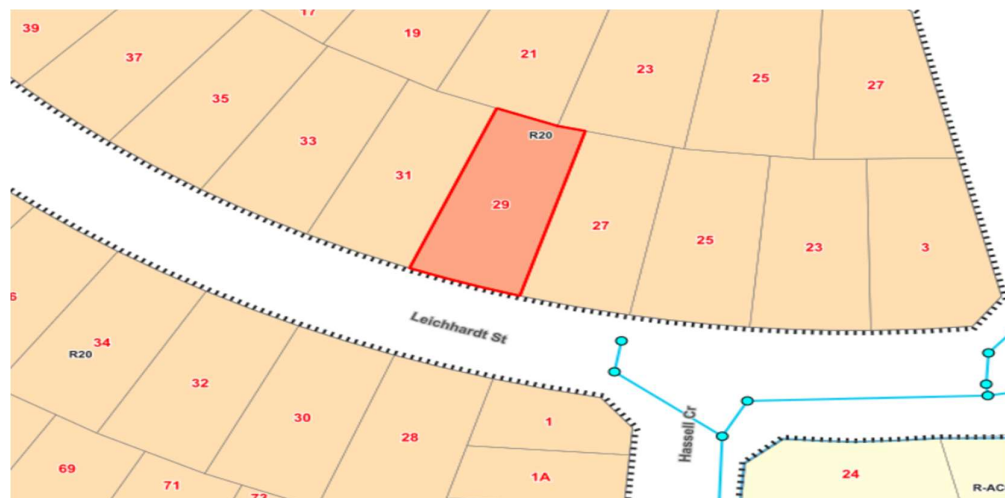
Property Address	29 Leichhardt Street, Bull Creek
Lot Size	734m²
Existing Use	Residential
Heritage Listed	No
Local Planning Scheme Zoning	R20
Landowners/Applicant	BM & JM Gors
Proposed Development	Change of use to Short-Term Accommodation

Subject Site:

The site of subject of the development application is 29 Leichhardt Street, Bull Creek. The site contains an established single story, three-bedroom residential dwelling, inground pool with a 3 bay car carport.

The site is zoned R20 under the City of Melville local planning scheme.

The area immediately surrounding the site is an established low density use area. The broader locality includes Fiona Stanley hospital, shopping centre, workplaces ect. The site has easy access to public transport train and bus stations close by.



Proposal:

We propose a change of use to short term accommodation at 29 Leichhardt Street, Bull Creek, which includes the following:

- A maximum occupancy of six people, accommodated in the three existing bedrooms.
- A maximum of three car parking spaces, provided on-site in the garage/carport/ parking area.
- Use of the outdoor area limited to between 7am-10pm on any day, to mitigate potential late night noise disturbances to adjacent neighbours.
- No parties permitted at the accommodation, no loud music, no stays of less than two nights and all visitors will 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 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 reduced. 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, like 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, 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.

Potential noise, traffic and amenity impacts will be reduced through the 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.

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.

Site Management Plan

**29 Leichhardt Street
Bull Creek
6149**

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1. 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.

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.

1.1 House Rules

The following House Rules are displayed at the property:

1. Parties & Gatherings – This property has a strict no party policy.
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.
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).

2.Complaint management procedure

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 more than happy to provide our personal 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.

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.

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.

3.Control management plan

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.

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.

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.

4. Check in procedures

Check-in is from 2:00pm 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. A secured lockbox will be installed at the property and next to the front door so guests can easily access the property with ease.

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.

Check-out is at 10am or earlier on their departure date.

5. Car parking management plan

The property comes with three bay carport.

Car parking is to be on-site in the allocated car bays only. Guest must not block access to neighbouring driveways / properties. On street parking is not allowed

6. Property waste management plan

General rubbish and recycling items are to be disposed in accordance with the local council policies and procedures in the correct allocated bins for weekly collection on Fridays.

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 assist with rubbish disposal at checkout and if the property is vacant.