



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 Monday, 19 May 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, 6 JUNE 2025

Contents

1	Attendance and Apologies.....	4
2	Business.....	4
3	Outcomes	4
4	Items	4
	UP25/72 Change of Use from Residential (Multiple Dwellings) to Unhosted Short Term Rental Accommodation at Lots 5, 6, 7 & 8 (Nos. 5/560, 6/560, 7/560 & 8/560) Canning Highway, Attadale	4
5	Outcomes Following Call Up Period.....	15
6	Closure	15

1 ATTENDANCE AND APOLOGIES

In Attendance

Officer

T. Cappellucci

T. Geddes

S. Meloncelli

N. Mazzega

Role

Acting Manager Development Approvals

Acting Principle Planning Officer

Principle Building Surveyor

Acting Senior Planning Officer

Apologies

2 BUSINESS

	Matters for consideration	Notes from meeting
UP25/72	Change of Use from Residential (Multiple Dwellings) to Unhosted Short Term Rental Accommodation at Lots 5, 6, 7 & 8 (Nos. 5/560, 6/560, 7/560 & 8/560) Canning Highway, Attadale	

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

UP25/72 Change of Use from Residential (Multiple Dwellings) to Unhosted Short Term Rental Accommodation at Lots 5, 6, 7 & 8 (Nos. 5/560, 6/560, 7/560 & 8/560) Canning Highway, Attadale

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-2025-170 DA-2025-171 DA-2025-172 DA-2025-173
Applicant:	Keith Baird
Owner:	Ewe Huat The (deceased), Yuk Hoe The (executor) and Austro Asia Activities Pty Ltd
Proposal:	Change of Use from Multiple Dwellings to Use Not Listed (Unhosted Short Term Rental Accommodation)
Attachments:	<ol style="list-style-type: none"> 1. Development Plans and Site Management Plan - DA-2025-170 - 5/560 Canning Highway 2. Development Plans and Site Management Plan - DA-2025-171 - 6/560 Canning Highway 3. Development Plans and Site Management Plan - DA-2025-172 - 7/560 Canning Highway 4. Development Plans and Site Management Plan - DA-2025-173 - 8/560 Canning Highway 5. Neighbour Information Plan for Lots 5,6,7 & 8 (Nos. 5/560, 6/560, 7/560 & 8/560) Canning Highway, Attadale

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

- Four development applications at Lot 6 (No. 5), Lot 5 (No. 6), Lot 7 (No. 7) and Lot 8 (No. 8) 560 Canning Highway, all seek development approval for a change of land use from Residential (Multiple Dwellings) to Unhosted Short Term Rental Accommodation. Given the owner of all four development application sites is the same and the location of the four sites is within the same existing multiple dwelling development at the rear of No. 560 Canning Highway, Attadale, it was determined appropriate to assess all four applications concurrently with one another and as such, be presented as one Development Advisory Unit (DAU) report rather than four separate reports. Four separate determinations will be issued.
- The original development approval for the subject site at No. 560 Canning Highway, Attadale, was granted on 24 July 2019 for a mixed-use development comprising office (4 office units at the front of the site) and residential (4 multiple dwellings at the rear of the site) combined with centralised covered car parking bays. The approved development was constructed with the commercial (office) element fronting Canning Highway and residential multiple dwellings located to the rear of the site.

- The subject four development applications have been assessed against Local Planning Policy Scheme No.6 (LPS6), relevant local planning policies including Local Planning Policy 1.21 – Short Stay Accommodation (LPP 1.21) and the Residential Design Codes Volume 1 Part C (R-Codes).
- The applications were advertised in accordance with LPS6 and LPP 1.1 and the City received two submissions of objection. As a result of the objections received, the applicants submitted a revised Site Management Plan (SMP) to address the concerns. This revised SMP was referred to the objectors and no further submissions were received.
- Accordingly, these applications were 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 19 May 2025.
- At the above DAU meeting, it was noted that a referral of the development applications to Main Roads Western Australia (MRWA) was required given changes that occurred in March 2025. Therefore, this subsequent report was not prepared until after MRWA provided their comments to the City on the subject applications (received on 27th of May), whereby no objection was received.
- Modifications to the Site Management Plan (SMP) enhance the proposed use's compatibility with the Mixed Use zone objectives of LPS6 and the development standards contained within LPP 1.21 (including draft amendments). It is recommended that a temporary approval is granted for a twelve-month trial period along with minimum two-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 for each site 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 Multiple Dwellings to Use Not Listed (Unhosted Short Term Rental Accommodation) of the four subject development applications, subject to the following conditions and advice notes being imposed on each development application:

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; and**
 - 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.**

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 Unhosted Short Term Rental Accommodation is limited to a maximum of six persons at any given time.**

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.**
- iv) **This approval is also an approval under the Metropolitan Region Scheme. This property is affected by land reserved in the Metropolitan Region Scheme and will be required for road purposes at some time in the future.**

PURPOSE

The purpose of this report is to provide an outline of the key matters of consideration for the proposed development applications, outline where discretion is required to be exercised and appropriateness of this discretion against the relevant performance criteria and provide an officer recommendation given it is an 'A' land use permissibility within LPS6 and does not meet some of the preferred site characteristics and undesirable characteristics contained within LPP1.21. Specifically, the subject site has both desirable and undesirable characteristics which necessitate a nuanced assessment beyond the standard policy framework as provided below.

Whilst the subject sites do not meet all the preferred site characteristics (it is located on a Primary Regional Road) and has one undesirable characteristic being located within a multiple dwelling site, 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.
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
	4.1	Facilitate vibrant activated local places and centres.
	4.2	Increase awareness of Melville as a tourism and eco-tourism destination.

BACKGROUND

This report is in relation to four development applications for the change of land use of Lot 6 (No. 5), Lot 5 (No. 6), lot 7 (No. 7) and lot 8 (No. 8) 560 Canning Highway from Residential (Multiple Dwellings) to Short Term Rental Accommodation. As a 'A' land use permissibility within the Mixed Use zone under LPS6, the proposal requires the exercise of discretion as to the appropriateness of the land use within zone. The proposed four development applications have been assessed against the relevant provisions contained within LPS6, relevant local planning policies including LPP1.21 and the R-Codes.

The subject site is zoned mixed use under LPS6 and is afforded a density code of R50. At the time of undertaking the initial assessment, the land use of Unhosted Short Term Rental Accommodation was considered to be a use not listed, however Scheme Amendment No. 11 to LPS6 to introduce appropriate land use terms for short term rental accommodation has since been gazetted. The four development applications were advertised due to the procedures under LPS6 for uses not listed which is the same as if the land use were an 'A' permissibility. This means there was no change in advertising procedure required as a result of the gazettal of LPS6.

The development applications were advertised together as one combined application to the adjoining properties in accordance with LPS6, LPP1.1 and LPP1.21. Two submissions of objection were received. Concerns raised during the consultation period primarily related to potential amenity impacts associated with the proposed use. These included noise disruption from loud guests, privacy concerns, complaints of previous smoking on the balcony, and late-night check-ins causing further disturbance. One submission also raised concerns regarding increased traffic and noise from additional parking demand, queried whether guests would be appropriately vetted and expressed concern over the potential for property damage.

In response, the applicant was provided with a summary of the submissions and subsequently submitted an updated SMP addressing these concerns. In addition, a Neighbour Pack Information Plan (See Attachment 5) was developed, which outlines procedures for reporting noise disturbances, the complaint resolution process, and a commitment that all check-ins after 9:00pm will be conducted in person by the property manager. The applicant also offered to install a noise monitoring device on the balcony if any further complaints are received. This updated SMP was provided to objectors, who provided no further submission.

As a result of the objections received, the applications have progressed through the City's DAU process with a recommendation that the change of use be supported subject to conditions including minimum 2 night stay and initial temporary approval.

The applications were referred to MRWA on Monday 19th May 2025 due to the subject site being located on a primary regional road, in accordance with the modernised Metropolitan Region Scheme (MRS). MRWA responded on 27th May 2025 having no objections to the developments proposed. MRWA provided the following advice which has been recommended as an advice note accordingly:

'This property is affected by land reserved in the Metropolitan Region Scheme and will be required for road purposes at some time in the future.'



Figure 1: Aerial Photograph of Subject Site

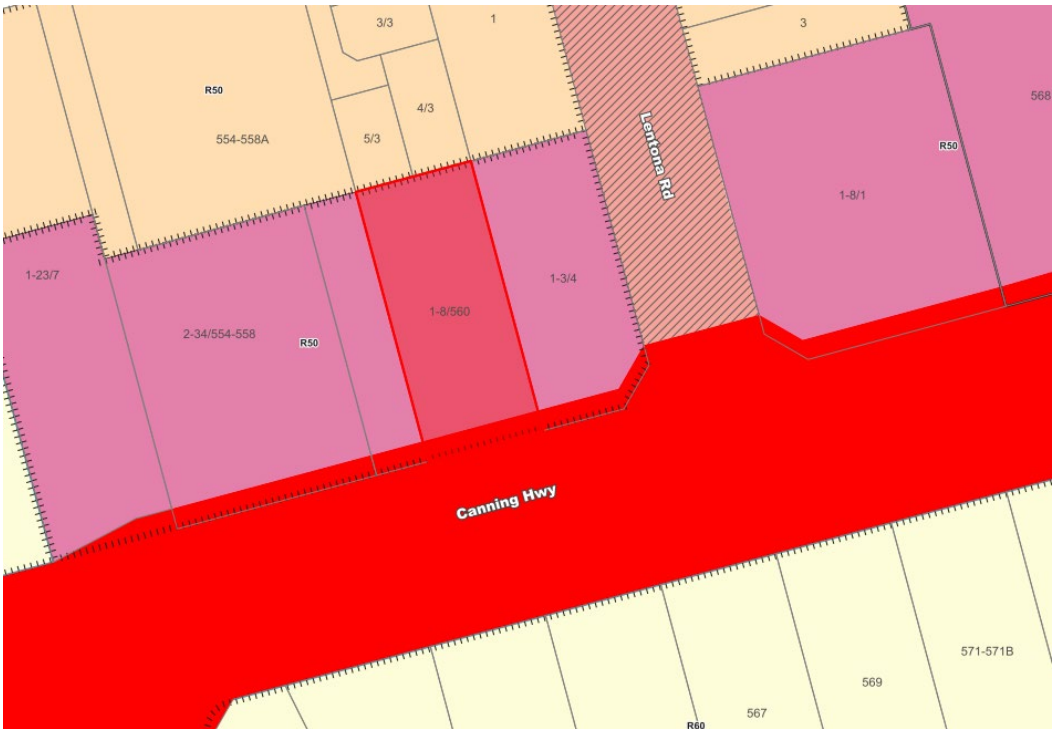


Figure 2: LPS6 Zoning map context with subject site marked in red

Scheme Provisions

MRS Zoning	Urban
LPS Zoning	Mixed Use
R-Code	R50
Use Type	Unhosted Short Term Rental Accommodation
Use Class	A

Site Details

Lot Area	947m ²
Retention of Existing Vegetation	N/A
Street Tree(s)	N/A
Street Furniture (drainage pits etc.)	N/A
Site Details	Existing Multiple Dwellings

CONSIDERATION

This application has been assessed against the provisions of the 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 RequirementsCity of Melville Local Planning Policy 1.21 – Short Term Accommodation

Development Requirement	Deemed to Comply Requirement	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 four multiple dwellings and four office units	Requires assessment using Performance Criteria. Refer to discussion below.
Clause 2.1 – Site characteristics <i>Preferred Property Characteristics</i>	(c) Located on Local Distributor or District Distributor Roads	Subject site located on Primary Regional Road	Requires assessment using Performance Criteria. Refer to discussion below.

Notwithstanding the above, the City is satisfied that the change of use to Unhosted Short Term Rental Accommodation can be supported for the following reasons:

- There are no permanently tenanted dwellings on the subject site mitigating impact of shared use of common areas such as driveways
- There is centralised management of the dwellings
- 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 subject sites have minimal exposure to adjoining properties, being segregated from primary OLA of all adjoining neighbours; and
 - Each dwelling has 2 dedicated car spots which should ensure cars are kept off nearby Canning Highway verge.

- The applicant has revised their operational SMP, specifying that any late check-ins after 9pm will be accompanied by the short-term accommodation manager, to minimise disturbances or any excessive noise.
- 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 (proposed three nights) to further discourage any antisocial behaviour. This will remove the possibility of peoples renting the for one-night stays for parties or other social occasions.
- A maximum of six guests can stay per dwelling. This also reduces the potential of large parties using the site, with the aim to reduce noise/antisocial behaviour at the site.
- Despite being located within a multiple dwelling development at the rear of the site, the front tenancies (Nos. 1-4/560 Canning Highway) are non-residential uses and operate during normal business hours.
- The City notes that the subject sites are within a Mixed Use zone and are located 30 meters to a bus stop along Canning Highway ('Canning Highway Before Lentona Road') ensuring the proposal meets preferred characteristics (a) and (b) of LPP1.21.

Revised Local Planning Policy 1.21 – Short Term 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.

A review of the Short Term Rental Accommodation Register identified 17 registered properties within Attadale. Noting the number and typology of properties on the register, this site provides conveniently located dwellings of type which is more convenient for many users which is not as common as other dwelling types.

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

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 an 'A' permissibility within the Mixed Use zone, which means that the use 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 'Mixed Use' zone where the subject site is located are as follows:

- *"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.*
- *To allow for the development of a mix of varied but compatible land uses such as housing, child care, and appropriate land uses which do not generate nuisances detrimental to the amenity of the district or to the health, welfare and safety of its residents.*
- *To ensure that development is not detrimental to the amenity of adjoining owners or residential properties in the locality.*
- *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.*
- *To provide for a compatible mix of commercial and residential uses which complement the adjacent activity centres and will contribute towards the development of a vibrant and attractive place to live and work.*
- *To ensure the nature, form and scale of any non-residential development is such as not to prejudice the commercial services provided for within the designated activity centres, recognising the strategic significance of such centres with reference to their accessibility and co-locational synergies".*

The proposed Unhosted Short Term Rental Accommodation use satisfactorily responds to the relevant Mixed Use zone objectives of LPS6 for the following reasons:

- Unhosted Short Term Rental Accommodation provides an active and flexible use which is compatible with the surrounding residential and commercial uses. The transient nature of STRA guests encourages regular activity without conflicting with long-term residential amenity of adjacent properties.
- Providing short term accommodation within a mixed use zone also contributes to the mix of compatible land uses anticipated in the zone. It complements housing and other community services by offering diverse accommodation options, while proper management ensures that any potential nuisances, such as noise or parking impacts, are mitigated to preserve amenity and safety.
- The updated SMP acts as a protection of amenity, ensuring that with robust management measures in place, including guest vetting, noise control and clear complaint handling procedures, the STRA use will not adversely impact the amenity of adjoining residential properties or other landowners in the vicinity.
- The nature of the accommodation supports high-quality design and landscaping outcomes that enhance safety, convenience and a sense of place. This is done through contributing positively to community vitality by encouraging diverse visitation and economic activity in the area.
- STRA fits within the commercial-residential mix, which further compliments adjacent activity centres by supporting visitor accommodation needs without undermining commercial services. It supports a vibrant, attractive mixed use environment where people can live, work and stay.
- The scale and form of STRA uses are inherently compatible with the residential character of the zone and do not compete with or prejudice the primary commercial functions of nearby activity centres. Instead, they add flexibility to land use and provide economic and social benefits consistent with the strategic planning goals.

ENGAGEMENT

Advertising Required	Yes
Neighbour's Comment Supplied	Yes

Reason	Required pursuant to LPP1.1 clause 64 of the Regulations
Support/Object	Two objections

Please see the below table for a summary of the comments of the objections received for the applications, and a response is provided in the table below:

Summary of Submission	Support / Objection	Officer's Comment	Action (Condition / Uphold / Not Uphold)
Concerns regarding disrupting peaceful premises, increased traffic and noise. Increase use of common areas, and risk of security breaches.	Objection	<p>See justification of the development against LPP1.21 above.</p> <p>Noise generation demonstrated to be suitably managed, as outlined in the SMP.</p> <p>Neighbours copy of SMP (see Attachment 5) has been updated and given to all adjoining neighbours, also listing contact person (manager of accommodation) if needing to be contacted in regard to complaints.</p> <p>Eight (8) parking bars are provided for guests which exceeds the City's requirements.</p>	Not uphold.
Unit 8 specifically – balcony having smokers and disrupting peace. Late check ins causing disruptions and security risks.	Objection	<p>See justification of the development against LPP1.21 above about concerns regarding noise generation.</p> <p>Neighbours copy of SMP (see Attachment 5) has been given to adjoining neighbour and a recommended condition has included the need for the SMP to include the location of noise monitoring devices. SMP documents complaints register and provides plan to continue to protect the peace of the residential areas adjoining the rear of the lot.</p>	Not uphold.

SUSTAINABILITY IMPLICATIONS

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

LEGISLATIVE AND POLICY ALIGNMENT

This proposal has been assessed in accordance with the *Planning and Development (Local Planning Schemes) Regulations 2015* (Regulations), LPS6, LPP 1.1, LPP1.21, and the Residential Design Codes Volume 1 (Part C). The requirements of the Regulations and LPP1.1 necessitated the advertising of this application, and receipt of objections has determined as per DA-20 and LPP1.1 is required to go through the Development Assessment Unit (DAU) process prior to determination at either Council or by officers under delegation.

FINANCIAL IMPLICATIONS

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

CONSEQUENCE

Should Elected Members have an alternative view to the officer approval recommendation including any concern with the conditions proposed, elected members may call-up the application through the DAU procedures to enable Council consideration of this development application.

If this application is not called up, this application will be determined in accordance with the officer recommendation under delegation.

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

Meeting close: 10:00am



PLANNING APPLICATION CHANGE OF USE - SHORT TERM ACCOMMODATION

UNIT 5/560 CANNING HIGHWAY ATTADALE

Prepared for: The City of Melville. February/2025

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.





CONTENTS

1 SIGNED DEVELOPMENT APPLICATION FORM

2: SIGNED MRS FORM

3: COMPANY EXTRACT

5: DEATH CERTIFICATE

6: FLOOR PLAN

7: STRATA PLAN

8: LOCATION

9: CERTIFICATE OF TITLE

10: COVERING LETTER

11: PROPERTY DESCRIPTION/USE

12: MANAGEMENT PLAN

Introduction

Complaints Management

- Level One Complaint (Minor noise disturbance and/or complaint)
- Level Two Complaint (Major noise disturbance or party)

Check-In and Check-Out

On-Site Register

Maintenance

Guest Guide

Manager's Guide and Responsibilities

Code of Conduct for Guests and Visitors

General Principles

General Requirements

Noise and Residential Amenity

Visitors

Gatherings or Functions

Parking

Garbage and Recycling

Security

Outdoor Areas

Smoking

Pets

Motorcycles and Bicycles

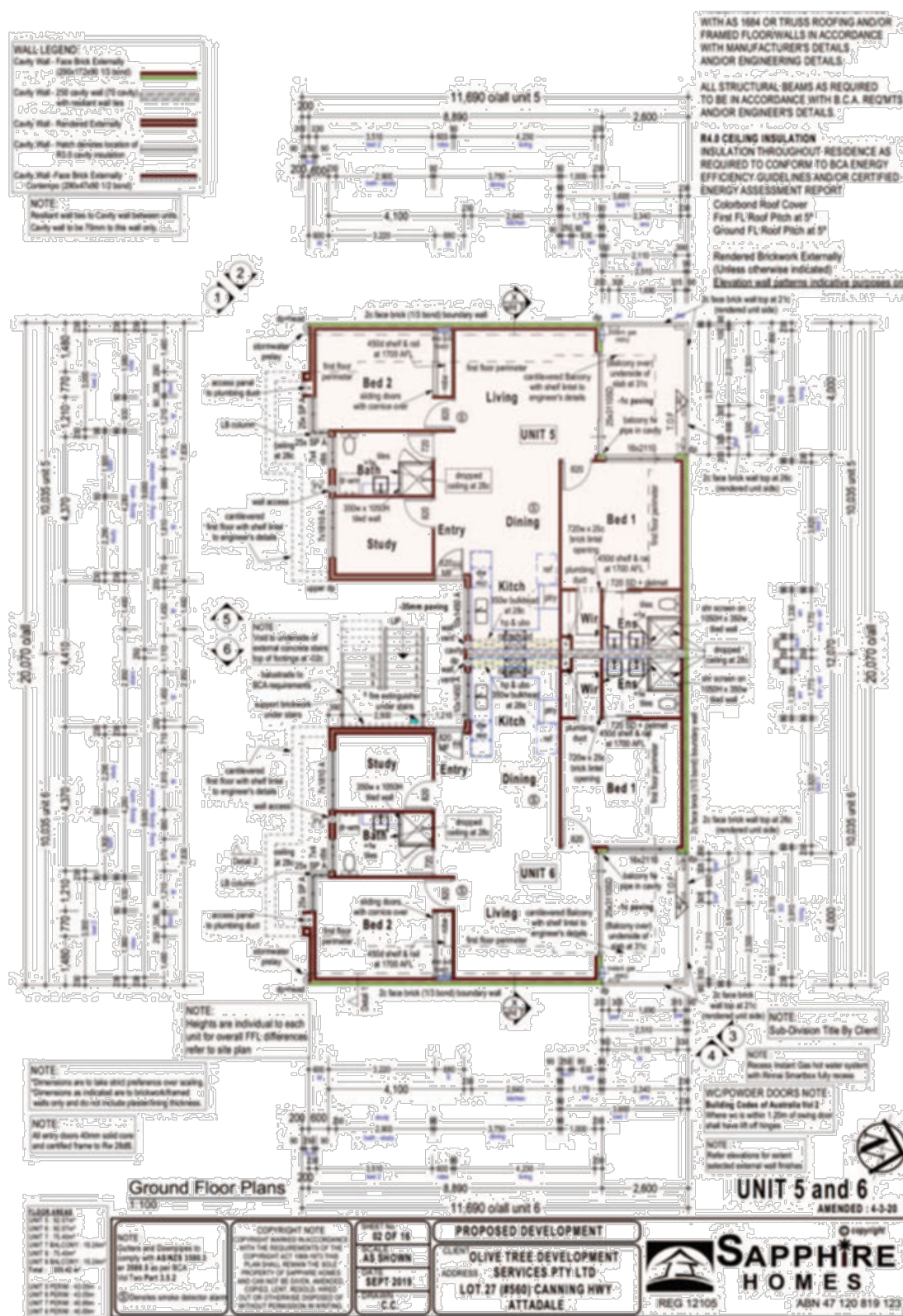
Damage and Breakage

Compliance

Management Contact Information

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.

FLOOR PLAN



It is the responsibility of the Builder / Applicant to incorporate all conditions of the Planning Approval into revised documentation submitted

[illegible]



LOCATION

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.





CERTIFICATE OF TITLE

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.



COVERING LETTER

February 14/2025

City of Melville

10 Almondbury Road, Booragoon 6154

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.

UNIT 5 / 560 CANNING HIGHWAY, ATTADALE.

The owner of this property is seeking approval to offer Short-Term Accommodation.

The reason for applying for Change of Use is that this unit is part of a commercial/residential complex, situated on Canning Highway. Long-term tenants find it difficult live with business activity nearby during the day and the noise of a constant flow of traffic on Canning Highway.

The owner has also experienced damage and maintenance issues with Long-Term rentals. As Short-Term accommodation the property will be checked after every guest and any repairs attended to immediately.

If approval is granted, the property will be managed by Home2BNB.

We specialise in Short-Term Accommodation management and have procedures in place to ensure neighbours and surrounding property owners are not adversely affected.

Guests must agree to a strict Code of Conduct during their stay and only park in designated areas.

We install noise monitors in most properties to alert us if guests are making excessive noise. We then deal with any disturbance immediately by contacting the guests. If they continue to disturb neighbours the Terms of Occupancy give us the authority to insist they vacate the property.

We also use specialised software to automatically check each guest's rating with Short-Stay Web Sites. If they have previously caused disturbances or damage we do not accept the booking.

This software also requires guests to provide additional identification information which is automatically checked and verified before each booking is confirmed.

Attached is a detailed Management Plan and associated information to enable the City of Melville to assess this application to allow the owners to provide short-term accommodation to people visiting the area for business or holidays.

Should you require any additional information please contact the writer.

Yours Sincerely

Managing Director.



MANAGEMENT PLAN. PROPERTY DESCRIPTION/USE

560 Canning Highway is a commercial/residential complex. The building facing Canning Highway is the commercial section and behind it are four residential units and car parking.

Unit 5 is a two bedroom, one bathroom apartment with a living/dining area, kitchen and study.

There is parking for two vehicles in carports allocated to Unit 5.

A maximum of four people will be allowed to stay at the property during each booking.

Bookings will be for a minimum of three nights and a maximum of ninety nights.

The location on Canning Highway will appeal to tourists and corporate guests who need short-term accommodation with easy access to public transport and a major road artery while they are staying in the area.

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. INTRODUCTION

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.

This Short-Term Accommodation Management Plan has been prepared to demonstrate to the City of Melville that if a change of use to Short-Term Holiday Home is approved for Unit 5/560 Canning Highway Attadale, the property will be professionally managed to minimise any adverse impact on neighbours and nearby residents.

Home2BNB has specialised in managing short-stay accommodation for several years and manages properties throughout the Perth Metropolitan area.

We have learnt from experience and have the procedures in place to ensure guests comply with a Strict Code of Conduct.

We use specialised software during the booking process to screen guests and only accept guests with a 5 star rating from AirBNB.

This software also requires guests to provide detailed identification information which is verified prior to bookings being accepted.

These additional checks flag potentially undesirable guests and discourages any anti-social behaviour.

If approved, guests will be able to book a stay via short-stay accommodation websites such as Airbnb and Stayz.





MANAGEMENT PLAN. COMPLAINTS MANAGEMENT

Complaints will be resolved via the Manager.

If neighbours believe guests are not being respectful of the Code of Conduct, they can contact the Manager.

A Register of Complaints will be maintained by the Manager and available for inspection by an authorised Council Officer.

The complaints register will contain the following information:

- 1: The date and time of the complaint;
- 2: The name and address of the complainant;
- 3: The nature of the complaint;
- 4: Investigations carried out;
- 5: Action taken; and
- 6: Response provided to complainant.

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.

A copy of this Management Plan can be made available to neighbours. Neighbours will also be provided with the contact details of the Manager and owner.

Neighbours can to be provided with the following:

- 1: A copy of the Code of Conduct;
- 2: A copy of the complaints management procedure;
- 3: Contact details which allows neighbours to engage with the Manager in the event of anti-social behaviour, particularly after hours.

Neighbours will also be encouraged to contact the police if they have concerns of any illegal activity at the property.



MANAGEMENT PLAN. COMPLAINTS MANAGEMENT

Complaints are divided into two categories, the process for each is detailed below:

Level 1: Complaint (minor noise disturbance and/or complaint)

In the event of a Level 1 complaint the following procedure is to be adopted:

- 1: The neighbour is encouraged to contact the Manager;
- 3: The Manager will contact the guests within one hour to advise them of the complaint and remind them of their obligations under the Code of Conduct.
- 4: If the issue is not resolved and a further complaint is received within 12 hours, the Manager or an appointed security firm will attend the site;
- 5: In the event of a further complaint being received and the complaint validated, the guests will be evicted in accordance with the Code of Conduct.

Level 2 Complaint (major noise disturbance)

Guests are encouraged to enjoy their time on the property, but as specified in the Code of Conduct, parties are not permitted and noise should be minimised after 9pm and before 7am.

If a Level 2 complaint is received, the following procedure is to be adopted:

- 1: The Manager or security firm will attend the premises within one hour of the complaint to verify if this is a major noise disturbance or party;
- 2: If the complaint and the issue is deemed to be a level 1 complaint then the procedure for Level 1 shall be followed.
- 3: If the complaint is verified as a Level 2 complaint, the guests will be evicted in accordance with the Code of Conduct.

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. CHECK-IN / CHECK-OUT

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.

Check-In

At the time of booking online, guests must review and agree to accept the house rules which specifically state:

1: No parties or events;

2: Quiet house after 9.00 pm

Check-In from 3:00pm - 9:00 pm

Guests are provided with a code for keypad entry into the property.

Check-Ins are not permitted after 9.00 pm.

If guests arrive at the property after 9.00 pm they should contact the manager who will meet them at the property to assist with entry to minimise any disturbance to neighbouring properties.

Check-out

Check-out time is before 10:00 am on the day of departure, unless other arrangements have been made with the Manager.

In the event that the Manager grants approval for check-out before 7.00am, guests are to ensure that noise is kept to a minimum to avoid disturbing neighbours.





MANAGEMENT PLAN. ON-SITE REGISTER/MAINTENANCE

On-site register.

A register of all occupants will be kept by the Manager and be available for inspection by an authorised Council Officer, and shall contain:

- 1: The full names and usual place of residence of all occupants
- 2: The dates of arrival and departure of the occupants.

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.

Maintenance.

Maintenance refers to both building maintenance and care of the gardens.

Maintenance will be managed by the Manager.

Maintenance will preferably be performed at a time between occupancy unless it is urgent and requires attendance at time of occupancy.

Other than in the case of an emergency, any maintenance contractors or staff will be engaged to attend during normal business hours to minimise disruptions to neighbours.





MANAGEMENT PLAN. GUEST GUIDE

A guide containing the following information shall be prepared for guests and kept in a folder on the premises:

- 1: Manager name and contact details.
- 2: Code of Conduct.
- 3: Procedure in the event of the house alarm activating.
- 4: Wi-Fi Device name and password.
- 5: Key lockbox code.
- 6: TV Information.
- 7: Air Conditioner operation.
- 8: Location of the first aid kit.
- 9: Extra towels and sheets.
- 10: Hot water systems operation.
- 11: Rubbish bin location and procedure for collection of rubbish bins.
- 12: Check-in time.
- 13: Check-out time.
- 14: Local restaurants and shopping.
- 15: Local parks and recreation services.
- 16: Other major attractions.
- 17: Important contact numbers.
- 18: Any other information as required.

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.

Manager's Guide and Responsibilities.

A guide documenting tasks and processes will be retained by the Manager for the following:

- 1: General hosting (including liaisons with clients, providers and Local Government);
- 2: Cleaning information between occupants;
- 3: Procedure for bin collection;
- 4: Laundry requirements;
- 5: Garden preventative maintenance; and
- 6: Building preventative maintenance.

The Manager shall maintain:

The Register of Complaints as referred to in this Management Plan;

A register of all occupants referred to in this Management Plan;



MANAGEMENT PLAN. CODE OF CONDUCT FOR GUESTS AND VISITORS

The Code of Conduct is provided at the property to ensure that guests and visitors know and comply with specific behaviour governing their permission to enter and occupy the property.

The Code of Conduct will be displayed in a conspicuous place in the property so that it can be easily viewed by guests and visitors.

General Principles

Short-Term Accommodation is a unique experience and the guiding principles of this Code of Conduct are:

- 1: Treat the property as if it is your own home.
- 2: Respect your neighbours.
- 3: Leave it in the appropriate condition as it was upon occupation.

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.

General Requirements

- 1: Guests and visitors must comply with this Code of Conduct and instructions from the Manager during their stay.
- 2: Guests must notify the Manager of any disputes or complaints from neighbours as soon as practicable.

Noise and Residential Amenity

- 1: Guests and visitors must not create noise which is offensive or has the potential to create a nuisance to occupiers of neighbouring properties especially between 9pm and 7am Monday to Saturday and 9pm – 9am on Sunday and public holidays, during arrival and departure, and at any time throughout the occupancy.
- 2: Offensive noise is prohibited and may result in termination of permission to occupy the property, eviction, loss of rental paid and extra charges for security and other expenses, which may be deducted from the security deposit or bond under the terms and conditions.
- 3: Guests and visitors must not engage in any anti-social behaviour and must minimise their impact upon the residential amenity of the neighbours and the local community.

Visitors

- 1: No visitors or guests other than those who are booked to stay at the property can stay in the property without first obtaining the Manager's approval.
- 2: If the Manager's approval is obtained for visitors, guests are responsible for ensuring that visitors comply with this Code of Conduct.



MANAGEMENT PLAN. CODE OF CONDUCT FOR GUESTS AND VISITORS

Gatherings and Functions.

This property is not a "party house" and any such activities are strictly prohibited.

Parking.

1: Parking for two vehicles in the designated carports.

Garbage and Recycling

1: Rubbish and recycled goods are to be disposed of in accordance with the usual practice at the property in the allocated bins, and excess rubbish must not be left in a public area.

2: Rubbish and recycling arrangements at the property are in the form of a bin for general rubbish and a bin for recycled goods as per the City of Melville Guidelines.

3: Bins should not be placed on the verge before 12pm on the day before collection day.

The Manager is to check by 6pm on the evening prior to collection day that the bins have been placed on the verge. In the event that bins are not placed on the verge by 6pm on the evening prior to collection day, the Manager will place the bins on the verge.

The Manager is to check by 6pm on the day of collection that the bins have been brought onto the property and are not on the verge. In the event that bins are still on the verge at 6pm on the day of collection, the Manager will bring the bins back on the property.

Security.

1: Whenever guests are absent from the property they must close and lock all windows and doors to maintain security and prevent rain and water damage.

2: At all other times, doors and windows should be secured as a general security measure.

3: The mains electricity RCD's (Residual Current Devices) are located in the property's meter box.

In the event of the house security alarm being accidentally activated, guests are to endeavour to stop the alarm sounding as soon as possible and advise the Manager of the incident.

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. FOR GUESTS AND VISITORS

Outdoor Areas.

- 1: Guests are to respect the privacy of neighbours when utilising outdoor areas.
- 2: Guests are to also minimise noise when in the outdoor areas.

Smoking.

Smoking is not permitted within the residence.

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.

Pets.

Pets are only permitted with approval of the Manager.

Motorcycles and Bicycles.

Motorbikes and bicycles are not permitted within the residence.

Damages and Breakages.

Any damage or breakages must be reported to the Manager.

Compliance.

- 1: Breach of the Code of Conduct is a breach of The Terms and Conditions of Contract and permission to occupy of the property.
- 2: The owner and Manager reserve the right, in accordance with the law, to terminate permission to occupy and to evict from the property guests or visitors who refuse to follow the Code of Conduct, or who cause a nuisance.



MANAGEMENT PLAN. MANAGEMENT CONTACT INFORMATION

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.





PLANNING APPLICATION CHANGE OF USE - SHORT TERM ACCOMMODATION

UNIT 6/560 CANNING HIGHWAY ATTADALE

Prepared for: The City of Melville. February/2025

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.





CONTENTS

1 SIGNED DEVELOPMENT APPLICATION FORM

2: SIGNED MRS FORM

3: COMPANY EXTRACT

5: DEATH CERTIFICATE

6: FLOOR PLAN

7: STRATA PLAN

8: LOCATION

9: CERTIFICATE OF TITLE

10: COVERING LETTER

11: PROPERTY DESCRIPTION/USE

12: MANAGEMENT PLAN

Introduction

Complaints Management

- Level One Complaint (Minor noise disturbance and/or complaint)
- Level Two Complaint (Major noise disturbance or party)

Check-In and Check-Out

On-Site Register

Maintenance

Guest Guide

Manager's Guide and Responsibilities

Code of Conduct for Guests and Visitors

General Principles

General Requirements

Noise and Residential Amenity

Visitors

Gatherings or Functions

Parking

Garbage and Recycling

Security

Outdoor Areas

Smoking

Pets

Motorcycles and Bicycles

Damage and Breakage

Compliance

Management Contact Information

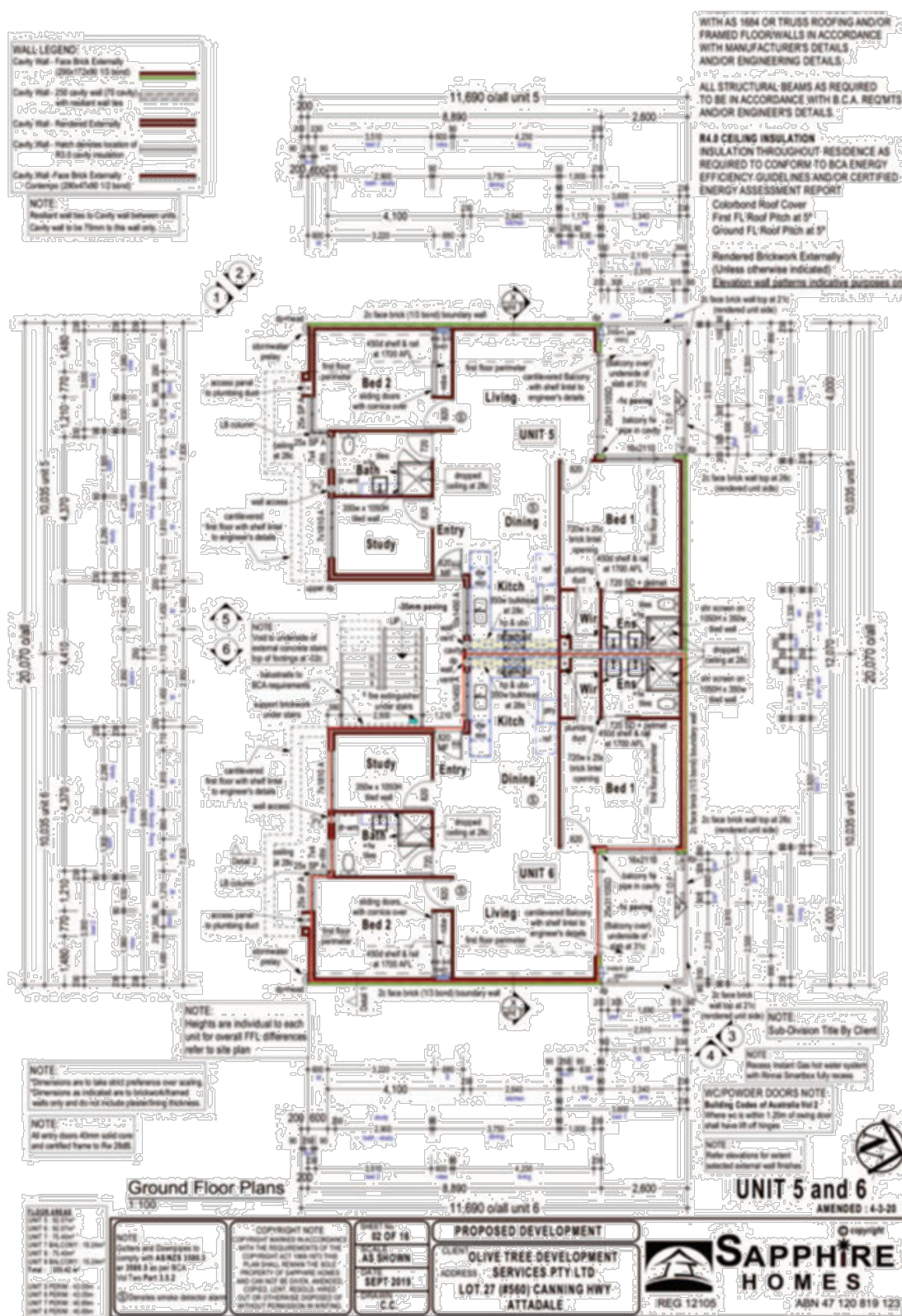
It is the responsibility of the Builder / Applicant to incorporate all conditions of the Planning Approval into revised documentation submitted to support an application for a Building Permit.



DEATH CERTIFICATE

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.

FLOOR PLAN



It is the responsibility of the Builder / Applicant to incorporate all conditions of the Planning Approval into revised documentation submitted

[illegible]



LOCATION

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.





CERTIFICATE OF TITLE

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.



COVERING LETTER

February 14/2025

City of Melville

10 Almondbury Road, Booragoon 6154

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.

UNIT 6 / 560 CANNING HIGHWAY, ATTADALE.

The owner of this property is seeking approval to offer Short-Term Accommodation.

The reason for applying for Change of Use is that this unit is part of a commercial/residential complex, situated on Canning Highway. Long-term tenants find it difficult live with business activity nearby during the day and the noise of a constant flow of traffic on Canning Highway.

The owner has also experienced damage and maintenance issues with Long-Term rentals. As Short-Term accommodation the property will be checked after every guest and any repairs attended to immediately.

If approval is granted, the property will be managed by Home2BNB.

We specialise in Short-Term Accommodation management and have procedures in place to ensure neighbours and surrounding property owners are not adversely affected.

Guests must agree to a strict Code of Conduct during their stay and only park in designated areas.

We install noise monitors in most properties to alert us if guests are making excessive noise.

We then deal with any disturbance immediately by contacting the guests. If they continue to disturb neighbours the Terms of Occupancy give us the authority to insist they vacate the property.

We also use specialised software to automatically check each guest's rating with Short-Stay Web Sites. If they have previously caused disturbances or damage we do not accept the booking.

This software also requires guests to provide additional identification information which is automatically checked and verified before each booking is confirmed.

Attached is a detailed Management Plan and associated information to enable the City of Melville to assess this application to allow the owners to provide short-term accommodation to people visiting the area for business or holidays.

Yours Sincerely

A handwritten signature in black ink, appearing to read 'Radel Lam', with a stylized flourish at the end.

Managing Director.



MANAGEMENT PLAN. PROPERTY DESCRIPTION/USE

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.

560 Canning Highway is a commercial/residential complex. The building facing Canning Highway is the commercial section and behind it are four residential units and car parking.

Unit 6 is a two bedroom, one bathroom apartment with a living/dining area, kitchen and study.

There is parking for two vehicles in carports allocated to Unit 6.

A maximum of four people will be allowed to stay at the property during each booking.

Bookings will be for a minimum of three nights and a maximum of ninety nights.

The location on Canning Highway will appeal to tourists and corporate guests who need short-term accommodation with easy access to public transport and a major road artery while they are staying in the area.





MANAGEMENT PLAN. INTRODUCTION

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.

This Short-Term Accommodation Management Plan has been prepared to demonstrate to the City of Melville that if a change of use to Short-Term Holiday Home is approved for Unit 6/560 Canning Highway Attadale, the property will be professionally managed to minimise any adverse impact on neighbours and nearby residents.

Home2BNB has specialised in managing short-stay accommodation for several years and manages properties throughout the Perth Metropolitan area.

We have learnt from experience and have the procedures in place to ensure guests comply with a Strict Code of Conduct.

We use specialised software during the booking process to screen guests and only accept guests with a 5 star rating from AirBNB.

This software also requires guests to provide detailed identification information which is verified prior to bookings being accepted.

These additional checks flag potentially undesirable guests and discourages any anti-social behaviour.

If approved, guests will be able to book a stay via short-stay accommodation websites such as Airbnb and Stayz.





MANAGEMENT PLAN. COMPLAINTS MANAGEMENT

Complaints will be resolved via the Manager.

If neighbours believe guests are not being respectful of the Code of Conduct, they can contact the Manager.

A Register of Complaints will be maintained by the Manager and available for inspection by an authorised Council Officer.

The complaints register will contain the following information:

- 1: The date and time of the complaint;
- 2: The name and address of the complainant;
- 3: The nature of the complaint;
- 4: Investigations carried out;
- 5: Action taken; and
- 6: Response provided to complainant.

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.

A copy of this Management Plan can be made available to neighbours. Neighbours will also be provided with the contact details of the Manager and owner.

Neighbours can to be provided with the following:

- 1: A copy of the Code of Conduct;
- 2: A copy of the complaints management procedure;
- 3: Contact details which allows neighbours to engage with the Manager in the event of anti-social behaviour, particularly after hours.

Neighbours will also be encouraged to contact the police if they have concerns of any illegal activity at the property.



MANAGEMENT PLAN. COMPLAINTS MANAGEMENT

Complaints are divided into two categories, the process for each is detailed below:

Level 1: Complaint (minor noise disturbance and/or complaint)

In the event of a Level 1 complaint the following procedure is to be adopted:

- 1: The neighbour is encouraged to contact the Manager;
- 3: The Manager will contact the guests within one hour to advise them of the complaint and remind them of their obligations under the Code of Conduct.
- 4: If the issue is not resolved and a further complaint is received within 12 hours, the Manager or an appointed security firm will attend the site;
- 5: In the event of a further complaint being received and the complaint validated, the guests will be evicted in accordance with the Code of Conduct.

Level 2 Complaint (major noise disturbance)

Guests are encouraged to enjoy their time on the property, but as specified in the Code of Conduct, parties are not permitted and noise should be minimised after 9pm and before 7am.

If a Level 2 complaint is received, the following procedure is to be adopted:

- 1: The Manager or security firm will attend the premises within one hour of the complaint to verify if this is a major noise disturbance or party;
- 2: If the complaint and the issue is deemed to be a level 1 complaint then the procedure for Level 1 shall be followed.
- 3: If the complaint is verified as a Level 2 complaint, the guests will be evicted in accordance with the Code of Conduct.

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. CHECK-IN / CHECK-OUT

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.

Check-In

At the time of booking online, guests must review and agree to accept the house rules which specifically state:

- 1: No parties or events;
- 2: Quiet house after 9.00 pm

Check-In from 3:00pm - 9:00 pm

Guests are provided with a code for keypad entry into the property.

Check-Ins are not permitted after 9.00 pm.

If guests arrive at the property after 9.00 pm they should contact the manager who will meet them at the property to assist with entry to minimise any disturbance to neighbouring properties.

Check-out

Check-out time is before 10:00 am on the day of departure, unless other arrangements have been made with the Manager.

In the event that the Manager grants approval for check-out before 7.00am, guests are to ensure that noise is kept to a minimum to avoid disturbing neighbours.





MANAGEMENT PLAN. ON-SITE REGISTER/MAINTENANCE

On-site register.

A register of all occupants will be kept by the Manager and be available for inspection by an authorised Council Officer, and shall contain:

- 1: The full names and usual place of residence of all occupants
- 2: The dates of arrival and departure of the occupants.

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.

Maintenance.

Maintenance refers to both building maintenance and care of the gardens.

Maintenance will be managed by the Manager.

Maintenance will preferably be performed at a time between occupancy unless it is urgent and requires attendance at time of occupancy.

Other than in the case of an emergency, any maintenance contractors or staff will be engaged to attend during normal business hours to minimise disruptions to neighbours.





MANAGEMENT PLAN. GUEST GUIDE

A guide containing the following information shall be prepared for guests and kept in a folder on the premises:

1: Manager name and contact details.

2: Code of Conduct.

3: Procedure in the event of the house alarm activating.

4: Wi-Fi Device name and password.

5: Key lockbox code.

7: Air Conditioner operation.

8: Location of the first aid kit.

9: Extra towels and sheets.

10: Hot water systems operation.

11: Rubbish bin location and procedure for collection of rubbish bins.

12: Check-in time.

13: Check-out time.

14: Local restaurants and shopping.

15: Local parks and recreation services.

16: Other major attractions.

17: Important contact numbers.

18: Any other information as required.

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.

6: TV Information.

Manager's Guide and Responsibilities.

A guide documenting tasks and processes will be retained by the Manager for the following:

1: General hosting (including liaisons with clients, providers and Local Government);

2: Cleaning information between occupants;

3: Procedure for bin collection;

4: Laundry requirements;

5: Garden preventative maintenance; and

6: Building preventative maintenance.

The Manager shall maintain:

The Register of Complaints as referred to in this Management Plan;

A register of all occupants referred to in this Management Plan;



MANAGEMENT PLAN. CODE OF CONDUCT FOR GUESTS AND VISITORS

The Code of Conduct is provided at the property to ensure that guests and visitors know and comply with specific behaviour governing their permission to enter and occupy the property.

The Code of Conduct will be displayed in a conspicuous place in the property so that it can be easily viewed by guests and visitors.

General Principles

Short-Term Accommodation is a unique experience and the guiding principles of this Code of Conduct are:

- 1: Treat the property as if it is your own home.
- 2: Respect your neighbours.
- 3: Leave it in the appropriate condition as it was upon occupation.

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.

General Requirements

- 1: Guests and visitors must comply with this Code of Conduct and instructions from the Manager during their stay.
- 2: Guests must notify the Manager of any disputes or complaints from neighbours as soon as practicable.

Noise and Residential Amenity

- 1: Guests and visitors must not create noise which is offensive or has the potential to create a nuisance to occupiers of neighbouring properties especially between 9pm and 7am Monday to Saturday and 9pm – 9am on Sunday and public holidays, during arrival and departure, and at any time throughout the occupancy.
- 2: Offensive noise is prohibited and may result in termination of permission to occupy the property, eviction, loss of rental paid and extra charges for security and other expenses, which may be deducted from the security deposit or bond under the terms and conditions.
- 3: Guests and visitors must not engage in any anti-social behaviour and must minimise their impact upon the residential amenity of the neighbours and the local community.

Visitors

- 1: No visitors or guests other than those who are booked to stay at the property can stay in the property without first obtaining the Manager's approval.
- 2: If the Manager's approval is obtained for visitors, guests are responsible for ensuring that visitors comply with this Code of Conduct.



MANAGEMENT PLAN. CODE OF CONDUCT FOR GUESTS AND VISITORS

Gatherings and Functions.

This property is not a "party house" and any such activities are strictly prohibited.

Parking.

1: Parking for two vehicles in the designated carports.

Garbage and Recycling

1: Rubbish and recycled goods are to be disposed of in accordance with the usual practice at the property in the allocated bins, and excess rubbish must not be left in a public area.

2: Rubbish and recycling arrangements at the property are in the form of a bin for general rubbish and a bin for recycled goods as per the City of Melville Guidelines.

3: Bins should not be placed on the verge before 12pm on the day before collection day.

The Manager is to check by 6pm on the evening prior to collection day that the bins have been placed on the verge. In the event that bins are not placed on the verge by 6pm on the evening prior to collection day, the Manager will place the bins on the verge.

The Manager is to check by 6pm on the day of collection that the bins have been brought onto the property and are not on the verge. In the event that bins are still on the verge at 6pm on the day of collection, the Manager will bring the bins back on the property.

Security.

1: Whenever guests are absent from the property they must close and lock all windows and doors to maintain security and prevent rain and water damage.

2: At all other times, doors and windows should be secured as a general security measure.

3: The mains electricity RCD's (Residual Current Devices) are located in the property's meter box.

In the event of the house security alarm being accidentally activated, guests are to endeavour to stop the alarm sounding as soon as possible and advise the Manager of the incident.

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. FOR GUESTS AND VISITORS

Outdoor Areas.

- 1: Guests are to respect the privacy of neighbours when utilising outdoor areas.
- 2: Guests are to also minimise noise when in the outdoor areas.

Smoking.

Smoking is not permitted within the residence.

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.

Pets.

Pets are only permitted with approval of the Manager.

Motorcycles and Bicycles.

Motorbikes and bicycles are not permitted within the residence.

Damages and Breakages.

Any damage or breakages must be reported to the Manager.

Compliance.

- 1: Breach of the Code of Conduct is a breach of The Terms and Conditions of Contract and permission to occupy of the property.
- 2: The owner and Manager reserve the right, in accordance with the law, to terminate permission to occupy and to evict from the property guests or visitors who refuse to follow the Code of Conduct, or who cause a nuisance.



MANAGEMENT PLAN. MANAGEMENT CONTACT INFORMATION

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.

	<p>Rachel Lam Managing Director</p> <p>☎ 0413 880 181 ✉ rachel@home2bnb.com 🌐 www.home2bnb.com.au</p>
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PLANNING APPLICATION CHANGE OF USE - SHORT TERM ACCOMMODATION

UNIT 7/560 CANNING HIGHWAY ATTADALE

Prepared for: The City of Melville. February/2025

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.





CONTENTS

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6: FLOOR PLAN

7: STRATA PLAN

8: LOCATION

9: CERTIFICATE OF TITLE

10: COVERING LETTER

11: PROPERTY DESCRIPTION/USE

12: MANAGEMENT PLAN

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General Principles

General Requirements

Noise and Residential Amenity

Visitors

Gatherings or Functions

Parking

Garbage and Recycling

Security

Outdoor Areas

Smoking

Pets

Motorcycles and Bicycles

Damage and Breakage

Compliance

Management Contact Information

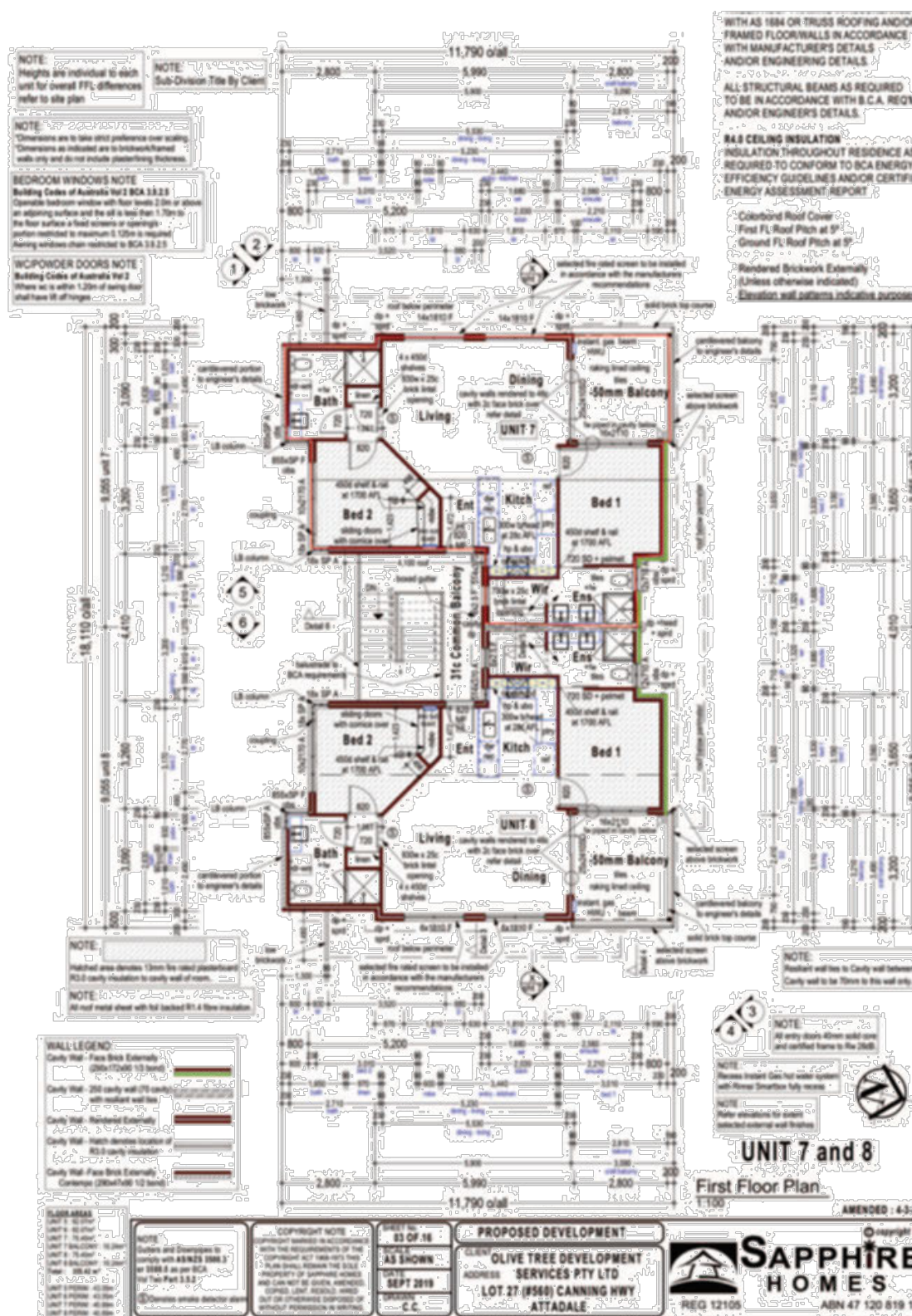
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DEATH CERTIFICATE

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.

FLOOR PLAN



It is the responsibility of the Builder / Applicant to incorporate all conditions of the Planning Approval into revised documentation submitted



STRATA PLAN

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.





LOCATION

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.





CERTIFICATE OF TITLE

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.



COVERING LETTER

February 14/2025

City of Melville

10 Almondbury Road, Booragoon 6154

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.

UNIT 7 / 560 CANNING HIGHWAY, ATTADALE.

The owner of this property is seeking approval to offer Short-Term Accommodation.

The reason for applying for Change of Use is that this unit is part of a commercial/residential complex, situated on Canning Highway. Long-term tenants find it difficult live with business activity nearby during the day and the noise of a constant flow of traffic on Canning Highway.

The owner has also experienced damage and maintenance issues with Long-Term rentals. As Short-Term accommodation the property will be checked after every guest and any repairs attended to immediately.

If approval is granted, the property will be managed by Home2BNB.

We specialise in Short-Term Accommodation management and have procedures in place to ensure neighbours and surrounding property owners are not adversely affected.

Guests must agree to a strict Code of Conduct during their stay and only park in designated areas.

We install noise monitors in most properties to alert us if guests are making excessive noise. We then deal with any disturbance immediately by contacting the guests. If they continue to disturb neighbours the Terms of Occupancy give us the authority to insist they vacate the property.

We also use specialised software to automatically check each guest's rating with Short-Stay Web Sites. If they have previously caused disturbances or damage we do not accept the booking.

This software also requires guests to provide additional identification information which is automatically checked and verified before each booking is confirmed.

Attached is a detailed Management Plan and associated information to enable the City of Melville to assess this application to allow the owners to provide short-term accommodation to people visiting the area for business or holidays.

Yours Sincerely

A handwritten signature in black ink, appearing to read 'Radel Lam', with a stylized flourish at the end.

Managing Director.



MANAGEMENT PLAN. PROPERTY DESCRIPTION/USE

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.

560 Canning Highway is a commercial/residential complex. The building facing Canning Highway is the commercial section and behind it are four residential units and car parking.

Unit 7 is a two bedroom, one bathroom apartment with a living/dining area, kitchen and study.

There is parking for two vehicles in carports allocated to Unit 7.

A maximum of four people will be allowed to stay at the property during each booking.

Bookings will be for a minimum of three nights and a maximum of ninety nights.

The location on Canning Highway will appeal to tourists and corporate guests who need short-term accommodation with easy access to public transport and a major road artery while they are staying in the area.





MANAGEMENT PLAN. INTRODUCTION

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.

This Short-Term Accommodation Management Plan has been prepared to demonstrate to the City of Melville that if a change of use to Short-Term Holiday Home is approved for Unit 7/560 Canning Highway Attadale, the property will be professionally managed to minimise any adverse impact on neighbours and nearby residents.

Home2BNB has specialised in managing short-stay accommodation for several years and manages properties throughout the Perth Metropolitan area.

We have learnt from experience and have the procedures in place to ensure guests comply with a Strict Code of Conduct.

We use specialised software during the booking process to screen guests and only accept guests with a 5 star rating from AirBNB.

This software also requires guests to provide detailed identification information which is verified prior to bookings being accepted.

These additional checks flag potentially undesirable guests and discourages any anti-social behaviour.

If approved, guests will be able to book a stay via short-stay accommodation websites such as Airbnb and Stayz.





MANAGEMENT PLAN. COMPLAINTS MANAGEMENT

Complaints will be resolved via the Manager.

If neighbours believe guests are not being respectful of the Code of Conduct, they can contact the Manager.

A Register of Complaints will be maintained by the Manager and available for inspection by an authorised Council Officer.

The complaints register will contain the following information:

- 1: The date and time of the complaint;
- 2: The name and address of the complainant;
- 3: The nature of the complaint;
- 4: Investigations carried out;
- 5: Action taken; and
- 6: Response provided to complainant.

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.

A copy of this Management Plan can be made available to neighbours. Neighbours will also be provided with the contact details of the Manager and owner.

Neighbours can to be provided with the following:

- 1: A copy of the Code of Conduct;
- 2: A copy of the complaints management procedure;
- 3: Contact details which allows neighbours to engage with the Manager in the event of anti-social behaviour, particularly after hours.

Neighbours will also be encouraged to contact the police if they have concerns of any illegal activity at the property.



MANAGEMENT PLAN. COMPLAINTS MANAGEMENT

Complaints are divided into two categories, the process for each is detailed below:

Level 1: Complaint (minor noise disturbance and/or complaint)

In the event of a Level 1 complaint the following procedure is to be adopted:

- 1: The neighbour is encouraged to contact the Manager;
- 3: The Manager will contact the guests within one hour to advise them of the complaint and remind them of their obligations under the Code of Conduct.
- 4: If the issue is not resolved and a further complaint is received within 12 hours, the Manager or an appointed security firm will attend the site;
- 5: In the event of a further complaint being received and the complaint validated, the guests will be evicted in accordance with the Code of Conduct.

Level 2 Complaint (major noise disturbance)

Guests are encouraged to enjoy their time on the property, but as specified in the Code of Conduct, parties are not permitted and noise should be minimised after 9pm and before 7am.

If a Level 2 complaint is received, the following procedure is to be adopted:

- 1: The Manager or security firm will attend the premises within one hour of the complaint to verify if this is a major noise disturbance or party;
- 2: If the complaint and the issue is deemed to be a level 1 complaint then the procedure for Level 1 shall be followed.
- 3: If the complaint is verified as a Level 2 complaint, the guests will be evicted in accordance with the Code of Conduct.

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. CHECK-IN / CHECK-OUT

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.

Check-In

At the time of booking online, guests must review and agree to accept the house rules which specifically state:

- 1: No parties or events;
- 2: Quiet house after 9.00 pm

Check-In from 3:00pm - 9:00 pm

Guests are provided with a code for keypad entry into the property.

Check-Ins are not permitted after 9.00 pm.

If guests arrive at the property after 9.00 pm they should contact the manager who will meet them at the property to assist with entry to minimise any disturbance to neighbouring properties.

Check-out

Check-out time is before 10:00 am on the day of departure, unless other arrangements have been made with the Manager.

In the event that the Manager grants approval for check-out before 7.00am, guests are to ensure that noise is kept to a minimum to avoid disturbing neighbours.





MANAGEMENT PLAN. ON-SITE REGISTER/MAINTENANCE

On-site register.

A register of all occupants will be kept by the Manager and be available for inspection by an authorised Council Officer, and shall contain:

- 1: The full names and usual place of residence of all occupants
- 2: The dates of arrival and departure of the occupants.

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.

Maintenance.

Maintenance refers to both building maintenance and care of the gardens.

Maintenance will be managed by the Manager.

Maintenance will preferably be performed at a time between occupancy unless it is urgent and requires attendance at time of occupancy.

Other than in the case of an emergency, any maintenance contractors or staff will be engaged to attend during normal business hours to minimise disruptions to neighbours.





MANAGEMENT PLAN. GUEST GUIDE

A guide containing the following information shall be prepared for guests and kept in a folder on the premises:

1: Manager name and contact details.

2: Code of Conduct.

3: Procedure in the event of the house alarm activating.

4: Wi-Fi Device name and password.

5: Key lockbox code.

7: Air Conditioner operation.

8: Location of the first aid kit.

9: Extra towels and sheets.

10: Hot water systems operation.

11: Rubbish bin location and procedure for collection of rubbish bins.

12: Check-in time.

13: Check-out time.

14: Local restaurants and shopping.

15: Local parks and recreation services.

16: Other major attractions.

17: Important contact numbers.

18: Any other information as required.

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.

6: TV Information.

Manager's Guide and Responsibilities.

A guide documenting tasks and processes will be retained by the Manager for the following:

1: General hosting (including liaisons with clients, providers and Local Government);

2: Cleaning information between occupants;

3: Procedure for bin collection;

4: Laundry requirements;

5: Garden preventative maintenance; and

6: Building preventative maintenance.

The Manager shall maintain:

The Register of Complaints as referred to in this Management Plan;

A register of all occupants referred to in this Management Plan;



MANAGEMENT PLAN. CODE OF CONDUCT FOR GUESTS AND VISITORS

The Code of Conduct is provided at the property to ensure that guests and visitors know and comply with specific behaviour governing their permission to enter and occupy the property.

The Code of Conduct will be displayed in a conspicuous place in the property so that it can be easily viewed by guests and visitors.

General Principles

Short-Term Accommodation is a unique experience and the guiding principles of this Code of Conduct are:

- 1: Treat the property as if it is your own home.
- 2: Respect your neighbours.
- 3: Leave it in the appropriate condition as it was upon occupation.

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.

General Requirements

- 1: Guests and visitors must comply with this Code of Conduct and instructions from the Manager during their stay.
- 2: Guests must notify the Manager of any disputes or complaints from neighbours as soon as practicable.

Noise and Residential Amenity

- 1: Guests and visitors must not create noise which is offensive or has the potential to create a nuisance to occupiers of neighbouring properties especially between 9pm and 7am Monday to Saturday and 9pm – 9am on Sunday and public holidays, during arrival and departure, and at any time throughout the occupancy.
- 2: Offensive noise is prohibited and may result in termination of permission to occupy the property, eviction, loss of rental paid and extra charges for security and other expenses, which may be deducted from the security deposit or bond under the terms and conditions.
- 3: Guests and visitors must not engage in any anti-social behaviour and must minimise their impact upon the residential amenity of the neighbours and the local community.

Visitors

- 1: No visitors or guests other than those who are booked to stay at the property can stay in the property without first obtaining the Manager's approval.
- 2: If the Manager's approval is obtained for visitors, guests are responsible for ensuring that visitors comply with this Code of Conduct.



MANAGEMENT PLAN. CODE OF CONDUCT FOR GUESTS AND VISITORS

Gatherings and Functions.

This property is not a "party house" and any such activities are strictly prohibited.

Parking.

1: Parking for two vehicles in the designated carports.

Garbage and Recycling

1: Rubbish and recycled goods are to be disposed of in accordance with the usual practice at the property in the allocated bins, and excess rubbish must not be left in a public area.

2: Rubbish and recycling arrangements at the property are in the form of a bin for general rubbish and a bin for recycled goods as per the City of Melville Guidelines.

3: Bins should not be placed on the verge before 12pm on the day before collection day.

The Manager is to check by 6pm on the evening prior to collection day that the bins have been placed on the verge. In the event that bins are not placed on the verge by 6pm on the evening prior to collection day, the Manager will place the bins on the verge.

The Manager is to check by 6pm on the day of collection that the bins have been brought onto the property and are not on the verge. In the event that bins are still on the verge at 6pm on the day of collection, the Manager will bring the bins back on the property.

Security.

1: Whenever guests are absent from the property they must close and lock all windows and doors to maintain security and prevent rain and water damage.

2: At all other times, doors and windows should be secured as a general security measure.

3: The mains electricity RCD's (Residual Current Devices) are located in the property's meter box.

In the event of the house security alarm being accidentally activated, guests are to endeavour to stop the alarm sounding as soon as possible and advise the Manager of the incident.

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. FOR GUESTS AND VISITORS

Outdoor Areas.

- 1: Guests are to respect the privacy of neighbours when utilising outdoor areas.
- 2: Guests are to also minimise noise when in the outdoor areas.

Smoking.

Smoking is not permitted within the residence.

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.

Pets.

Pets are only permitted with approval of the Manager.

Motorcycles and Bicycles.

Motorbikes and bicycles are not permitted within the residence.

Damages and Breakages.

Any damage or breakages must be reported to the Manager.

Compliance.

- 1: Breach of the Code of Conduct is a breach of The Terms and Conditions of Contract and permission to occupy of the property.
- 2: The owner and Manager reserve the right, in accordance with the law, to terminate permission to occupy and to evict from the property guests or visitors who refuse to follow the Code of Conduct, or who cause a nuisance.



MANAGEMENT PLAN. MANAGEMENT CONTACT INFORMATION

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.

 HOME2BNB Creating homes away from home	Rachel Lam Managing Director ☎ 0413 880 181 ✉ rachel@home2bnb.com 🌐 www.home2bnb.com.au
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PLANNING APPLICATION CHANGE OF USE - SHORT TERM ACCOMMODATION

UNIT 8/560 CANNING HIGHWAY ATTADALE

Prepared for: The City of Melville. February/2025

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.





CONTENTS

1 SIGNED DEVELOPMENT APPLICATION FORM

2: SIGNED MRS FORM

3: COMPANY EXTRACT

5: DEATH CERTIFICATE

6: FLOOR PLAN

7: STRATA PLAN

8: LOCATION

9: CERTIFICATE OF TITLE

10: COVERING LETTER

11: PROPERTY DESCRIPTION/USE

12: MANAGEMENT PLAN

Introduction

Complaints Management

- Level One Complaint (Minor noise disturbance and/or complaint)
- Level Two Complaint (Major noise disturbance or party)

Check-In and Check-Out

On-Site Register

Maintenance

Guest Guide

Manager's Guide and Responsibilities

Code of Conduct for Guests and Visitors

General Principles

General Requirements

Noise and Residential Amenity

Visitors

Gatherings or Functions

Parking

Garbage and Recycling

Security

Outdoor Areas

Smoking

Pets

Motorcycles and Bicycles

Damage and Breakage

Compliance

Management Contact Information

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.

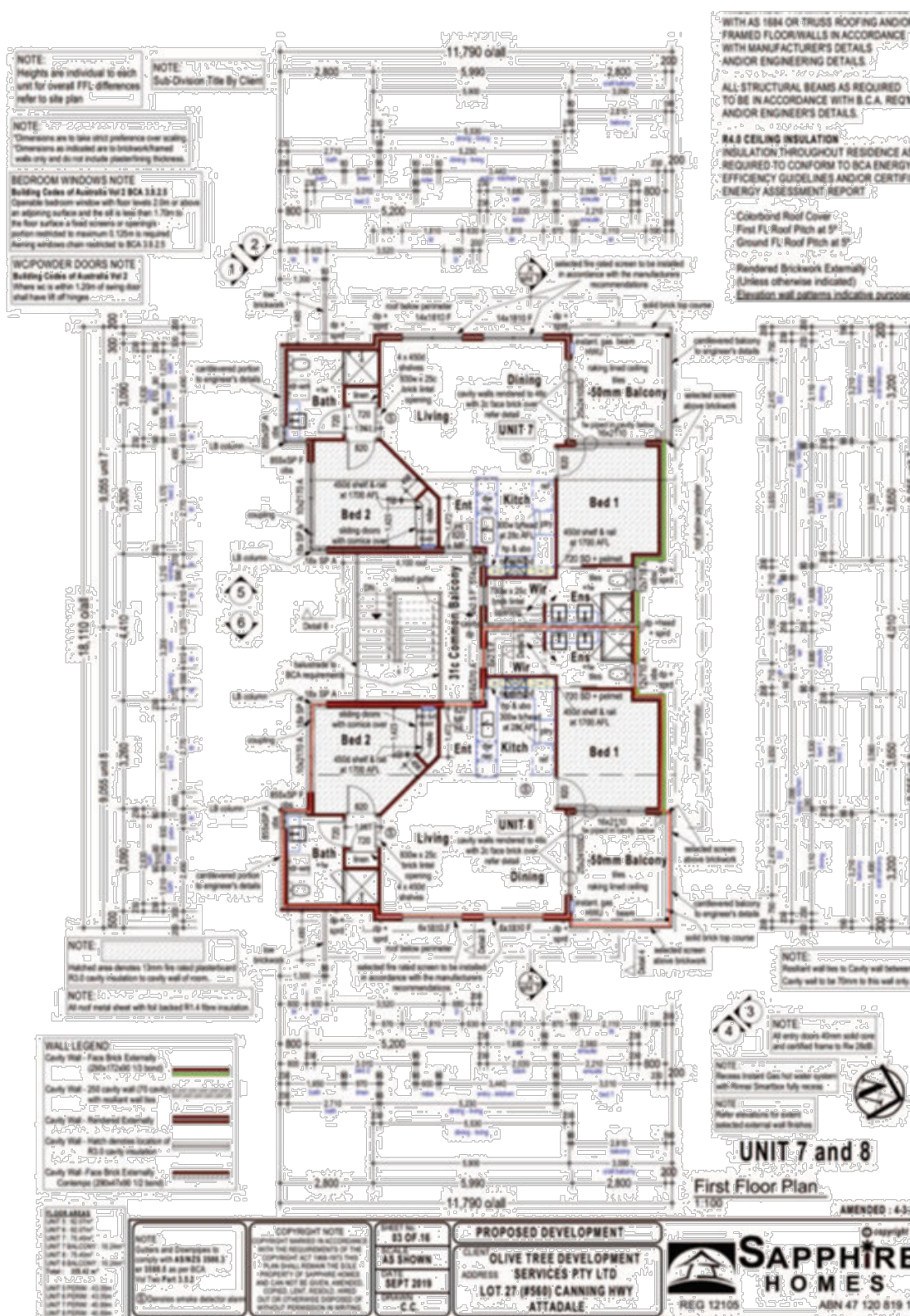


DEATH CERTIFICATE

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.



FLOOR PLAN



It is the responsibility of the Builder / Applicant to incorporate all conditions of the Planning Approval into revised documentation submitted

[illegible]



LOCATION

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.





CERTIFICATE OF TITLE

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.



COVERING LETTER

February 14/2025

City of Melville

10 Almondbury Road, Booragoon 6154

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.

UNIT 8 / 560 CANNING HIGHWAY, ATTADALE.

The owner of this property is seeking approval to offer Short-Term Accommodation.

The reason for applying for Change of Use is that this unit is part of a commercial/residential complex, situated on Canning Highway. Long-term tenants find it difficult live with business activity nearby during the day and the noise of a constant flow of traffic on Canning Highway.

The owner has also experienced damage and maintenance issues with Long-Term rentals. As Short-Term accommodation the property will be checked after every guest and any repairs attended to immediately.

If approval is granted, the property will be managed by Home2BNB.

We specialise in Short-Term Accommodation management and have procedures in place to ensure neighbours and surrounding property owners are not adversely affected.

Guests must agree to a strict Code of Conduct during their stay and only park in designated areas.

We install noise monitors in most properties to alert us if guests are making excessive noise.

We then deal with any disturbance immediately by contacting the guests. If they continue to disturb neighbours the Terms of Occupancy give us the authority to insist they vacate the property.

We also use specialised software to automatically check each guest's rating with Short-Stay Web Sites. If they have previously caused disturbances or damage we do not accept the booking.

This software also requires guests to provide additional identification information which is automatically checked and verified before each booking is confirmed.

Attached is a detailed Management Plan and associated information to enable the City of Melville to assess this application to allow the owners to provide short-term accommodation to people visiting the area for business or holidays.

Yours Sincerely

A handwritten signature in black ink, appearing to read 'Radel Lam', written over a faint, textured background.

Managing Director.



MANAGEMENT PLAN. PROPERTY DESCRIPTION/USE

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.

560 Canning Highway is a commercial/residential complex. The building facing Canning Highway is the commercial section and behind it are four residential units and car parking.

Unit 8 is a two bedroom, one bathroom apartment with a living/dining area, kitchen and study.

There is parking for two vehicles in carports allocated to Unit 8.

A maximum of four people will be allowed to stay at the property during each booking.

Bookings will be for a minimum of three nights and a maximum of ninety nights.

The location on Canning Highway will appeal to tourists and corporate guests who need short-term accommodation with easy access to public transport and a major road artery while they are staying in the area.





MANAGEMENT PLAN. INTRODUCTION

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.

This Short-Term Accommodation Management Plan has been prepared to demonstrate to the City of Melville that if a change of use to Short-Term Holiday Home is approved for Unit 8/560 Canning Highway Attadale, the property will be professionally managed to minimise any adverse impact on neighbours and nearby residents.

Home2BNB has specialised in managing short-stay accommodation for several years and manages properties throughout the Perth Metropolitan area.

We have learnt from experience and have the procedures in place to ensure guests comply with a Strict Code of Conduct.

We use specialised software during the booking process to screen guests and only accept guests with a 5 star rating from AirBNB.

This software also requires guests to provide detailed identification information which is verified prior to bookings being accepted.

These additional checks flag potentially undesirable guests and discourages any anti-social behaviour.

If approved, guests will be able to book a stay via short-stay accommodation websites such as Airbnb and Stayz.





MANAGEMENT PLAN. COMPLAINTS MANAGEMENT

Complaints will be resolved via the Manager.

If neighbours believe guests are not being respectful of the Code of Conduct, they can contact the Manager.

A Register of Complaints will be maintained by the Manager and available for inspection by an authorised Council Officer.

The complaints register will contain the following information:

- 1: The date and time of the complaint;
- 2: The name and address of the complainant;
- 3: The nature of the complaint;
- 4: Investigations carried out;
- 5: Action taken; and
- 6: Response provided to complainant.

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.

A copy of this Management Plan can be made available to neighbours. Neighbours will also be provided with the contact details of the Manager and owner.

Neighbours can to be provided with the following:

- 1: A copy of the Code of Conduct;
- 2: A copy of the complaints management procedure;
- 3: Contact details which allows neighbours to engage with the Manager in the event of anti-social behaviour, particularly after hours.

Neighbours will also be encouraged to contact the police if they have concerns of any illegal activity at the property.



MANAGEMENT PLAN. COMPLAINTS MANAGEMENT

Complaints are divided into two categories, the process for each is detailed below:

Level 1: Complaint (minor noise disturbance and/or complaint)

In the event of a Level 1 complaint the following procedure is to be adopted:

- 1: The neighbour is encouraged to contact the Manager;
- 3: The Manager will contact the guests within one hour to advise them of the complaint and remind them of their obligations under the Code of Conduct.
- 4: If the issue is not resolved and a further complaint is received within 12 hours, the Manager or an appointed security firm will attend the site;
- 5: In the event of a further complaint being received and the complaint validated, the guests will be evicted in accordance with the Code of Conduct.

Level 2 Complaint (major noise disturbance)

Guests are encouraged to enjoy their time on the property, but as specified in the Code of Conduct, parties are not permitted and noise should be minimised after 9pm and before 7am.

If a Level 2 complaint is received, the following procedure is to be adopted:

- 1: The Manager or security firm will attend the premises within one hour of the complaint to verify if this is a major noise disturbance or party;
- 2: If the complaint and the issue is deemed to be a level 1 complaint then the procedure for Level 1 shall be followed.
- 3: If the complaint is verified as a Level 2 complaint, the guests will be evicted in accordance with the Code of Conduct.

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. CHECK-IN / CHECK-OUT

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.

Check-In

At the time of booking online, guests must review and agree to accept the house rules which specifically state:

- 1: No parties or events;
- 2: Quiet house after 9.00 pm

Check-In from 3:00pm - 9:00 pm

Guests are provided with a code for keypad entry into the property.

Check-Ins are not permitted after 9.00 pm.

If guests arrive at the property after 9.00 pm they should contact the manager who will meet them at the property to assist with entry to minimise any disturbance to neighbouring properties.

Check-out

Check-out time is before 10:00 am on the day of departure, unless other arrangements have been made with the Manager.

In the event that the Manager grants approval for check-out before 7.00am, guests are to ensure that noise is kept to a minimum to avoid disturbing neighbours.





MANAGEMENT PLAN. ON-SITE REGISTER/MAINTENANCE

On-site register.

A register of all occupants will be kept by the Manager and be available for inspection by an authorised Council Officer, and shall contain:

- 1: The full names and usual place of residence of all occupants
- 2: The dates of arrival and departure of the occupants.

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.

Maintenance.

Maintenance refers to both building maintenance and care of the gardens.

Maintenance will be managed by the Manager.

Maintenance will preferably be performed at a time between occupancy unless it is urgent and requires attendance at time of occupancy.

Other than in the case of an emergency, any maintenance contractors or staff will be engaged to attend during normal business hours to minimise disruptions to neighbours.





MANAGEMENT PLAN. GUEST GUIDE

A guide containing the following information shall be prepared for guests and kept in a folder on the premises:

1: Manager name and contact details.

2: Code of Conduct.

3: Procedure in the event of the house alarm activating.

4: Wi-Fi Device name and password.

5: Key lockbox code.

7: Air Conditioner operation.

8: Location of the first aid kit.

9: Extra towels and sheets.

10: Hot water systems operation.

11: Rubbish bin location and procedure for collection of rubbish bins.

12: Check-in time.

13: Check-out time.

14: Local restaurants and shopping.

15: Local parks and recreation services.

16: Other major attractions.

17: Important contact numbers.

18: Any other information as required.

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.

6: TV Information.

Manager's Guide and Responsibilities.

A guide documenting tasks and processes will be retained by the Manager for the following:

1: General hosting (including liaisons with clients, providers and Local Government);

2: Cleaning information between occupants;

3: Procedure for bin collection;

4: Laundry requirements;

5: Garden preventative maintenance; and

6: Building preventative maintenance.

The Manager shall maintain:

The Register of Complaints as referred to in this Management Plan;

A register of all occupants referred to in this Management Plan;



MANAGEMENT PLAN. CODE OF CONDUCT FOR GUESTS AND VISITORS

The Code of Conduct is provided at the property to ensure that guests and visitors know and comply with specific behaviour governing their permission to enter and occupy the property.

The Code of Conduct will be displayed in a conspicuous place in the property so that it can be easily viewed by guests and visitors.

General Principles

Short-Term Accommodation is a unique experience and the guiding principles of this Code of Conduct are:

- 1: Treat the property as if it is your own home.
- 2: Respect your neighbours.
- 3: Leave it in the appropriate condition as it was upon occupation.

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.

General Requirements

- 1: Guests and visitors must comply with this Code of Conduct and instructions from the Manager during their stay.
- 2: Guests must notify the Manager of any disputes or complaints from neighbours as soon as practicable.

Noise and Residential Amenity

- 1: Guests and visitors must not create noise which is offensive or has the potential to create a nuisance to occupiers of neighbouring properties especially between 9pm and 7am Monday to Saturday and 9pm – 9am on Sunday and public holidays, during arrival and departure, and at any time throughout the occupancy.
- 2: Offensive noise is prohibited and may result in termination of permission to occupy the property, eviction, loss of rental paid and extra charges for security and other expenses, which may be deducted from the security deposit or bond under the terms and conditions.
- 3: Guests and visitors must not engage in any anti-social behaviour and must minimise their impact upon the residential amenity of the neighbours and the local community.

Visitors

- 1: No visitors or guests other than those who are booked to stay at the property can stay in the property without first obtaining the Manager's approval.
- 2: If the Manager's approval is obtained for visitors, guests are responsible for ensuring that visitors comply with this Code of Conduct.



MANAGEMENT PLAN. CODE OF CONDUCT FOR GUESTS AND VISITORS

Gatherings and Functions.

This property is not a "party house" and any such activities are strictly prohibited.

Parking.

1: Parking for two vehicles in the designated carports.

Garbage and Recycling

1: Rubbish and recycled goods are to be disposed of in accordance with the usual practice at the property in the allocated bins, and excess rubbish must not be left in a public area.

2: Rubbish and recycling arrangements at the property are in the form of a bin for general rubbish and a bin for recycled goods as per the City of Melville Guidelines.

3: Bins should not be placed on the verge before 12pm on the day before collection day.

The Manager is to check by 6pm on the evening prior to collection day that the bins have been placed on the verge. In the event that bins are not placed on the verge by 6pm on the evening prior to collection day, the Manager will place the bins on the verge.

The Manager is to check by 6pm on the day of collection that the bins have been brought onto the property and are not on the verge. In the event that bins are still on the verge at 6pm on the day of collection, the Manager will bring the bins back on the property.

Security.

1: Whenever guests are absent from the property they must close and lock all windows and doors to maintain security and prevent rain and water damage.

2: At all other times, doors and windows should be secured as a general security measure.

3: The mains electricity RCD's (Residual Current Devices) are located in the property's meter box.

In the event of the house security alarm being accidentally activated, guests are to endeavour to stop the alarm sounding as soon as possible and advise the Manager of the incident.

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. FOR GUESTS AND VISITORS

Outdoor Areas.

- 1: Guests are to respect the privacy of neighbours when utilising outdoor areas.
- 2: Guests are to also minimise noise when in the outdoor areas.

Smoking.

Smoking is not permitted within the residence.

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.

Pets.

Pets are only permitted with approval of the Manager.

Motorcycles and Bicycles.

Motorbikes and bicycles are not permitted within the residence.

Damages and Breakages.

Any damage or breakages must be reported to the Manager.

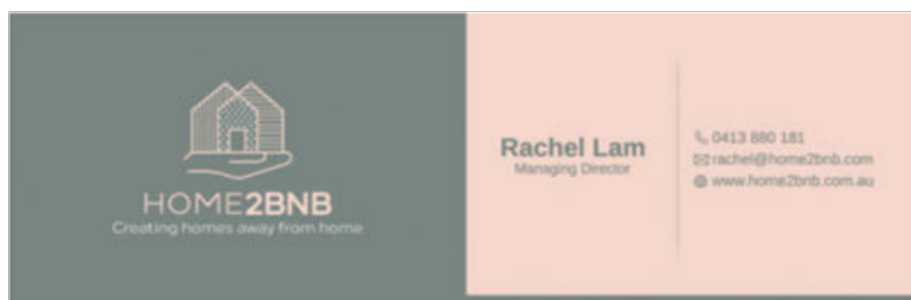
Compliance.

- 1: Breach of the Code of Conduct is a breach of The Terms and Conditions of Contract and permission to occupy of the property.
- 2: The owner and Manager reserve the right, in accordance with the law, to terminate permission to occupy and to evict from the property guests or visitors who refuse to follow the Code of Conduct, or who cause a nuisance.



MANAGEMENT PLAN. MANAGEMENT CONTACT INFORMATION

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.





NEIGHBOUR INFORMATION SHORT TERM ACCOMMODATION.

UNITS 5,6,7,8/560 CANNING HIGHWAY ATTADALE





MANAGEMENT PLAN. UNITS 5,6,7,8. COMPLAINTS MANAGEMENT

Complaints are divided into two categories, the process for each is detailed below:

Level 1: Complaint (minor noise disturbance and/or complaint)

In the event of a Level 1 complaint the following procedure is to be adopted:

Examples of a Level 1 complaint include: television or music too loud, raised voices, noisy children, parking outside of allocated parking bays, disposing of rubbish incorrectly.

When the Manager receives a Level 1 complaint they will contact the guests within one hour to advise them of the complaint and remind them of their obligations under the Code of Conduct.

If the issue is not resolved and a further complaint is received within 12 hours, the Manager or an appointed security firm will attend the site and the guests will be evicted in accordance with the Code of Conduct.

Level 2 Complaint (major noise disturbance)

Guests are encouraged to enjoy their time on the property, but as specified in the Code of Conduct, parties are not permitted and noise should be minimised after 9pm and before 7am.

If a Level 2 complaint is received, the following procedure is to be adopted:

The Manager or security firm will attend the premises within one hour of the complaint to verify if there is a major noise disturbance or party;

If the complaint and the issue is deemed to be a level 1 complaint then the procedure for Level 1 shall be followed.

If the complaint is verified as a Level 2 complaint, the guests will be evicted in accordance with the Code of Conduct.



MANAGEMENT PLAN. UNITS 5,6,7,8. CHECK-IN / CHECK-OUT

Check-In

At the time of booking online, guests must review and agree to accept the house rules which specifically state:

1: No parties or events;

2: Quiet house after 9.00 pm

Check-In from 3:00pm - 9:00 pm

Guests are provided with a code for keypad entry into the property.

Check-Ins are not permitted after 9.00 pm.

If guests arrive at the property after 9.00 pm they should contact the manager who will meet them at the property to assist with entry to minimise any disturbance to neighbouring properties.

Check-out

Check-out time is before 10:00 am on the day of departure, unless other arrangements have been made with the Manager.

In the event that the Manager grants approval for check-out before 7.00am, guests are to ensure that noise is kept to a minimum to avoid disturbing neighbours.





MANAGEMENT PLAN. UNITS 5,6,7,8. CODE OF CONDUCT FOR GUESTS AND VISITORS

The Code of Conduct is provided at the property to ensure that guests and visitors know and comply with specific behaviour governing their permission to enter and occupy the property.

The Code of Conduct will be displayed in a conspicuous place in the property so that it can be easily viewed by guests and visitors.

General Principles

Short-Term Accommodation is a unique experience and the guiding principles of this Code of Conduct are:

- 1: Treat the property as if it is your own home.
- 2: Respect your neighbours.
- 3: Leave it in the appropriate condition as it was upon occupation.

General Requirements

- 1: Guests and visitors must comply with this Code of Conduct and instructions from the Manager during their stay.
- 2: Guests must notify the Manager of any disputes or complaints from neighbours as soon as practicable.

Noise and Residential Amenity

- 1: Guests and visitors must not create noise which is offensive or has the potential to create a nuisance to occupiers of neighbouring properties especially between 9pm and 7am Monday to Saturday and 9pm – 9am on Sunday and public holidays, during arrival and departure, and at any time throughout the occupancy.
- 2: Offensive noise is prohibited and may result in termination of permission to occupy the property, eviction, loss of rental paid and extra charges for security and other expenses, which may be deducted from the security deposit or bond under the terms and conditions.
- 3: Guests and visitors must not engage in any anti-social behaviour and must minimise their impact upon the residential amenity of the neighbours and the local community.

Visitors

- 1: No visitors or guests other than those who are booked to stay at the property can stay in the property without first obtaining the Manager's approval.
- 2: If the Manager's approval is obtained for visitors, guests are responsible for ensuring that visitors comply with this Code of Conduct.



MANAGEMENT PLAN. UNITS 5,6,7,8. CODE OF CONDUCT FOR GUESTS AND VISITORS

Gatherings and Functions.

This property is not a "party house" and any such activities are strictly prohibited.

Parking.

There are 2 dedicated parking bays per unit. Bays are numbered on the storage door at the rear of the bay.

Each guest is issued clear instructions on where to park as per their online check-in instructions and to only use the bays provided.

The second bay for each unit is a stacker which means 2 cars are parked one above the other and instructions are provided upon check-in on how to use the stacker.

The stackers meet relevant standards and were approved as part of the original development for the site.



Garbage and Recycling

Three bins are provided: 1 x general waste bin collected fortnightly; 1 x recycle bin collected fortnightly (on the alternate week); and 1 x Food Organics and Garden Organics bin (FOGO) bin collected weekly.

Instructions have been attached to the refrigerator in the kitchen and on the bins to enable guests to dispose of waste in the correct bins.

After each guest vacates, the cleaners check all bins. If waste has been placed in the incorrect bin they place it in the correct bin.

Guests are provided (by the Manager) with a copy of the City's current Waste and Recycling Guide. To ensure proper use of the FOGO bin, each unit has a kitchen caddy and a supply of certified compostable liners available for guests to be used during their stay.

Bins are placed out for collection and returned to the bin area by a caretaker.



MANAGEMENT PLAN. UNITS 5,6,7,8. CODE OF CONDUCT FOR GUESTS AND VISITORS

Security.

1: Whenever guests are absent from the property they must close and lock all windows and doors to maintain security and prevent rain and water damage.

2: At all other times, doors and windows should be secured as a general security measure.

3: The mains electricity RCD's (Residual Current Devices) are located in the property's meter box.

In the event of the house security alarm being accidentally activated, guests are to endeavour to stop the alarm sounding as soon as possible and advise the Manager of the incident.

Outdoor Areas.

1: Guests are to respect the privacy of neighbours when utilising outdoor areas.

2: Guests are to also minimise noise when in the outdoor areas.

Smoking.

Smoking is not permitted within the residence.

Pets.

Pets are only permitted with approval of the Manager.

Motorcycles and Bicycles.

Motorbikes and bicycles are not permitted within the residence.

Damages and Breakages.

Any damage or breakages must be reported to the Manager.

Compliance.

1: Breach of the Code of Conduct is a breach of The Terms and Conditions of Contract and permission to occupy of the property.

2: The owner and Manager reserve the right, in accordance with the law, to terminate permission to occupy and to evict from the property guests or visitors who refuse to follow the Code of Conduct, or who cause a nuisance.



MANAGEMENT PLAN. UNITS 5,6,7,8. MANAGEMENT CONTACT INFORMATION

