

9.2 NO. 12A (LOT: 62 ; D/P: 90521) HIGHLANDS ROAD, NORTH PERTH: CHANGE OF USE FROM SINGLE HOUSE TO HOLIDAY HOUSE

Ward: North

Attachments:

1. Consultation and Location Map
2. Development Plans
3. Code of Conduct
4. Management Plan
5. Applicant Justification
6. Summary of Submissions - Applicant Response
7. Summary of Submissions - Administration Response

RECOMMENDATION:

That Council, in accordance with the provisions of the City of Vincent Local Planning Scheme No. 2 and the Metropolitan Region Scheme, REFUSES the application for Change of Use from Single House to Holiday House at No. 12A (Lot: 62; D/P: 90521) Highlands Road, North Perth in accordance with the plans shown in Attachment 2 for the following reasons:

1. As a consequence of the intensity of the proposed Holiday House and the mid-block battleaxe location of the subject site, the development would result in noise and amenity impacts on an established residential area that:
 - 1.1 Would not be compatible or complimentary with the adjoining residential development and would be contrary to the objectives of the Residential zone under Local Planning Scheme No. 2;
 - 1.2 Would not enhance the amenity of the existing neighbours and its location and setting is not compatible with the established residential amenity and character of the North Perth locality in accordance with Clause 67(m) and (n) of the *Planning and Development (Local Planning Schemes) Regulations 2015*; and
 - 1.3 Does not meet the Acceptable Development Criteria and Objectives of the City's Local Planning Policy – Short Term Accommodation and would not operate in a manner which protects the established residential context and would have an undue impact on the amenity of the area and surrounding residential properties.

PURPOSE OF REPORT:

To consider an application for development approval for a Change of Use from Single House to Holiday House at No. 12a Highlands Road, North Perth (subject site).

PROPOSAL:

The application proposes to change the use of the existing double storey Single House to Holiday House with the entire dwelling being used to accommodate guests on a short-term basis.

Under the City's Local Planning Scheme No.2 (LPS2), Holiday House is defined as: "... a single dwelling on one lot used to provide short term accommodation but does not include a bed and breakfast".

The property is proposed to be managed by Let Go Pty Ltd, a short term accommodation management company. The development plans are included as **Attachment 2**. Details of the application include:

- The entire dwelling (four bedrooms and two bathrooms) is proposed to be used as a Holiday House;
- A maximum of four adult guests and up to four children from one group can be accommodated at the premises at any one time;
- Accommodation to be a minimum two night stay;
- No host on site;
- Two parking bays are provided within the garage on site for use by guests; and

- No changes are proposed to the physical appearance of the building and the presentation of the dwelling to the street remains as existing.

The City's Short Term Accommodation Policy requires a Management Plan and Code of Conduct to be submitted for all applications for a Holiday House. These have been prepared and submitted by the applicant and are included as **Attachment 3** and **Attachment 4**, respectively. The Management Plan confirms a maximum of eight guests would be permitted at any one time and sets out rules and procedures for the Holiday House including complaint management, parking management, waste management, house rules and code of conduct for guests.

BACKGROUND:

Landowner:	Peter and Rosemary Gerrand
Applicant:	Let Go Pty Ltd
Date of Application:	12 November 2021
Zoning:	MRS: Urban LPS2: Residential R Code: R30/R40
Built Form Area:	Residential
Existing Land Use:	Single House
Proposed Use Class:	Holiday House
Lot Area:	412m ²
Right of Way (ROW):	Not applicable
Heritage List:	Not applicable

Site Context and Zoning

The subject site forms part of a battleaxe subdivision and is located at the rear of No. 12 Highlands Road accessed from a driveway on Highlands Road. The property is located 22 metres from Highlands Road and the sites boundaries have a direct interface to seven properties on both Highlands Road and Selden Street.

The site is bound by single storey, single residential development to the north, west and south on Highlands Road, and two storey dwellings on Selden Street to the east.

The subject site is located mid-block on Highlands Road, seven properties from the corner of Highlands Road and Green Street to the north, the border between the City of Vincent and the City of Stirling.

The subject site is zoned Residential R30/R40 under the LPS2 and is located within the Residential Built Form Area under the City's Policy No. 7.1.1 – Built Form (Built Form Policy). The subject site and surrounding properties are affected by Clause 26(1) of LPS2, which provides development would only be permitted to R40 standards where the existing house is retained.

This site would be considered R40 given the lot has been previously subdivided and the existing house is retained.

The application is not exempt from planning approval under the City's Short Term Accommodation Policy as it proposes unhosted accommodation for more than two adult guests or one family and for a period of more than one occasion in any 12 months.

A location plan is included as **Attachment 1**.

DETAILS:

Summary Assessment

The table below summarises the planning assessment of the proposal against the provisions of the City of Vincent Local Planning Scheme No. 2 (LPS2), and the City's Local Planning Policy: Short Term Accommodation (Short Term Accommodation Policy). Where the proposal requires the discretion of Council, the relevant planning element is discussed in the Detailed Assessment section following from this table.

Planning Element	Meets Standard	Requires the Discretion of Council
Land Use		✓
Parking	✓	
Short Term Accommodation		✓

Detailed Assessment

The City's Short Term Accommodation Policy provides exemptions for Holiday House where conditions are met. Where an application does not meet the conditions then proposals to operate short term accommodation require the submission and approval of an application for development approval. In assessing proposals for short term accommodation within the Residential zone the City will have due regard to the Acceptable Development Criteria of the Policy.

Meeting the Acceptable Development Criteria is one way of satisfactorily meeting the objectives of the Short Term Accommodation Policy, and are both qualitative and quantitative measures. If an element of an application meets the Acceptable Development Criteria then it is satisfactory and is not subject to Council's discretion for the purposes of assessment.

If an element of an application does not meet the applicable Acceptable Development Criteria then Council's discretion is required to decide whether this element meets the objectives of the Short Term Accommodation Policy.

The elements of the proposal which do not meet the City's LPS2 and the Acceptable Development Criteria and require consideration against the Policy objectives are as follows:

Land Use	
Use Class Permissibility	Proposal
LPS2	
'P' (Permitted) Use	'A' Use – Holiday House
Short Term Accommodation	
Acceptable Development Criteria	Proposal
Locational Context	
b) Proposals within 400 metres of high frequency public transport services or a range of commercial, entertainment or tourist activities or within 1 kilometre of the Perth CBD.	b) Site is not located within 400 metres of high frequency public transport services or a range of commercial, entertainment or tourist activities or within 1 kilometre of the Perth CBD.
c) Accommodation that proposes sufficient distance and separation from the outdoor living areas of adjoining properties to minimise noise generated by guests.	c) Dwelling and primary outdoor living area directly abut the outdoor living areas of adjoining properties
d) Accommodation that has a direct interface with noise generating (non-residential) uses or where ambient noise/activity already exists.	d) No direct interface to non-residential land uses or ambient noise/activities.
e) Proposals that demonstrate that the use would positively contribute to the geographic location or diversity of accommodation types offered in the area.	e) The location of the development does not positively contribute to the area.
Host Present	
A host is required to be present on site or Code of Conduct and other measures are suitable to achieve the objectives of the policy.	A host is not present on site. Application proposes employment of a Management Company and site measures as per the provided Code of Conduct.

The elements of the application that do not meet the specified standards are discussed in the comments section below.

CONSULTATION/ADVERTISING:

Community consultation was undertaken for the proposal in accordance with the *Planning and Development (Local Planning Schemes) Regulations 2015* (LPS Regulations) for a period of 14 days from 14 February to 28 February 2022. The method of consultation included a notice on the City's website, a sign being placed on site and 16 letters being sent to all owners and occupiers adjoining the subject site, as shown in **Attachment 1** and in accordance with the City's (former) Policy No. 4.1.5 – Community Consultation.

Eight submissions were received at the conclusion of the community consultation period, six in objection of the proposal, and two neither support nor objected to the proposal. Comments raised during consultation are summarised as follows:

- Management and control of the eight guests permitted;
- Concerns regarding antisocial behaviour in a quiet residential street and how resident safety would be maintained;
- Previous short term accommodation within the street caused noise, social and parking issues and these issues would arise again;
- Proximity of the house and driveway to bedrooms and living spaces would cause disruption;
- Concerns guests would not only be families and the potential risk of parties to occur at the house;
- Visitor vehicles exceeding onsite parking spaces and using street parking;
- Should be encouraging residential land uses, not a holiday and party culture within this setting; and
- No trial or probationary period is proposed to see how guests behave and the site is managed.

The applicant sought to address the neighbours' concerns through an updated Management Plan and Code of Conduct. Following receipt of the amended documentation the application was re-advertised for a 14 day period from 20 May 2022 to 2 June 2022. Written notification was sent to all previous submitters. Nine submissions were received at the conclusion of the re-advertising period, six in objection and three neither support nor object. Comments received during consultation are summarised as follows:

- Management of clientele of the house and potential anti-social behaviour;
- Land use is commercial and inconsistent with the residential neighbourhood;
- Battleaxe lot configuration of the site impacts a large number of neighbouring properties;
- The land use would result in additional parking demand which would then affect street parking;
- Uncertainty that Code of Conduct and the Management Plan provisions would be implemented by the owners or property managing body;
- Proposal does not set out additional avenues required for neighbours to be able to report issues and see these resolved to the satisfaction of the City and neighbours; and
- Uncertainty that offences would be prevented from occurring and that the amenity of the locality would not be protected in the short and long term.

The applicant's response to submissions is provided as **Attachment 6**, while Administrations response is provided as **Attachment 7**.

Design Review Panel (DRP):

Referred to DRP: No

The application did not require referral to the DRP as no external works are proposed.

LEGAL/POLICY:

- *Planning and Development Act 2005*;
- *Planning and Development (Local Planning Schemes) Regulations 2015*;
- City of Vincent Local Planning Scheme No. 2;
- Community and Stakeholder Engagement Policy; and
- Local Planning Policy – Short Term Accommodation.

Draft Position Statement and Guidelines: Planning for Tourism

On the 6 December 2021 the Western Australian Planning Commission (WAPC) released the draft position statement: Planning for Tourism and guidelines. The draft Position Statement aims to provide clear and consistent guidance on the definition and treatment of short term rental accommodation to:

- Complement existing local planning frameworks;
- Encourage a consistent approach to managing and regulating short term rental accommodation amongst local governments;
- Provide greater clarity for short term rental accommodation providers and the broader community.

The intent of both the Guidelines and a Position Statement is to ensure land use impacts between tourism activities and other land uses (including residential areas) are appropriately managed.

The WAPC's website states that subject to the feedback during consultation, amendments to the LPS Regulations may be undertaken to make forms of hosted and unhosted accommodation, which meet the conditions exempt from development approval.

The final adoption of the Guidelines and a Position Statement are not imminent or certain and their final form is unknown. The documents provide no impediment to the exercise of discretion in this application. As the City has its own Local Planning Policy to guide Short Term Accommodation this policy is not relevant guide consideration on this application and Council is therefore not required to give regard to the advertised Guidelines and Position Statement.

Planning and Development Act 2005

In accordance with Schedule 2, Clause 76(2) of the *Planning and Development (Local Planning Scheme) Regulations 2015*, and Part 14 of the *Planning and Development Act 2005* (Deemed Provisions), the applicant would have the right to apply to the State Administrative Tribunal for a review of Council's determination.

Planning and Development (Local Planning Scheme) Regulations 2015

The City is to have due regard to the matters set out in Schedule 2, Clause 67 of the *Planning and Development (Local Planning Scheme) Regulations 2015* in determining an application. The due regard matters relevant to this application are:

- (a) *the aims and provisions of this Scheme and any other local planning scheme operating within the Scheme area;*
- (b) *the requirements of orderly and proper planning including any proposed local planning scheme or amendment to this Scheme that has been advertised under the Planning and Development (Local Planning Schemes) Regulations 2015 or any other proposed planning instrument that the local government is seriously considering adopting or approving;*
- (g) *any local planning policy for the Scheme area;*
- (m) *the compatibility of the development with its setting, including —*
 - (i) *the compatibility of the development with the desired future character of its setting; and*
 - (ii) *the relationship of the development to development on adjoining land or on other land in the locality including, but not limited to, the likely effect of the height, bulk, scale, orientation and appearance of the development;*
- (n) *the amenity of the locality including the following —*
 - (i) *environmental impacts of the development;*
 - (ii) *the character of the locality;*
 - (iii) *social impacts of the development;*
- (x) *the impact of the development on the community as a whole notwithstanding the impact of the development on particular individuals;*

(y) any submissions received on the application.

City of Vincent Local Planning Scheme No. 2 (LPS2)

Zone Objectives

In considering the acceptability of the Holiday House land use, Council is to have regard to the objectives of the relevant zone.

The objectives of the Residential zone under LPS2 are as follows:

- *To provide for a range of housing and a choice of residential densities to meet the needs of the community.*
- *To facilitate and encourage high quality design, built form and streetscapes throughout residential areas.*
- *To provide for a range of non-residential uses, which are compatible with and complementary to residential development.*
- *To promote and encourage design that incorporates sustainability principles, including but not limited to solar passive design, energy efficiency, water conservation, waste management and recycling.*
- *To enhance the amenity and character of the residential neighbourhood by encouraging the retention of existing housing stock and ensuring new development is compatible within these established areas.*
- *To manage residential development in a way that recognises the needs of innovative design and contemporary lifestyles.*
- *To ensure the provision of a wide range of different types of residential accommodation, including affordable, social and special needs, to meet the diverse needs of the community.*

Local Planning Policy: Short Term Accommodation

In considering the acceptability of the Holiday House use, Council is to have regard to the objectives of the Short Term Accommodation Policy.

The objectives are to ensure short term accommodation within the City of Vincent:

1. *Positively contributes to the surrounding locality and diversity of accommodation types offered in the area.*
2. *Are managed in a manner that protects the amenity of the surrounding community to the level necessary for its context.*
3. *Are located, designed and operate in a manner that minimises the level of noise generated by guests and impact that noise has on the surrounding community.*
4. *Do not negatively impact on the heritage integrity of a place or its historical and social value.*
5. *Do not have an undue impact on the amenity of the area, including surrounding residential properties and businesses; and*
6. *Provide sufficient car parking or access to alternative transport modes to minimise negative impact on the amenity of the area.*

Delegation to Determine Applications:

The application is being referred to Council for determination in accordance with the City's Register of Delegations, Authorisations and Appointments. Administrations delegation does not extend to applications for development approval that have received more than five objections during the City's community consultation period unless the application is for a billboard sign or directional sign.

During the community consultation period a total of six objections were received on the proposal.

RISK MANAGEMENT IMPLICATIONS:

Low: There are minimal risks to Council and the City's business function when Council exercises its discretionary power to determine a planning application.

STRATEGIC IMPLICATIONS:

This is in keeping with the City's Strategic Community Plan 2018-2028:

Innovative and Accountable

We are open and accountable to an engaged community.

SUSTAINABILITY IMPLICATIONS:

The Environmentally Sustainable Design Provisions of the City's Built Form Policy, which is informed by the key sustainability outcomes of the City's Sustainable Environment Strategy 2019-2024 are not applicable to this proposal. This is because the application does not propose to modify the existing building on site.

PUBLIC HEALTH IMPLICATIONS:

This report has no implication on the priority health outcomes of the City's Public Health Plan 2020 – 2025.

FINANCIAL/BUDGET IMPLICATIONS:

There are no financial or budget implication from this report.

COMMENTS:

The City's Short Term Accommodation Policy and LPS2 recognise short term accommodation land uses may be able to operate within the Residential and Mixed Use zones, subject to consideration against local and state planning framework as well as any relevant measures and operations set out in the applicants Management Plan and Code of Conduct.

Applicant Justification

The applicant has prepared written justification on the proposal, land use and mitigation measures through the Code of Conduct and Code of Conduct. The applicant justification regarding the scope of the final proposal is provided as **Attachment 5**.

In summary the following is advised by the applicant:

- *Let Go Pty* (Property Manager) is located a 10 minute drive from the subject property. Contact details would be made available to guests and to adjacent properties, with the Manager contactable 24 hours, 7 days a week to address any issues;
- Measures to be applied through the management plan include, professional, local property management, and where necessary would accept conditions of development approval, including restrictions on number of guests, no parties, no loud music, no use of the courtyard after 10:00pm;
- Implement real time noise monitoring which could ensure the proposal is compatible with surrounding residential development and noise generation is limited to equal or below that of permanent residential dwellings; and
- The proposal meets two of the three locational criteria – it is in a medium density area and within 400 metres of high frequency transport. It is noted that it is not on Commercial/Centre zoned land, but is within 800 metres of a District Centre. Whilst the policy states a preference for Commercial or Centre zoned land, the Scheme provides for approval of Holiday Houses in the Residential Zone (A use).

Administrations Comments:

In considering the acceptability of the Holiday House land use, Council is required to consider the Acceptable Development Criteria of the Short Term Accommodation Policy, objectives of the Residential zone under LPS2, and the matters to be considered under Clause 67 of the Deemed Provisions. In considering the acceptability of the Holiday House, Council must consider whether this is an acceptable land use at this location, and that it would not have amenity impacts on neighbouring properties and broader locality.

The Deemed Provisions define amenity as '*...all those factors which combine to form the character of an area and include the present and likely future amenity*'. The character and existing amenity of Highlands Road comprises residential dwellings with a residential interface to the site. This is reflective of its location as an inner city residential setting that provides a mix of single and grouped dwelling development consistent with its Residential zoning under LPS2.

The following comments are provided in relation to the compatibility of the development, suitability of a Holiday House land use in this location, and its considered impact on the amenity of the adjoining residential properties:

- Location:
 - In previous rulings on applications seeking approval for Holiday House, the State Administrative Tribunal has ruled that the land use of 'Holiday House' is commercial and would change the manner in which a Single House or Grouped Dwelling is used;
 - While the Single House and Grouped Dwelling land use is a defined use class which is intended to provide permanent habitation, Holiday House is intended to provide temporary accommodation and the intensity of the two uses is not considered comparable;
 - The subject land is zoned Residential and is surrounded by single houses and grouped dwellings. The site is a battleaxe lot with the area of land comprising the dwelling less than 300 square metres, the property is surrounded by residential properties and is immediately adjoining seven residential lots;
 - The immediate context of the site is purely residential, when considering the relevant locality for the purposes of assessing the amenity impact, the 'locality' is considered as the entirety of Highlands Road which extends from Green Street in the north to Ellesmere Street in the South. This area is zoned Residential R30/R40 and is planned to remain at the existing zoning under the City's Local Planning Strategy;
 - While the residential zone provides for a mix of land uses the medium density assigned to the immediate area and provisions of Clause 26(1) which limits the scale of subdivision and development, limits the intensity of uses that would be contemplated in this area providing largely for single and grouped dwellings;
 - There are no other non-residential land uses within proximity to the site and while the applicant contends that the site is within proximity to a District Centre being the Dog Swamp Shopping Centre the immediate context of the site is purely residential;
 - Due to the unhosted nature of the proposal, the application presents a land use intensity which would not be able to be managed and controlled and has potential to have an undue impact on the surrounding properties due to the location of the dwelling and its interface to neighbouring residential development;
 - Despite management and Code of Conduct measures set out in the application, the unhosted nature of the use would not be sufficient to manage, control and address noise and amenity impacts in this location;
 - The outdoor living area and primary outdoor open space is located in close proximity to the outdoor living areas (covered and uncovered) of adjoining properties, as well as habitable rooms which would be negatively impacted by the use and would lead to ongoing land use conflict between the Holiday House and existing permanent residential dwellings; and
 - The property is located mid-block on a local road, and is not in close proximity to roads which carry high or consistent volumes of traffic. The site does not form part of a locality whereby associated traffic, parking, noise and odours generated from such non-residential land uses are present or contribute to a range of land uses in the immediate vicinity.

- Outdoor Living Areas & Noise Management:
 - Outdoor living areas are routinely used more intensively and for longer hours in temporary accommodation than would often be the case for permanent residential use. The primary outdoor living area for the Holiday House is located on the northern boundary, accessible from the dining and family rooms of the property. The proximity and location of the outdoor living area to adjoining property boundaries would have immediate and continued noise impacts to adjacent outdoor living areas and habitable rooms;
 - The outdoor living area would abut the following sensitive spaces of neighbouring development and would not respect neighbours amenity and social opportunities within their private outdoor living areas:
 - The outdoor living area directly abuts the primary outdoor living areas of dwellings at Nos. 11C and No. 13 Selden Street to the east and No. 12 Highlands Road to the west.
 - To the north, the outdoor living area abuts a bedroom and clothes drying area of No. 14A Highlands Road. The dwelling and location of the outdoor living area does not provide sufficient distance and separation from the outdoor living areas of the adjoining properties;
 - Noise generated from the use of the outdoor living areas by guests would detrimentally impact the amenity of adjoining properties because of its location directly adjacent to seven residential dwellings and three primary outdoor living areas;

- There are no street, building or land use buffers which would provide an actual or perceived separation of the dwelling from its residential neighbours to manage adverse noise and amenity impacts.
- Noise management measures introduced in the Code of Conduct including a noise monitoring device and a condition that there should be no outdoor use after 10:00pm does not guarantee protection of the amenity for adjoining residents particularly where the site is unhosted. This is because the management of noise generated and behaviour of guests would be on a reactive not proactive basis, and issues would only be resolved when the management company visited the site in response to complaints;
- The Management Plan provided by the applicant may go some way in managing the impacts that arise from the subject site being used for a commercial use but are largely reliant on management measures, guests own conduct and adherence to the rules and security measures (CCTV and noise monitoring device installation) for the development to be considered compatible. The increased intensity of the land use in the Residential zone with additional guests and year round operations are not supported by sufficient management measures and an on-site host. In this case the Holiday House proposal would not be located and able to be managed in a manner which protects the amenity of the surrounding community to the level required for its context;
- Works: The physical appearance of the dwelling and its built form interface and interaction to the neighbouring properties remains unchanged. While the existing dwelling is retained, the use and function is proposed to change from a residential to commercial nature.

Code of Conduct and Management Plan

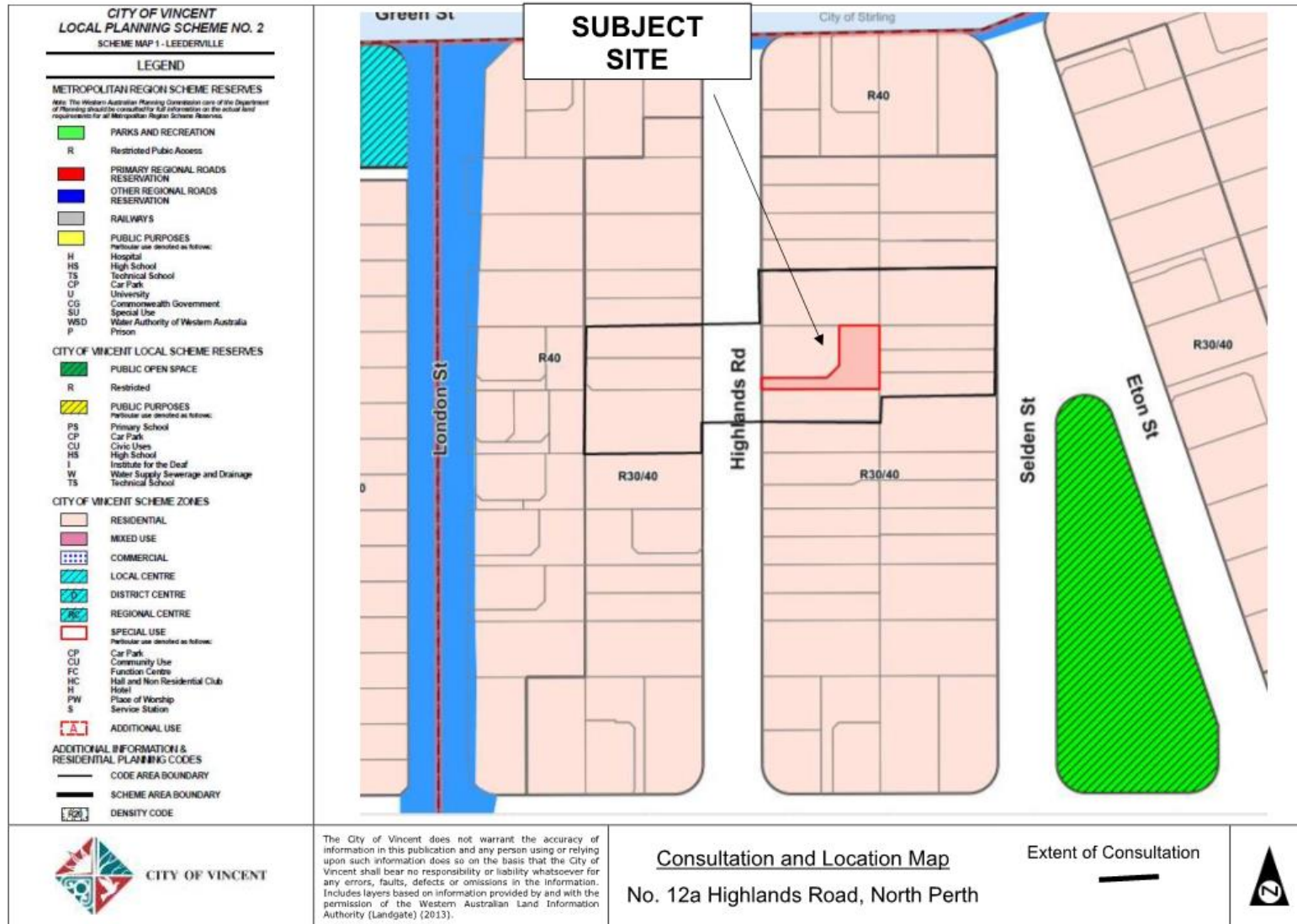
The applicant has provided a Management Plan and Code of Conduct for the proposed Short Term Dwelling, which are included as **Attachment 3 and Attachment 4**. The Management Plan addresses issues relating to car parking, noise control, waste management, complaints management and security of guests and residents.

The issue of noise is largely dependent on individual behaviour that may lead to potential impacts on the surrounding residents. While the management plan would go some way in managing the impacts that arise from the development it is also reasonable to ensure that the location of the development is appropriate, sufficient management and complaint measures are put in place and that the established and intended residential amenity and character of Highlands Road is maintained. Administration does not support the Holiday House in this location and a reliance on a Management Plan and Code of Conduct for mitigating the potential amenity impact from the operations of the land use, is not supported.

Time Limited Approval

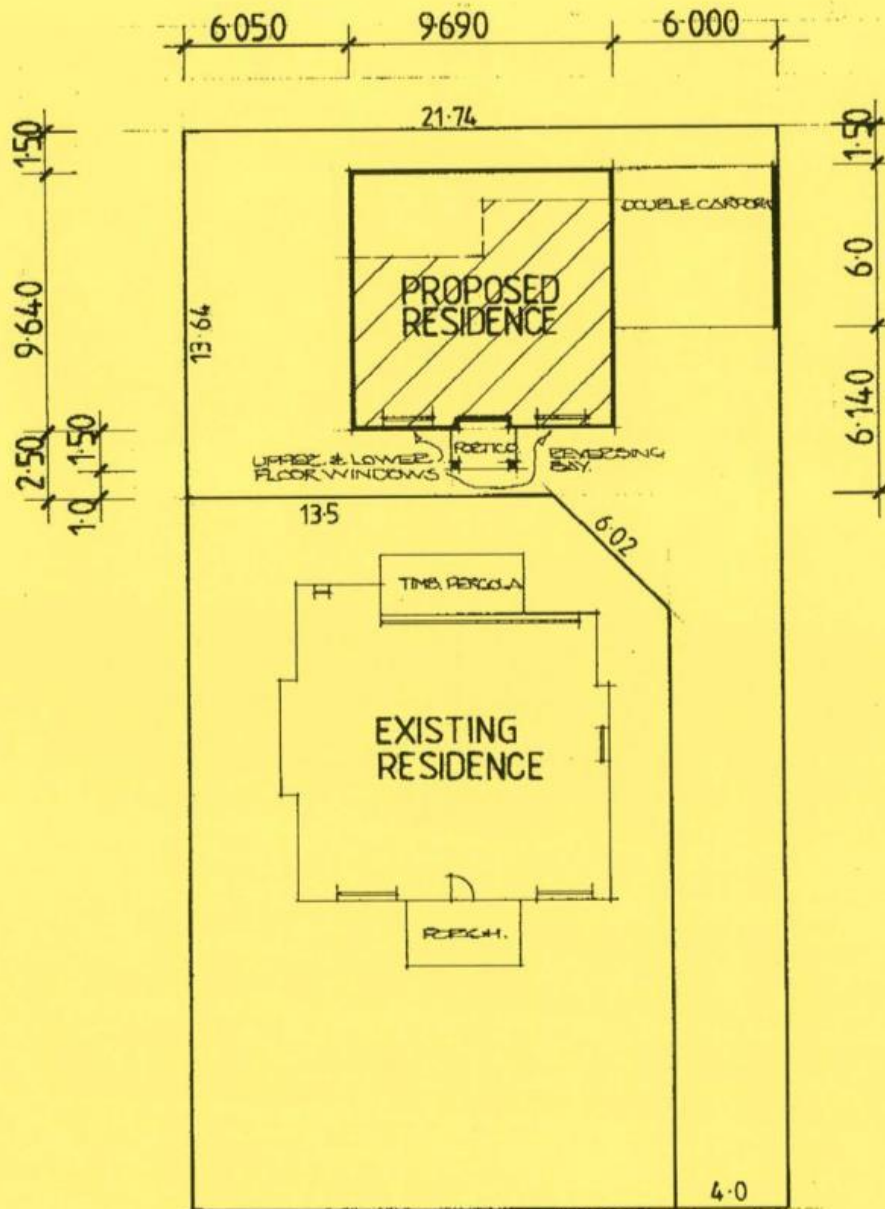
Administration does not support the consideration of a time limited approval of the application.

The short term dwelling use is not considered appropriate within its setting given the Residential zoning, location mid-block in a residential street and the rear battleaxe location of the property. The proposal does not have an appropriate site setting to accommodate and manage short term accommodation without generating noise, amenity and social nuisance detrimental to the amenity of the surrounding properties.





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12 November 2021



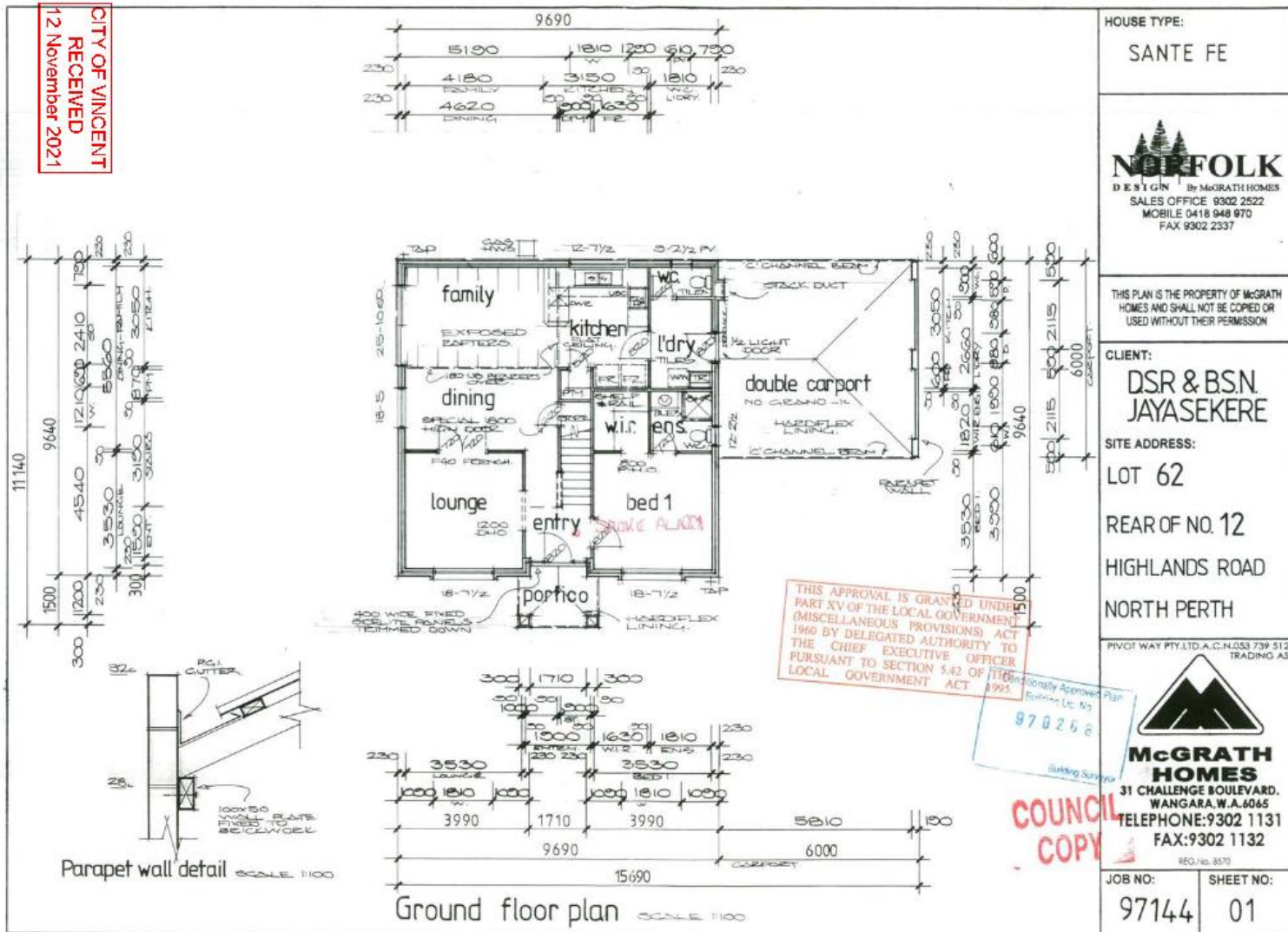
HIGHLANDS ROAD

P. 02/02

FAX NO. 61 9 302 1132


MCGRATH HOMES

04-SEP-97 THU 12:30



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12 November 2021

HOUSE TYPE:
SANTE FE




THIS PLAN IS THE PROPERTY OF McGRATH HOMES AND SHALL NOT BE COPIED OR USED WITHOUT THEIR PERMISSION

CLIENT:
DSR & BSN JAYASEKERE

SITE ADDRESS:
**LOT 62
REAR OF NO. 12
HIGHLANDS ROAD
NORTH PERTH**

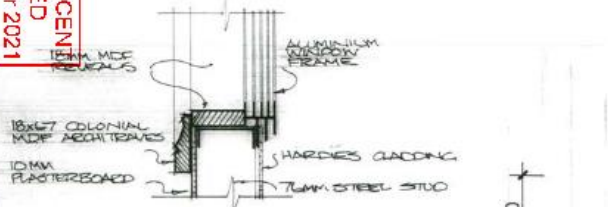
PIVOT WAY PTY. LTD. A.C.N.053 739 512
TRADING AS



McGRATH HOMES
31 CHALLENGE BOULEVARD,
WANGARA, W.A. 6065
TELEPHONE: 9302 1131
FAX: 9302 1132

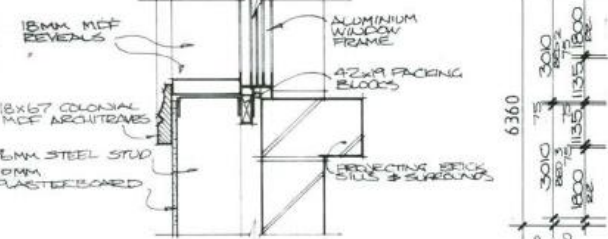
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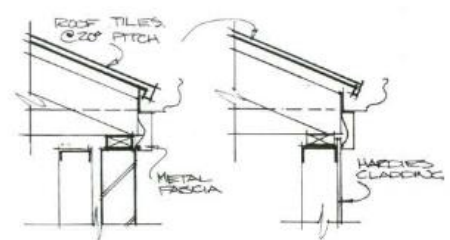
Upper stud wall window reveal. SCALE 1:5.

Labels: 18MM MCF REVEALS, 18x67 COLONIAL MCF ARCHITRAVES, 10MM PLASTERBOARD, ALUMINIUM WINDOW FRAME, HARDIES GLAZING, 7MM STEEL STUD.



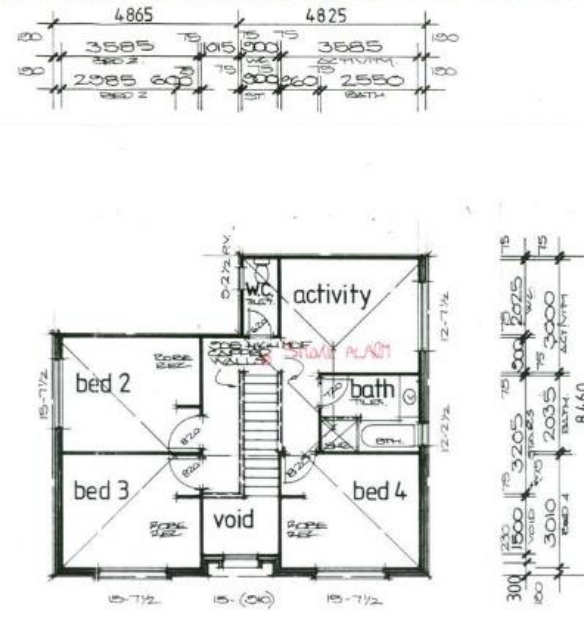
Brick & stud wall window reveal SCALE 1:5.

Labels: 18MM MCF REVEALS, 18x67 COLONIAL MCF ARCHITRAVES, 7MM STEEL STUD, 10MM PLASTERBOARD, ALUMINIUM WINDOW FRAME, 42MM FACING BLOCKS, REFLECTING BRICK SILLS & SURROUNDS.



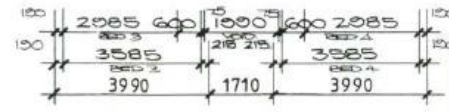
Brick & stud wall Stud Upper floor eaves details. SCALE 1:10.

Labels: ROOF TILES @ 20° PITCH, METAL FASCIA, HARDIES GLAZING.



Upper floor plan SCALE 1:100

Labels: bed 2, bed 3, bed 4, activity, bath, void, WC, STAIRS, PLANT, 0.272 R.V., 12-7 1/2, 12-2 1/2, 15-7 1/2, 15-(00), 15-7 1/2, 300, 1200, 1500, 3010, 3010, 8460, 2025, 3000, 2035, 3000, 2075, 2075.



Dimensions: 4865, 4825, 3585, 3585, 2985, 600, 1000, 600, 2985, 3990, 1710, 3990.

Conditionally Approved Plan
Building Lic. No.
970268

COUNCIL COPY

CODE OF CONDUCT



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CODE OF CONDUCT – SHORT TERM ACCOMMODATION

The operation of a Short Term Accommodation premises requires the submission of a Management Plan and Code of Conduct to the City of Vincent. The premises must operate in accordance with the Management Plan and Code of Conduct.

Guests must be made aware of the Code of Conduct prior to and on arrival, and this must be displayed in a prominent position within the premises at all times.

Code of Conduct

Management requests the cooperation of all guests and visitors during your stay to ensure the upkeep of our property and the amenity of neighbouring properties is maintained.

Guests and visitors must comply with the Code of Conduct and any instructions from the Manager/Host during your stay.

Accommodation premises details:	
Manager/host name:	[REDACTED]
Address:	12A Highlands Road, NORTH PERTH WA 6006
Phone number:	[REDACTED]
Email:	[REDACTED]

General requirements:

1. Guests must notify the Manager/Host of any emergency, disputes or complaints as soon as possible.

Host/Managers/Emergency Contacts details:	
Name:	[REDACTED]
Phone:	[REDACTED]
Email:	[REDACTED]
Provide details of after hours and emergency procedures:	Same as above.
Additional information:	[REDACTED]

CODE OF CONDUCT



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Arrival and departure:

- 2. Guests must strictly adhere to the arrival and departure times. Prior arrangements must be made with management for requests outside these times.

Arrival time:	3:00pm	Departure time:	10:00am
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Noise and amenity:

- 3. Guests and visitors must not engage in any antisocial behaviour and must minimise their impact upon the residential amenity of neighbours.
- 4. There is a strict **no party policy**. Prior permission must be obtained from management for any gatherings or entertainment at the property.
- 5. All visitors must leave by _____ and only registered guests (limits apply) are to be in the accommodation after this time.

Maximum number of guests:	Four (4)	Maximum number of visitors:	Zero (0)
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- 6. Guest and visitors must not create excessive noise (including associated with amplified music, television noise and other equipment) which is audible to occupiers of neighbouring properties, especially between the hours of 10pm – 9am and during arrival and departure at any time throughout the occupancy.
- 7. Excessive noise is prohibited and may result in termination of permission to occupy the property or extra charges being imposed.

Car parking:

- 8. Guests and visitors are to comply with the on-street parking restrictions set out below and show consideration to neighbours and other vehicles at all times.
- 9. Guest and visitors are to comply with the instructions for on-site parking (if available) set out below.

Parking requirements:

Guests will have access to two (2) carbays located inside the secured double garage of the property. Guest will be issued a garage remote to access the parking upon check-in. The garage remote will be kept on a hook located in the laundry which has an internal shoppers door for easy access to the garage parking.

CODE OF CONDUCT



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Other house rules:

Other House Rules <i>(please complete where applicable):</i>	
Rubbish and recycling:	Rubbish and recycling items are to be disposed in accordance with the local council policies & procedures and in the correct allocated council bins for weekly collection on Tuesdays.
Security – e.g. locking of door/windows, alarms:	All doors and windows should be locked when property is not occupied. The guests will also have use of the security alarm and be issued the code to use when property is not occupied.
Use of outdoor, balcony and barbeque areas:	Outdoor use is strictly between the hours of 7:00am-10:00pm. All guests must make their way inside the property and keep noise to a minimum from 10:00pm.
Smoking:	This property has a strict no smoking policy. If there is a clear odour of any smoking odour upon checkout or cigarette butts have been found, guests will be charged a deodorising fee.
Pets:	We have a strict 'no pet' policy. If there is a clear animal odour and/or if pet hair has been discovered upon checkout, guests will be charged a deodorising fee.
Damage and breakages:	If a guest breaks or damage something during their stay, guests are required to let us know ASAP so we can arrange for its replacement or repair with an approved contractor.
Other:	

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**MANAGEMENT PLAN
FOR
SHORT-TERM ACCOMMODATION**

April 2022

PROPERTY ADDRESS
12A Highlands Road, NORTH PERTH WA 6006

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3. BACKGROUND & OVERVIEW

Let Go is a leading short-term accommodation management company providing end to end management of client's properties with a proven track record of delivering a 4.7+/5-star review record hosting over 1,000 stays and 5,500 nights per year on Airbnb.

Let Go intends on becoming the Exclusive Managing Agent for the property located at 12A Highlands Road, North Perth.

This property hosts a maximum of four (4) adult guests with up to four (4) children and is a four (4) bedroom, two (2) bathroom home with two (2) allocated parking bays inside the double lock up garage.

The property is conveniently located just 140m (2-minute walk) from its closest high frequency bus stop (Stop ID: 27121) to Glendalough Station (servicing route 406).

Les Lilleyman Reserve/Playground, Dog Swamp Shopping Centre, Hawaiian's Mezz Shopping mall and Leederville café strip are all in a short distance from the property - plus plenty more!

Let Go is located at 1/2 Burgay Court, Osborne Park WA 6017 just a short 10-minute drive from the property.

Stephen Yarwood is the director of the company and Kiri-Marie Yarwood is the manager, please see below the relevant contact details:

Stephen Yarwood: 0422 410 226 / steve@letgobnb.com.au
Kiri-Marie Yarwood: 0423 861 135 / kiri@letgobnb.com.au

Stephen & Kiri live together in Doubleview which is a short 13-minute drive from the property. Additionally, Let Go engage cleaning and housekeeping personnel who are located closer and around the Perth metropolitan area.

Our contact details are made available to all guests for properties under our management and we can provide our contact details to all adjacent neighbours in the rare chance of an issue arising. We are contactable 24/7 and typically able to attend properties in person within an hour for emergencies.

Short-term accommodation is a unique experience, and the guiding principles of our Code of Conduct are to treat this property as your own home, respect your neighbours and leave it as you find it.

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Airbnb and short-term accommodation deliver a staggering economic contribution to Western Australia and to its Local Government Authorities. In a 56-page report commissioned by Deloitte's into the economic effects of Airbnb in Western Australia, it was revealed that in just one year between 2015-2016 in Western Australia 171,500 Airbnb guests spent \$155m supporting 780 jobs and \$100 million in GSP. These figures have grown exponentially in recent years and are of enormous benefit to local businesses, residents, guests, and the tourism sector.

Part of our management procedures and guest handbooks include providing local recommended tips for nearby shops, restaurants, cafes, restaurants, entertainment, sights, attractions & much more. This local spending allows local business in the Council area to thrive and continue or expand their operations. We find from speaking with the business owners and staff they are very grateful for this contribution we provide.

4. OBJECTIVES OF MANAGEMENT PLAN

To clearly outline and demonstrate the professional management procedures implemented by Let Go to ensure the smooth operational management of the subject property whilst mitigating perceived disruptions to the local amenity & surrounding areas.

5. BOOKING REQUIREMENTS

We anticipate approximately one booking per week and our average trip length is between 6-8 nights. This is based on the average performance of our listings in our portfolio.

We specify a mandatory minimum stay length of two (2) nights as we find this significantly deters any unwanted targeting for parties or gatherings. We also have a booking cut-off time after 7:00pm so that we can't allow last minute and late-night bookings to occur from opportunistic and likely undesirable guests.

6. GUEST SCREENING PROCEDURES

When a guest requests or books a stay at this property, we can view or determine whether the guest's profile includes their required verification steps:

- Contact details including full name(s), phone number & e-mail address
- Acceptance of our stipulated house rules
- Confirmed payment
- Profile photo (if set)
- Government issued ID (such as driver's licence or passport)
- Written reviews/recommendations from other hosts

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- Their overall star rating which can be categorised for items such as observance of house rules, cleanliness & communication
- Total number of guests & location based
- Their reason for visiting Perth & booking the property

We can then further screen the potential guest by cross referencing linked social media accounts, obtaining names of all guests, requiring government issued ID that all guests are required to submit upon successful booking confirmation.

We have set a "pre-booking questionnaire" requesting applicable responses in relation to the above.

Once we have carried out a thorough check of the prospective guest, we then have a right to refuse, accept or cancel the reservation. Prior or after acceptance of the booking, we also send our "party screening" message which essentially reiterates our stance on no parties to be hosted at the premises and encourages guests to cancel their booking if that is their intent.

Our set of house rules are displayed both on the online listing and in our comprehensive guest handbook which is located inside the property in the kitchen. We can add additional house rules to suit the property, location, neighbourhood, or landlord's desires.

The Airbnb platform is currently the only platform we intend listing on and most of our communication is done through the application itself as we are backed by Airbnb's platform, "professional host" support and [\\$1m USD host guarantee](#) & [\\$1m USD host protection insurance](#) underwritten by Lloyd's of London. Once a guest is confirmed, our direct phone numbers are automatically exchanged for any further required communication. We privately message our guests before, during and after their stays and all the correspondence is saved for our own records.

For peace of mind and assurance of how rare significant issues are, Brent Thomas, former Head of Public Policy of Airbnb Australia has said on record that just a mere 0.004% of claims through Airbnb are for amounts exceeding \$1000.

7. CHECK-IN & CHECK-OUT PROCEDURE

Check-in is from 3:00pm until late, this is because guests can arrive off long haul flights late at night or arrive after work as they have travelled by car from the country. We will obtain from the guests their arrival time so we can then match it with the security cameras so we can keep track of the correct number of guests entering the property and cars also.

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The property includes detailed visual and written easy check in instructions and guests find them extremely easy to follow and do not cause any disruption in checking in or out of our properties.

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

A lockbox will be installed onsite for guests to easily access the property with ease. We also offer a 'meet & greet' service and like to find out when their estimated time of arrival will be and may offer to meet the guest from time to time to welcome them to the property if required.

Our check-in instructions are issued to guests three (3) days prior to their arrival and are issued through Airbnb for safety & security. The guests will be issued with detailed check-in instructions to guide them through the whole process, they will receive a photo of the property they are staying at, how to access the lockbox/lockbox code, how to access the front door, information about parking and where the council bins are located.

8. GUEST HANDBOOK

When a guest checks in, they are encouraged to read our 'Guest Handbook' which provides them with all the important information they need to know to have an enjoyable, safe & respectful stay. This lists the property managers contact details, emergency contact details, emergency plan, house rules, parking rules, bin collection days, public transport, nearby amenities, sights, and attractions in the area and more.

Guests will also always have access to the Airbnb platform during their stay and are required to communicate with their property managers on this platform so all details pertaining to their booking are documented. The Airbnb platform also provides guests with the hosts contact details.

The guest handbook which we have created is very comprehensive which significantly mitigates any risk and issues regarding the stays.

9. MITIGATION & COMPLAINTS PROCEDURE

We are contactable 24/7 and our phone numbers and e-mail addresses are provided to our guests upon confirmation of booking and are also advertised in the property for easy access.

We are more than happy to provide these contact details to nearby neighbours for us to be even more effective in managing our properties.

In our online Airbnb listing, which the guest(s) must agree to before booking with us and the also included in the guest handbook, we have extensively listed our house

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rules in respect to the property and other nearby residents of the surrounding area & amenity. Priority is given to adherence of our noise and parking policy.

If guests fail to adhere to our house rules, they will be at risk of having their booking cancelled immediately. We, police, security, rangers, or other engaged professionals may attend in person to have the guest/s removed, lockbox code and door lock/s may also be required to be changed depending on the circumstances.

If we receive any complaints about guests, they will be dealt with immediately upon receipt of said complaint. We will contact the guests informing them of the situation and any breach of house rules and based on severity of the breach then the reservation may be terminated.

Guests and visitors must not create noise which is offensive and excessive to occupiers of neighbouring properties especially between 10pm and 7am Monday to Saturday and 10pm – 9am on Sunday and public holidays, during arrival, and during departure, and at any time throughout the occupancy.

- Offensive and excessive noise is prohibited and may result in termination of permission to occupy the property, eviction, and extra charges for damage, security, and other expenses, which may be deducted under the terms and conditions.
- Guests and visitors must not engage in any anti- social behaviour and must minimize their impact upon the residential amenity of neighbours and local community.

Professionals and/or police may be engaged to attend during & after normal business hours to minimise disruptions to neighbours.

Any complainant will be kept informed throughout the process and will be encouraged to provide evidence to support the cause of us taking swift action. From receipt of a complaint, it is extremely rare for an issue to extend beyond just a few minutes, and we aim to resolve all issues within 30 minutes – 1 hour total.

Real time noise monitoring devices will be installed in the property for noise mitigation. This technological device will enable three important criteria to appease non-conformance to the House Rules outlining "excessive noise after 10pm".

- Peaceful Night's Sleep - Assurance that if a noise nuisance is created by guests, the management is aware before complaint calls need to be made.
- Protection Against Complaints - Time stamped data allows management to quickly validate or invalidate a complaint about noise, in real-time or post



check-out of guests are often easy targets for false, perceived, or real noise complaints.

- Proactive Prevention - With early awareness of a noise issue, management can proactively prevent larger problems. This can always be done in a friendly, positive manner. Guests generally want to follow the rules and appreciate friendly outreach.

10. USE & MAINTENANCE

The owners of the property have been provided with real-time access of the bookings calendar and may regularly schedule maintenance works in between guests stays to ensure the property is kept up to our property and guest's expectations. Property maintenance is regularly reported and resolved swiftly either during or after guest's stays depending on the severity so that the appearance of the property meets or exceeds the standard of neighbouring properties.

11. SAFETY

The property includes compliant RCDs and Smoke Alarms. A licenced electrician may be required to provide an electrical safety certificate from time to time to make sure the property is compliant and safe. We also offer first aid kits. If required by the City of Vincent, we can consider fire extinguishers, fire blankets and implementing an emergency safety plan in case of a fire. In our detailed guest handbook, guests are provided with the contact details for the local police station, hospitals & fire station and that our emergency contact number is '000'.

12. HYGIENE, COMFORT & WASTE MANAGEMENT

Rubbish and recycling items are to be disposed in accordance with the local council policies, strata by-laws & procedures and in the correct allocated communal bins for weekly collection on Tuesdays.

Any excess rubbish must not be left in sight of a public area and is removed by housekeeping. Guests are notified & reminded to place all rubbish & recycling in the allocated bins at the property.

The cleaning & housekeeping team are also asked to attend and assist with rubbish disposal at checkout and if the property is vacant.

Bin location & contents are monitored by housekeeping at each check-out and we may gather photo/evidence of this so we can effectively & efficiently maintain the bins both inside the property and to mitigate risk of problems.

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The property includes a fully functional kitchen with fridge and pantry for food storage and there has never been problems with vermin or pests – if this changes then we can send professional pest control companies to rectify this swiftly and implement measures to prevent occurrence in future.

The linen and towels are removed off-site following each check out clean and provided to a professional commercial laundering service to wash, dry and return to our storage facility upon completion.

Exhaust fans & air conditioning/heating appliances and regularly checked by the housekeeping teams and repaired or replaced if required, guests are also encouraged to report maintenance to us immediately upon discovery so that swift resolution can be made.

A washing machine and dryer are provided for guest convenience to use during their stay to wash their clothes as required.

13. SECURITY

A [Ring surveillance video recording cameras](https://ring.com/au/en/doorbell-cameras) <https://ring.com/au/en/doorbell-cameras> will be installed to the front door and have the ability to regularly monitor CCTV footage. The footage will provide an expansive view of the front door of the property which is the only entry point, this is to further ensure compliance and observance of house rules.

We will also be installing an internal intuitive decibel device named [Roomonitor](https://roomonitor.com/airbnb-eu/) <https://roomonitor.com/airbnb-eu/> which monitors the decibel level within the household and is customised to SMS and call the relevant guests and/or us if levels peak and persist at certain pre-set decibel ranges which will allow mitigation of noise and compliance with the noise policy, particularly between hours of 10:00pm – 7:00am.

14. CAR PARKING

The property comes with one (2) allocated car-bays located inside the double secured garage. Guests will be provided with 1 x garage remote to access the garage for parking for their stay.

Short-term tourist guests will often either have just one hire car between them however for bookings from local guests and during the booking process, guests will be able to provide us with further information regarding whether they will need to park vehicles at the premises as we allow for two (2) allocated car-bay at the property and advertise this accordingly. Although there is street parking, we do not advertise these as being available for guests and certainly do not expect any parking issues from our

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experience managing similar properties as short term guests typically have less cars than long term residents.

Further, we provide details for ride share companies such as Uber and Ola. We also promote our local taxi companies.

As stated in our online listing, in the house rules section under 'Things to Know' is our parking information, it is also listed again in the 'Space' section of the listing & guest handbook, it states:

- Please only park inside the garage.
- Off street parking in the driveway is not allowed.

As the property will be used for residential purposes, we expect no excessive number of trips to and from the property and we further request that consent is granted for visitors and guests to further mitigate and monitor the usage of the property & parking.

15. SUMMARY

Short stay accommodation is not subject to the same stringent rules of the Residential Tenancy Act 1987 in favour of a tenant and their rights to occupy a premise and therefore we have significant power to be able to manage any potential antisocial behaviour.

We are financial members of ASTRA (Australian Short-Term Rental Accommodation Association) and have adopted their comprehensive National Code of Conduct. You can always be assured of our best intentions and respect of the public amenity and neighbourhood.

We kindly request your favourable consideration of our application to change the use of the property to approved short term accommodation and trust that our professional management is thoroughly demonstrated along with our commitment to maintaining and increasing the appeal and amenity of the surrounding area.

Please reach out to me at the below contact details should you seek any further clarity or additional information relating to the management of the property.

Yours faithfully,
Stephen Yarwood
Director
Let Go
0422 410 226
steve@letgobnb.com.au



12A Highlands Road, North Perth

Revised Development Application

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Developed Property Pty Ltd**ABN:** 62 624 180 310**Office:** 315 Rokeby Road

Subiaco WA 6008

Postal: PO Box 662

Subiaco WA 6008

planning@developedproperty.com.auwww.developedproperty.com.au

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Revised Development Application – 12A Highlands Road, North Perth

Introduction

Developed Property Pty Ltd has been engaged on behalf of the landowners of 12A Highlands Road, North Perth to assist the applicant, Let Go Pty Ltd, with preparation, submission and liaison for a revised development application for the subject site, as detailed below:

Property Address	12A Highlands Road, North Perth
Lot Size	412m ²
Existing Use	Residential
Heritage Listing	N/A
Bushfire Prone	N/A
Region Scheme Zoning	Urban
Local Planning Scheme Zoning	Residential R30/40
Structure Plan / LDP / Other	N/A
Owner/s	Rosemary and Peter Gerrard
Applicant	Steve Yarwood, Let Go Pty Ltd
Proposed Development	Change of Use to Holiday House
Development Value	N/A (Change of Use)

Subject Site

The site subject of the development application is 12A Highlands Road, North Perth. The site contains an established two storey, four bedroom residential dwelling. The site is zoned Residential R30/40 under the City of Vincent Local Planning Scheme No.2. Refer below for the *Zoning Map*.

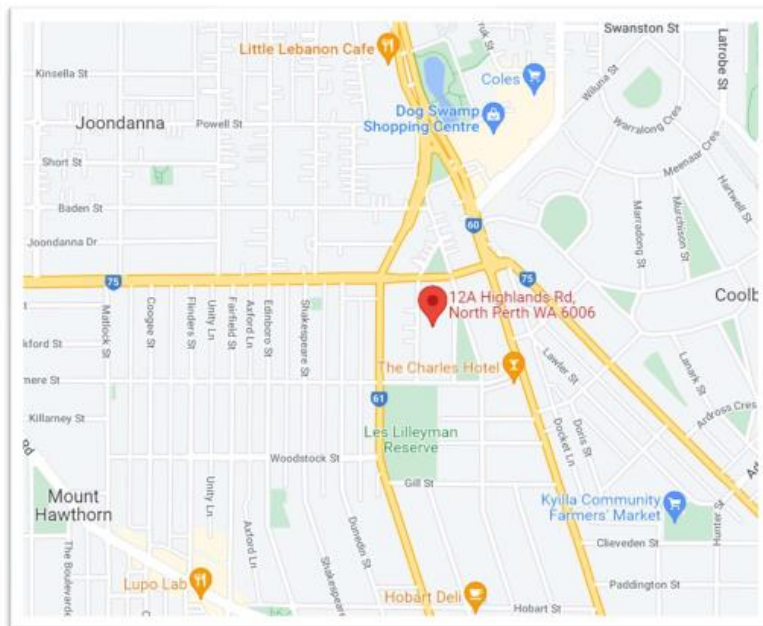
The area immediately surrounding the site is an established medium density residential area. However, the broader locality includes mixed uses and higher density development. The site is located less than 800m / 10 minute walk from the Dog Swamp District Activity Centre, less than 400m / 5 minute walk from Charles Street and Wanneroo Road high frequency bus services, and less than 400m / 5 minute walk from Les Lilleyman Reserve. Refer below for the *Locality Map*.

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Zoning Map



Locality Map

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Revised Proposal

The landowners and development applicant are proposing a revised development application for a Change of Use to Holiday House at 12A Highlands Road, North Perth. The application has been revised in response to the matters identified during public consultation and from feedback from the City of Vincent planning assessment.

The proposed revisions to the application include:

- A reduction from a maximum occupancy of eight adults, to a maximum of four adults and up to four children.
- A maximum of two car parking spaces, provided in the on-site garage.
- Limiting use of the outdoor courtyard to between 7am to 10pm on any day, to mitigate potential late night noise disturbances to adjacent neighbours.
- A Revised Management Plan, which confirms that real-time noise monitoring and CCTV will be used at the dwelling, to ensure effective management of the property and to mitigate any potential noise and amenity impact. The Management Plan will be closely implemented by Let Go Pty Ltd, a professional management company that has been engaged to manage the Holiday House.
- A Code of Conduct for all guests has been prepared and included with the revised development application, in accordance with the City of Vincent template. The Code of Conduct will be provided to all people when booking and displayed prominently at the Holiday House.
- Contact details of the management staff to be provided to adjacent neighbours, in the unlikely event that a complaint is necessary, and prompt action will be taken.

These proposed revisions to the development application are intended to address concerns about the suitability of a Holiday House within a residential neighbourhood and to ensure that potential adverse amenity or operational impacts are mitigated. The reduction in maximum guest numbers to four adults ensures that the property is not booked by large groups or parties. The four bedroom dwelling would be occupied by small groups or families with up to four children, similar to how the dwelling would be occupied if it were used as a permanent residential dwelling.

The limitations set out in the Management Plan and Code of Conduct, including no parties, no loud music, no use of the courtyard after 10pm, no visitors without management consent, and only two car parking bays, place strict controls on the use of the Holiday House to minimise potential noise and disturbance to surrounding residents. In fact, these controls are more onerous than how a permanent residential dwelling within the area could be used and therefore ensures the Holiday House is entirely consistent with the Residential zoning.

Refer to **Attachment 1 - Revised Management Plan**, **Attachment 2 - Code of Conduct** and **Attachment 3 - Response to Public Submissions**.

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Planning Framework Assessment

Local Planning Scheme – Scheme Aims

The development application for a change of use to Holiday House is consistent with the Scheme Aims, as set out in clause 9 of the City of Vincent Local Planning Scheme No.2, as detailed below:

Scheme Aims	Planning Assessment	
<i>To cater for the diversity of demands, interests and lifestyles by facilitating and encouraging the provision of a wide range of choices in housing, business, employment, education, leisure, transport and access opportunities.</i>	A Holiday House would add to housing choice within the locality and the provision of short-stay accommodation caters for diversity of demands, interests and lifestyles of residents and visitors to the Scheme Area.	
<i>To protect and enhance the health, safety and general welfare of the City's inhabitants and the social, environmental and cultural environment.</i>	The development application includes a Management Plan for the Holiday House, with the property to be managed by an experienced short-stay management company, as well as a Code of Conduct for occupants, to ensure the safety and health of surrounding residents is protected.	
<i>To ensure that the use and development of land is managed in an effective and efficient manner within a flexible framework.</i>	Approval of an 'A' land use, that is consistent with the intent of the Residential zone (i.e. providing residential style accommodation within a residential dwelling) is appropriate under a 'flexible framework'.	
<i>To promote the development of a sense of local community and recognise the right of the community to participate in the evolution of the community precincts.</i>	Community consultation on the development application has occurred and the development application has been substantially revised and improved in response to the concerns and comments of local residents.	
<i>To promote and safeguard the economic well-being and functions of the City.</i>	The commercial nature of the Holiday House operation adds to economic diversity and prosperity within the Scheme Area.	
<i>To co-ordinate and ensure that development is carried out in an efficient, sustainable and environmentally responsible manner.</i>	Not relevant to a Change of Use application.	N/A
<i>To promote and safeguard the cultural heritage of the City.</i>	Not relevant to this proposal as the site is not heritage listed.	N/A
<i>To ensure planning at the local level is consistent with the Metropolitan Region Scheme.</i>	The Holiday House land use is consistent with the Urban zoning under the MRS.	

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<i>To encourage and provide opportunities for affordable housing to ensure that a diverse range of housing choices are available to a broad spectrum of the community.</i>	A Holiday House would add to housing choice, for a broader spectrum of the community, such as for people visiting family in the area, or working locally, or awaiting permanent accommodation in the area.	
<i>To provide a diverse range of employment opportunities such as retail, commercial, entertainment, knowledge based professions and tourism, to ensure a sustainable economy, as well as generating employment self-sufficiency.</i>	The management and cleaning of the Holiday House would provide some low-scale employment opportunities, whilst still maintaining consistency with the Residential zoning - which is not a major employment generating zone.	
<i>To improve access around the City to ensure safe and convenient movement of people including pedestrians, cyclists, public transport users and motorists.</i>	Not relevant to a Change of Use application.	N/A
<i>To maintain and enhance the City's public open space areas to cater for active and passive recreation, consistent with the needs of the community.</i>	Not relevant to a Change of Use application.	N/A
<i>To achieve high quality urban design outcomes for public and private areas.</i>	Not relevant to a Change of Use application.	N/A
<i>To ensure that land uses are appropriately integrated with the transport system throughout the City.</i>	The subject site is within a 400m / 5 minute walk of high frequency public transport along Charles Street and along Wanneroo Road.	

Local Planning Scheme – Zone Objectives

The development application for a change of use to Holiday House is consistent with the Residential Zone Objectives, as set out in clause 16 of the City of Vincent Local Planning Scheme No.2, as detailed below:

Residential Zone Objectives	Planning Assessment	
<i>To provide for a range of housing and a choice of residential densities to meet the needs of the community.</i>	The proposed Holiday House adds to housing diversity in the locality through the provision of short-term residential accommodation.	
<i>To facilitate and encourage high quality design, built form and streetscapes throughout residential areas.</i>	Not relevant to a Change of Use application.	N/A
<i>To provide for a range of non-residential uses, which are compatible with and complementary to residential development.</i>	Whilst short-term accommodation is principally residential in nature (i.e. providing a dwelling for people to reside in), the commercial nature of the Holiday House is compatible and complementary to surrounding residential development, as the property will be used in a residential manner (<i>complementary</i>) and will be managed in accordance with the submitted Management Plan and Code of Conduct so as not to cause undue disturbance to surrounding residents (<i>compatible</i>).	
<i>To promote and encourage design that incorporates sustainability principles, including but not limited to solar passive design, energy efficiency, water conservation, waste management and recycling.</i>	Not relevant to a Change of Use application.	N/A
<i>To enhance the amenity and character of the residential neighbourhood by encouraging the retention of existing housing stock and ensuring new development is compatible within these established areas.</i>	Not relevant to a Change of Use application.	N/A
<i>To manage residential development in a way that recognises the needs of innovative design and contemporary lifestyles.</i>	Use of a residential dwelling for a Holiday House would be consistent with current innovations in short-term accommodation and provide for contemporary lifestyles.	
<i>To ensure the provision of a wide range of different types of residential accommodation, including affordable, social and special needs, to meet the diverse needs of the community.</i>	A Holiday House would add to housing choice in the locality to meet the diverse needs of the community, such as for people visiting family in the area, or working locally, or awaiting permanent accommodation in the area.	

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City of Vincent Local Planning Policy – Short Term Accommodation

The development application is generally consistent with the City's Short Term Accommodation Local Planning Policy, as detailed below:

Policy Objectives	Planning Assessment	
<i>Positively contributes to the surrounding locality and diversity of accommodation types offered in the area.</i>	The Holiday House positively contributes to the diversity of accommodation that would be available in the locality.	
<i>Are managed in a manner that protects the amenity of the surrounding community to the level necessary for its context.</i>	The Management Plan, Code of Conduct and professional management agency would ensure that the property would be managed to protect local amenity.	
<i>Are located, designed and operate in a manner that minimises the level of noise generated by guests and impact that noise has on the surrounding community.</i>	The Management Plan, Code of Conduct and limitations on parties, loud music and outdoor evening activity would ensure potential noise impacts are minimised.	
<i>Do not negatively impact on the heritage integrity of a place or its historical and social value.</i>	Not applicable as the property is not heritage listed.	N/A
<i>Do not have an undue impact on the amenity of the area, including surrounding residential properties and businesses.</i>	As noted above, the Management Plan, Code of Conduct and limitations applied on occupants, noise, hours etc would ensure amenity is not unduly affected.	
<i>Provide sufficient car parking or access to alternative transport modes to minimise negative impact on the amenity of the area.</i>	Two on-site car bays are provided and high frequency public transport is within five minutes walk.	
Development Approval Requirements	Planning Assessment	
<i>The preferred location for short term accommodation uses is on land zoned Local Centre, District Centre, Regional Centre and Commercial, in proximity to entertainment, commercial and recreational facilities and public transport routes.</i>	Whilst the subject site is zoned Residential, it is within 800m of a District Centre and is walking distance to shops, restaurants, public open space and high frequency public transport. This would provide guests of the Holiday House with excellent access to amenities.	
<i>Proposals for short term accommodation shall demonstrate that the use is compatible with and would not negatively impact on the amenity of surrounding residential properties.</i>	As noted above, the Management Plan, Code of Conduct and limitations applied on occupants, noise, hours etc would ensure amenity of surrounding residential properties is not unduly affected.	
<i>Proposals that are respectful of the heritage significance of a place listed in</i>	Not relevant to this proposal as the site is not heritage listed.	N/A

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<i>the City of Vincent's Municipal Heritage Inventory or the State heritage register as detailed in the Statement of Heritage Significance.</i>		
<i>Proposals in medium/high density areas.</i>	Proposal is in a medium density area.	
<i>Proposals within 400 m of high frequency public transport services or a range of commercial, entertainment or tourist activities or within 1 km of the Perth CBD.</i>	Proposal is within 400m of high frequency public transport.	
<i>Accommodation that proposes sufficient distance and separation from the outdoor living areas of adjoining properties to minimise noise generated by guests.</i>	It is difficult to achieve sufficient separation of outdoor areas in medium density areas, therefore the proposal is to limit use of the Holiday House outdoor area to 7am to 10pm only.	
<i>Accommodation that has a direct interface with noise generating (non-residential) uses or where ambient noise/activity already exists.</i>	Not relevant as there is no non-residential uses in the Residential zoned area.	N/A
<i>Proposals that demonstrate the use would positively contribute to the geographic location or diversity of accommodation types offered in the area.</i>	The Holiday House would add to housing diversity and choice in the local area, for example people visiting friends and family in the locality, or working in the locality for a short-term period, or awaiting permanent accommodation in the area (e.g. in-between residential leases or a new house being built).	
<i>Proposals that do not involve works that alter the external appearance of the Building.</i>	No external works to the building are proposed.	
<i>Host is present or management plan and other measures are suitable to achieve the objectives of the policy.</i>	As noted above, a Management Plan and other limits have been put in place to achieve the policy objectives.	
<i>Minimum two nights stay.</i>	A minimum two night stay will be applied.	
<i>Car parking provided in accordance with the R-Codes.</i>	Two car parking bays are available.	

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Management Plan and Code of Conduct

In accordance with the Short Term Accommodation Local Planning Policy, a Management Plan and Code of Conduct have been prepared with the revised application – Refer to **Attachment 1 - Revised Management Plan** and **Attachment 2 - Code of Conduct**

As required by the Policy, the Management Plan sets out:

- control of noise
- screening and assessment procedures for all prospective guests
- complaints management procedures, including after-hours contacts
- guests are provided with the code of conduct prior to and on arrival
- guests are made aware that anti-social behaviour and breaches of the code of conduct will not be tolerated
- the premises are secure and guests are aware of emergency phone numbers
- control of parking

As required by the Policy, the Code of Conduct sets out:

- contact details of managers
- parking to be within the secure garage
- Excessive noise and antisocial behaviour are not tolerated
- house rules for guests on rubbish, smoking, pets etc
- guests are to be made aware of the code of conduct and it must be displayed in a prominent position within the premises at all times

Professional Management

As detailed in the Management Plan, the Holiday House would be managed by a professional, experienced short stay accommodation management company, who are the applicants for this development application. Let Go Pty Ltd has been operating in Western Australia for over four years and currently manages nearly 60 short stay properties across Perth, annually hosting over 1,000 stays and 5,500 nights on Airbnb. The Let Go team includes highly experienced and qualified real estate and property management professionals, who manage the property online listing, booking processes, guest screening, guest concierge, housekeeping services and property management.

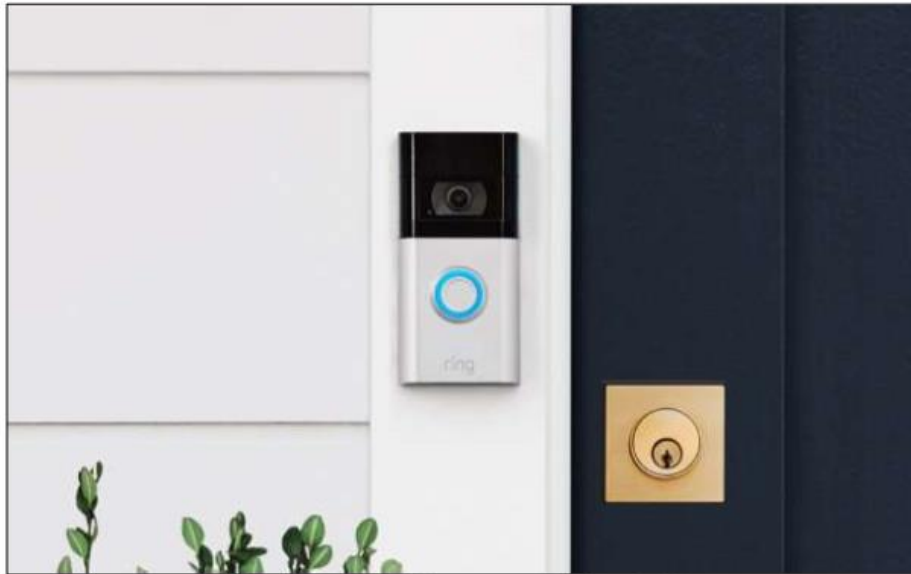
Let Go have established proactive processes to ensure properties are appropriately advertised, booked and occupied in accordance with the Management Plan and Code of Conduct. This includes screening guests, not allowing parties on site, limiting outdoor courtyard hours, limiting loud music, and being easily contactable to resolve any issues. Let Go do not allow the company's reputation or the client's property to be impacted by taking on guests that do not abide by the rules.

Two important tools Let Go use to effectively manage properties are real-time Noise Monitoring and CCTV devices, which are remotely monitored by Let Go and with an alert system in place. This is successfully used at approximately 20 of their current properties and would be installed at 12A Highlands Road. The properties owners have agreed to the upfront cost and ongoing monitoring fees, to ensure their property is well managed. Refer below for examples of the devices currently used at other Let Go properties.

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'Video Doorbell' CCTV to screen arrivals and visitors



'Room Monitor' real time noise monitoring system

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Conclusion

As demonstrated above, the revised development application for a Change of Use to Holiday House at 12A Highlands Road, North Perth is substantially consistent with the objectives and provisions of the statutory planning framework that apply to the subject site and to the proposed land use. As an 'A' land use within the Residential Zone, the land use is appropriate for approval, subject to neighbour consultation and modifications to the application to ensure compatibility with the Residential Zone – which have now occurred.

Substantial revisions have been made to the original development application to ensure that the Holiday House will be managed and occupied in accordance with the intent of the City of Vincent Short Term Accommodation Local Planning Policy. This has included putting in place appropriate limits and effective management, such that potential noise, traffic and amenity impacts of the Holiday House are compatible with the surrounding residential development and comparable with how other permanent residential dwellings would be occupied and used.

Approval of the application subject to ongoing implementation of the Management Plan by Let Go Pty Ltd, a professional and experienced short-stay management body; and occupation of the dwelling by all guests in accordance with the Code of Conduct will enable effective and appropriate operation of the Holiday House.

If you have any queries or require further clarification or justification regarding the application, please contact me via telephone (08) 6119 9175 or email Ciara@developedproperty.com.au.

Yours sincerely



Ciara Clarke
Senior Planning Consultant
(08) 6119 9175

Attachments

1. Revised Management Plan
2. Code of Conduct
3. Revised Response to Submissions



Summary of Submissions:

The tables below summarise the comments received during the advertising period of the proposal, together with the Applicant's response to each comment.

Comments Received in Objection:	Applicant Comment
<p><u>Noise</u></p> <ul style="list-style-type: none"> Concerns regarding the possibility of frequent parties and consistent turnover of guests. Concerned adverse impact of noise. Want to know who to contact if noise generated is unreasonable. Concerns regarding the use of the driveway as a primary access for people accessing the site. In large numbers this will create an adverse impact to the immediately adjoining dwellings to the driveway access. Query how the proposed internal intuitive decibel monitoring device will address noise in the outdoor living area. 	<p>We have a strict "no party" policy at all our listings and they are not tolerated. This is clear in our listings, guest handbooks, notices and booking confirmations.</p> <p>To alleviate any noise concerns, real time noise monitoring will occur through the use of a decibel monitoring device installed at the property. This device monitors noise levels and when noise reaches our pre-set decibel threshold, management is alerted by call, SMS and e-mail. From there, management will intervene, and guests are contacted immediately and advised to cease the noise in accordance with our house rules and management plan.</p> <p>If our request to cease noise to acceptable levels is not actioned by guests immediately, the guests booking will be at risk of cancellation at which point we may consider termination of booking and guests will be required to leave and depending on severity, this may include escort by management, police, or security.</p> <p>Management will provide contact details – name, mobile numbers and e-mail addresses to adjacent neighbours to provide peace of mind. We would also welcome any contact or report of noise as we are confident that they are such a rare anomaly, and we have a vested interest to comply with the management plan.</p> <p>As outlined in the management plan, parking capacity, limits and boundaries will be clearly displayed in the check-in instruction and in the guest handbook.</p> <p>We will also include a CCTV installation to the front of the house, covering arrivals and facing down the driveway so that the number of guests can be monitored as well as any unexpected visitors.</p>
<p><u>Patrons</u></p> <ul style="list-style-type: none"> Concerns regarding the proposed number of patrons (eight people). How will this number be controlled? Concerns regarding the type of clientele that may be attending the proposed short term accommodation. 	<p>We ask thorough pre-booking questionnaire questions when guests book properties such as confirming how many guests will be staying, any visitors, reason for booking, how many cars will be parked on site, do you agree to adhere to house rules, parking instructions etc.</p> <p>We verify the amount and quality of reviews from our guests, the manner in which they communicate and consider other booking factors like length of stay, lead time before arrival and our experience to screen guests thoroughly.</p> <p>We also may cross reference information on third party social media and conduct security checks on</p>



Comments Received in Objection:	Applicant Comment
	<p>guests to make sure they are suitable to book with us.</p> <p>Please note that not all bookings are accepted, only guests who meet our strict booking criteria will be eligible to book with us. We have no vested interest in accepting a suspicious guest and they also simply do not last on the platform when given a bad review from a host, especially on multiple occasions as their profile (including name, phone number and e-mail) can be suspended or banned by the platform itself.</p>
<p><u>Safety</u></p> <ul style="list-style-type: none"> Previous AirBnB short term accommodation located on the street resulted in police being called to attend to noise/anti-social behaviour. How will this be managed? 	<p>We trust it is evident from our background, experience, and management plan that we as a professional management company are not comparable to an average "mum & dad host" in the area that are inexperienced, have time and often proximity constraints for dealing with issues.</p> <p>With the help of a large housekeeping team, staff, tradespeople, software, devices and systems we effectively and efficiently manage nearly 60 short stay properties around Perth.</p> <p>Our management plan provides additional insight into the intricacies of our procedures and an outline of our plans.</p> <p>We will install CCTV to the entry of the property and will install a decibel monitoring device to the courtyard to cross reference this data so we can monitor guests checking in and out of the property and to be kept updated in real time if any issues to arise.</p>
<p><u>Land use:</u></p> <ul style="list-style-type: none"> Concerned at the proposal states it is for a four bedroom house and located in a family friendly residential street. Concerned the land use may be a base for parties that is not in keeping with the residential zoning. Concerns regarding an increase in strangers in the neighbourhood likely leading to an increase in criminal activity. 	<p>As stated above and in our management plan, we strictly do not tolerate or condone parties, gatherings, events, or any occasion resulting in excessive guests.</p> <p>We respect all neighbours to our listings and offer our contact details to adjacent neighbours for their assurance.</p> <p>The usage of our properties will be consistent with the residential definition, with the only difference being that the length of a guest's stay will often be less than an owner occupier or tenant. Our target demographic will be respectable families looking for a cost-effective stay in the suburbs where they can self-cater with typical amenities and luxuries one would expect to find at a residential house.</p> <p>There is no evidence to suggest that a short stay accommodation for four adults, who provide us all their contact details, will be likely to lead to an increase in criminal activity. We have managed both traditionally leased and short-term rentals our whole adult life and there is no correlation or causation for short term rental guests being attributed to criminal activity. These findings are also backed by the evidence given at the recent parliamentary inquiry into short term accommodation which was led by the state government.</p>

12A Highlands Road North Perth



Comments Received in Objection:	Applicant Comment
<p><u>Parking</u></p> <ul style="list-style-type: none"> Concerns regarding an increase in street parking resulting in verges being used as parking bays. Concerns regarding the increased traffic flow along Highlands Road and the impact to safe use of the pedestrian footpath/road. 	<p>We will only be advertising strictly parking only inside the double garage to the property and no parking in the driveway. The capacity, limits and boundaries of the parking will be clearly advertised in the listing, booking confirmations, guest handbook and check in instructions.</p> <p>Breaches of this parking policy will be enforced, and it can be monitored via CCTV also.</p> <p>We expect no increase in traffic flow by nature of hosting guests on a short-term basis, it would be just the same as the house being occupied in any other manner (ie. owner occupation or tenancy). It is more likely that holiday guests would not own cars and would use taxi / Uber, public transport or walk to local amenities.</p> <p>Additionally, when adjusting for occupancy of the property at approximately 70-75%, we would actually expect a 25-30% decrease in traffic flow after accounting for vacancy periods.</p>
<p><u>Management plan:</u></p> <ul style="list-style-type: none"> Concerns regarding the proposed target demographic. The proposal states that the short term accommodation is ideal for small to a medium sized family however each of the four bedrooms have a queen bed. This alludes to the fact that adult couples could be using these spaces instead of a small family. The proposal requires users to say a minimum two nights and an average of 6-8 nights. Would like to know the expected number of bookings per year to determine how frequently people would be coming and going. 	<p>Whilst our target demographic is certainly a small to medium sized family, we certainly encourage respectful and positively reviewed guests of other demographic backgrounds. We are careful not to discriminate against guests and/or violate federal laws, so long as the guests meet our strict screening criteria.</p> <p>The four bedroom house does provide ample space for two adult couples to stay. This would apply equally if the property was leased or owned, where couples may rent together or where extended families may live together. The traditional nuclear family of two parent and two kids is not common in many houses across Perth and certainly not within inner city areas like North Perth – one couple with children households make up less than 25% of all City of Vincent households (ABS 2016).</p> <p>Our policy and bedding configuration needs to cater for various expectations, requirements, cultures, ages, and backgrounds. Some children still share beds with parents, this is common for different cultures. Feedback from guests over the years show that they like space and bigger beds so we have taken onboard this feedback over the years.</p> <p>As only a maximum of four adults can stay at the premises at any time, the number of people coming and going would be similar to if the property is leased or owner occupied, except there would not be regular visitors, gatherings or parties - as may occur at any other residential property in the locality.</p>

Note: Submissions are considered and assessed by issue rather than by individual submitter.

12A Highlands Road North Perth

Summary of Submissions:

The tables below summarise the comments received during the advertising period of the proposal, together with the Administration's response to each comment.

Comments Received in Objection:	Administration Comment
<p><u>Noise</u></p> <ul style="list-style-type: none"> • Concerns regarding the possibility of frequent parties and consistent turnover of guests. Concerned adverse impact of noise. • Want to know who to contact if noise generated is unreasonable. • Concerns regarding the use of the driveway as a primary access for people accessing the site. In large numbers this will create an adverse impact to the immediately adjoining dwellings to the driveway access. • Query how the proposed internal intuitive decibel monitoring device will address noise in the outdoor living area. 	<ul style="list-style-type: none"> • The applicant and proposed management company, Let Go Pty Ltd have confirmed contact details would be provided to neighbouring properties to address any issues if or when complaints were made. • As a battle axe lot the driveway and access to the site would directly abut the boundary of three properties. The battle axe leg would also serve as the only pedestrian access point to the site. Due to proximity of the dwelling to neighbouring properties, the Holiday House would have undue impacts on the privacy, amenity and comfortable living of abutting properties. • The applicant has advised the device monitors noise levels and upon reaching the pre-set decibel threshold property management would be alerted by call, SMS and e-mail. The measures would be reactionary to the noise and nuisance generated and would not be able to immediately managed on site as no host is present,
<p><u>Patrons</u></p> <ul style="list-style-type: none"> • Concerns regarding the proposed number of patrons (eight people) and control of number of guests who actually use the house. • Concerns regarding the type of clientele that may be attending the proposed short term accommodation. 	<ul style="list-style-type: none"> • The Management Plan submitted by the applicant proposes a maximum booking capacity of 8 persons – 4 adults and up to 4 children at any one time. As the Holiday House is unhosted, proactive checks of guest numbers as well as any visitors upon arrival would not reasonably occur. This may result in additional guests using the site and may exacerbate noise and amenity impacts to the streetscape. • The applicant has advised monitoring of the property and guest behaviour would be managed through the onsite CCTV camera near the entry.
<p><u>Land use:</u></p> <ul style="list-style-type: none"> • Previous AirBnB short term accommodation located on the street resulted. Proposed application would see same noise, amenity and parking issues arise. • Air BnB and short term accommodation is not a residential use, but commercial. Does not belong within an existing residential area. • Concerned the land use may be a base for parties that is not in keeping with the residential zoning. • Concerns regarding an increase in strangers in the 	<ul style="list-style-type: none"> • Administration acknowledges the previous unauthorised short term accommodation which operated from a neighbouring dwelling on Highlands Road. Each application is considered on a case by case basis. The applicant management plan and code of conduct provided by the applicant as part of this application set out the proposed site management measures and procedures as well as a guest code of conduct. • As per commentary in the report, Administration is not satisfied the proposed land use and management measures / code of conduct would adequately manage the short term accommodation within the Residential setting. • The property is located mid-block of a residential street, at the rear of a battle axe lot.

Comments Received in Objection:	Administration Comment
<p>neighbourhood likely leading to an increase in criminal activity.</p>	<p>The site does not form part of a locality whereby associated traffic, parking, noise and odours generated from such non-residential land uses are present or contribute to a range of land uses in the immediate vicinity. Administration notes the Holiday House is not a land use which is compatible with or complementary to the residential development and its surrounds.</p> <ul style="list-style-type: none"> • The use of short term accommodation for parties and social gatherings which impact the amenity of surrounding residential properties is not supported. The applicants Management Plan notes 'no parties'. • Residents would be recommended to contact Police regarding any criminal activity.
<p><u>Parking:</u></p> <ul style="list-style-type: none"> • Concerns regarding an increase in street parking resulting in verges being used as parking bays. • Concerns regarding the increased traffic flow along Highlands Road and the impact to safe use of the pedestrian footpath/road. 	<ul style="list-style-type: none"> • The existing dwelling provides on-site parking for 2 cars within the existing garage. The parking provided meets the requirements of the Residential Design Codes – Volume 1 (R Codes) and the parking standards of the Short Term Accommodation Policy. Short term accommodation does not require additional parking beyond the R Codes deemed-to-comply standards. • Non-compliance with public parking provisions and obstructions of private dwellings would be resolved by the City's Rangers.
<p><u>Management plan:</u></p> <ul style="list-style-type: none"> • Concerns regarding the proposed target demographic. The proposal states that the short term accommodation is ideal for small to a medium sized family however each of the four bedrooms have a queen bed. This alludes to the fact that adult couples could be using these spaces instead of a small family. • The proposal requires users to stay a minimum two nights and an average of 6-8 nights. Would like to know the expected number of bookings per year to determine how frequently people would be coming and going. 	<ul style="list-style-type: none"> • The proposal does not specify or limit the demographics which would be permitted to use the short term accommodation. The applicants Management Plan notes that all potential guests and booking numbers would be reviewed and approved through the pre booking questionnaire. • Administration is unable to confirm how many bookings would be expected a year. Annual bookings would be dependent on the frequency and length of guests stay at the dwelling.

Note: Submissions are considered and assessed by issue rather than by individual submitter.

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