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# MANAGEMENT PLAN

## SHORT-TERM ACCOMMODATION

Unit 3, 45 Sackville Terrace, Scarborough WA 6019\*\*

This management plan is to be reviewed and updated annually.

### **Record of Review of Management Plan**

<b>Version Description</b>	<b>Review Date</b>
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V1.0	Initial Version March 2027
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## 1. Introduction

This Short-Term Accommodation Management Plan outlines how the operation of Unit 3, 45 Sackville Terrace, Scarborough will be managed to maintain residential amenity and comply with the City of Stirling Local Planning Framework.

The purpose of this plan is to ensure that guests behave responsibly, minimise impacts on neighbours within the 7-unit complex, and ensure the property is operated safely and respectfully.

Bookings may be made through recognised platforms such as Airbnb, Booking.com, or through relocation/real estate professionals. Guests booking through real estate professionals will also be subject to the Residential Tenancies Act (1987) and the Real Estate and Business Agents Act (1978).

The unit is suitable for **a maximum of six (6) adults, or a family group of up to six (6) people.**

## 2. Check-In

At the time of booking, guests must review and agree to the house rules, including:

- No parties or events. Breaches will result in immediate eviction without refund and may be reported to police.
- The booking guest must be at least **30 years old** and provide valid ID.
- Quiet hours apply after **10:00pm**.
- Check-in is from **3:00pm** unless otherwise arranged.
- Guests will receive check-in instructions and access codes for the pedestrian gate and unit door.

### 3. Access to the Property

Guests receive check-in details via the booking platform on the day of arrival. This includes:

- Access codes for the unit door
- Instructions for locating Unit 3 within the complex
- Parking instructions
- Contact details for the owner

A face-to-face handover may be arranged where practical.

### 4. Check-Out

Check-out time is **10:00am** unless alternative arrangements are approved by the owner.

### 5. Use of Premises

- The unit is rented as a **self-contained 3-bedroom, 2-bathroom dwelling**.
- Maximum occupancy: **six (6) adults**, or **a family group of up to six (6) people**.
- The unit includes 3 bedrooms, 2 bathrooms, a living area, kitchen, courtyard, and garaged parking.
- Guests must respect the shared nature of the complex, including common walkways, parking areas, and bin storage.
- Noise must be kept to an acceptable level at all times, especially when entering or exiting the complex.
- Minimum stay: **3 nights**
- Maximum stay: **85 days**
- The unit is cleaned after each stay, or weekly for longer bookings.

**Parking:** Guests must park only in the **allocated garage for Unit 3**. Parking on neighbouring bays, common areas, or verges is not permitted.

Guests must notify the owner of any change in guest numbers.

## 6. Complaints Management

Complaints will be managed directly by the owner.

If neighbours believe guests are not complying with the Code of Conduct, they may contact the owner using the provided contact details.

A **Complaints Register** (Appendix B) will be maintained and made available to authorised City of Stirling officers. It will record:

1. Date and time of complaint
2. Name and address of complainant
3. Nature of complaint
4. Investigations undertaken
5. Action taken
6. Response provided

Neighbours will be provided with:

- A copy of the Code of Conduct
- A copy of the complaints procedure
- Contact details for the owner (including after-hours contact)

### **Level 1 Complaint – Minor Noise or Disturbance**

1. Neighbour contacts the owner.
2. Owner contacts guests to remind them of obligations.
3. If unresolved and a second complaint occurs within several hours, the owner or representative will attend the property.
4. If a further validated complaint occurs, guests may be evicted.

### **Level 2 Complaint – Major Noise or Party**

1. Owner attends the property within **30 minutes**.
2. If the issue is minor, Level 1 procedure applies.
3. If verified as a major disturbance or party, guests will be evicted immediately.

## 7. Maintenance

Maintenance of the unit and any private outdoor areas will be managed by the owner.

- Non-urgent maintenance will be scheduled between guest stays.
- Urgent repairs may require access during occupancy.
- Contractors will attend during normal business hours unless emergency access is required.

## 8. Guest Guide Portal

Guests will be provided with a digital guide including:

- House rules
- Parking instructions
- Waste and recycling procedures
- Emergency contacts
- Local area information
- Instructions for appliances and air-conditioning

## 9. Appendix A – Code of Conduct

### CODE OF CONDUCT

Short-Term Accommodation Unit 3, 45 Sackville Terrace, Scarborough WA 6019

This Code of Conduct outlines the expected behaviour of all guests and visitors staying at Unit 3, 45 Sackville Terrace. Its purpose is to protect the amenity of neighbours, maintain safety, and ensure the property is used responsibly and respectfully.

### 1. Respect for Neighbours

Guests must:

- Keep noise to an acceptable level at all times.
- Observe **quiet hours between 10:00pm and 7:00am.**
- Avoid loud conversations, music, or gatherings on balconies, in common areas, or when entering/exiting the complex.
- Respect the privacy of neighbours and other residents within the 7-unit complex.

- Not obstruct shared walkways, stairwells, or common property.

## 2. Maximum Occupancy

- The maximum number of guests permitted is **six (6) adults**, or **a family group of up to six (6) people**.
- Additional visitors are not permitted without prior approval from the owner.
- Parties, events, or functions are strictly prohibited.

## 3. Parking and Vehicles

- Guests must park **only in the allocated garage for Unit 3**.
- Parking in other residents' bays, visitor bays (unless permitted), common areas, or verges is not allowed.
- Guests must ensure vehicles do not block access ways or create safety hazards.

## 4. Use of the Premises

Guests must:

- Use the property only for short-term residential accommodation.
- Keep the property clean, tidy, and secure at all times.
- Ensure all doors and windows are locked when leaving the premises.
- Not move furniture, tamper with fixtures, or damage the property.
- Not smoke inside the unit or in common areas of the complex.
- Not engage in illegal activities on the premises.

The property must not be used for commercial purposes, parties, gatherings, or any activity that may disturb neighbours.

## 5. Noise and Behaviour

- Noise must be kept to a minimum, especially in outdoor areas and common spaces.
- No amplified music is permitted on balconies or in common areas.
- Guests must comply immediately with any request from the owner or neighbours to reduce noise.

- Anti-social behaviour will result in immediate eviction.

## **6. Waste and Recycling**

Guests must:

- Dispose of rubbish in the correct bins located in the shared bin area.
- Follow the waste and recycling instructions provided in the Guest Guide.
- Ensure bins are not contaminated with incorrect waste.
- Not leave rubbish in hallways, balconies, or common areas.
- Place all waste securely in bags before disposal.

## **7. Safety and Security**

- Guests must comply with all fire safety requirements.
- Fire exits and common pathways must remain clear at all times.
- Candles, open flames, and hazardous materials are not permitted.
- Children must be supervised at all times.

## **8. Visitors**

- Visitors are permitted only between **7:00am and 10:00pm**, unless otherwise approved by the owner.
- Overnight visitors are not permitted unless included in the booking.
- Guests are responsible for the behaviour of all visitors.

## **9. Pets**

- Pets are not permitted unless explicitly approved by the owner and compliant with strata by-laws.

## **10. Damage and Reporting**

Guests must:

- Report any damage, breakage, or maintenance issues to the owner immediately.
- Not attempt repairs themselves.
- Be responsible for the cost of any damage caused by themselves or their visitors.

## 11. Compliance and Enforcement

Failure to comply with this Code of Conduct may result in:

- A warning
- Immediate eviction without refund
- Reporting to police (for serious breaches)
- Notification to the City of Stirling
- Restriction from future bookings

The owner reserves the right to evict guests immediately in the event of:

- Parties or large gatherings
- Excessive noise
- Aggressive or anti-social behaviour
- Damage to property
- Repeated complaints from neighbours

## 12. Complaints Procedure

If neighbours have concerns about guest behaviour, they may contact the owner directly using the contact details provided.

All complaints will be recorded in the **Complaints Register** and investigated promptly.

## 10. Appendix B – Complaints Register

COMPLAINTS REGISTER

SHORT TERM ACCOMMODATION

Date and time of complaint	Name and Address of complainant	Nature of the complaint	Investigations Carried out	Actions taken	Date and summary of Response to complainant

## **11. Appendix C – Rubbish System**

Guests will be instructed on:

- Location of shared bin area
- Correct use of general waste and recycling bins
- Collection days
- Ensuring bins are not contaminated
- Ensuring rubbish is not left in common areas

## **12. Appendix D – Enhancing the Amenity of the Local Area**

Guests will be encouraged to:

- Support local businesses
- Respect neighbours and common property
- Minimise noise when entering/exiting the complex
- Keep shared spaces tidy and free of clutter
- Follow all strata rules

# AMENITY IMPACT STATEMENT

**Development Application:** DA26/0386

Change of Use – Residential to Short Term Rental Accommodation  
3/45 Sackville Terrace, Scarborough WA 6019

## 1. Introduction

This Amenity Impact Statement is submitted in support of the application for Change of Use from Residential to Short Term Rental Accommodation at 3/45 Sackville Terrace, Scarborough. The proposal seeks approval for the responsible and professionally managed use of the existing dwelling as short term visitor accommodation. No structural alterations are proposed and there is no increase in building bulk, intensity or permanent occupancy. This statement responds to Appendix 2 of the City of Stirling Local Planning Policy 6.19.

## 2. Locality Context

The subject property is located within Scarborough, a recognised coastal destination within the City of Stirling that attracts regular visitor demand due to its proximity to Scarborough Beach, cafés, restaurants, entertainment venues, public transport connections and recreational facilities. Short term visitor accommodation is considered compatible within this broader locality when appropriately managed.

## 3. Nature of the Proposed Use

The dwelling will be operated as short term rental accommodation for temporary visitors, families and holidaymakers. The entire dwelling will be rented with no room by room letting. Maximum guest numbers will be limited to suitable residential occupancy levels. No parties, events or functions will be permitted and no school leaver or high risk bookings will be accepted. The use will comply with all applicable strata by laws and house rules.

## 4. Management and Operational Controls

The premises will be actively managed to minimise impacts on neighbouring residents. Measures include a 24/7 local contact available for urgent issues, guest screening through booking platforms, clear house rules provided prior to arrival, enforcement of quiet hours, immediate response to complaints, regular cleaning and inspection between stays, and monitoring of guest conduct. Any guest who breaches house rules may have their booking terminated.

## 5. Noise and Residential Amenity

The accommodation is intended for standard residential style occupation rather than gatherings or events and is not expected to generate unreasonable noise impacts. Noise control measures include prohibition of parties, quiet enjoyment requirements, limits on guest numbers and prompt response to complaints. These measures ensure consistency with ordinary residential use.

## **6. Parking and Traffic**

The use is not expected to materially increase traffic movements beyond normal residential activity. The property is serviced by an on site double garage suitable for the size and function of the dwelling, which will be utilised for guest parking.

## **7. Security and Building Access**

Guest access will be controlled and limited to the duration of approved stays. Measures include verified bookings, controlled check in and check out procedures, and maintenance of occupancy records. The dwelling will comply with all relevant fire safety and statutory requirements applicable to short term rental accommodation.

## **8. Waste Management**

Guests will receive clear waste and recycling instructions including bin presentation requirements. Regular cleaning of the property will also ensure that waste management policies are adhered to and that the dwelling remains well maintained.

## **9. Strata and Regulatory Compliance**

The dwelling forms part of a strata development and will operate in compliance with all applicable strata by laws including those relating to noise, behaviour, parking and use of common property. The accommodation will also comply with relevant State Government short term rental accommodation requirements.

## **10. Compatibility with the Surrounding Area**

The proposal does not alter the physical residential character of the property. The dwelling will continue to present as a self contained residence. Scarborough is a mixed residential and visitor oriented coastal suburb where managed short term accommodation can be accommodated without detriment to local amenity.

## **11. Cumulative Impact Consideration**

The proposal involves the use of a single existing dwelling and does not represent an intensification of development. Given the controlled nature of the use, the proposal is not expected to contribute to adverse cumulative amenity impacts within the locality.

## **12. Conclusion**

The proposed short term rental accommodation represents a modest, low impact and professionally managed use of an existing dwelling. With the measures outlined in this statement, the proposal will not unreasonably affect neighbouring amenity and is respectfully considered appropriate for approval.