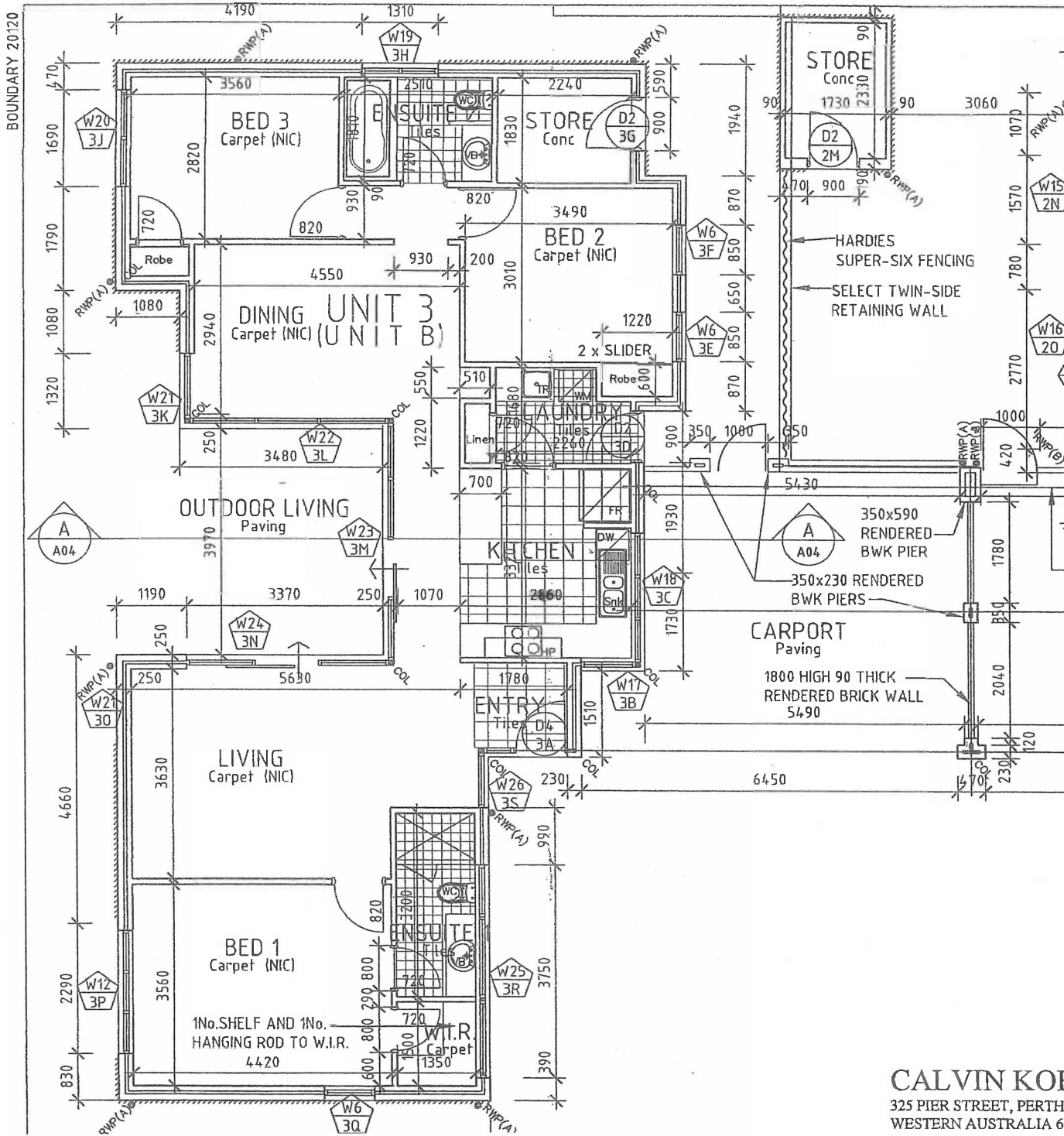


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Ground Floor Plan - Unit 3
Scale 1:100

Triplex Development
Lot 232 (69) Swan Street, Tuart Hill

CALVIN KOH ARCHITECTS (AUST) PTY LTD

325 PIER STREET, PERTH
WESTERN AUSTRALIA 6000 TEL: (08) 9227 1692 FAX: (08) 9227 1779



STRATA PLAN
47360

SHEET 1 OF 1 SHEET

MANAGEMENT STATEMENT YES NO

Lodged
Examined
Registered

REGISTRAR OF TITLES

PROPERTY PEOPLE SURVEYING
SUITE 9, 18 HARVEST TERRACE. PO BOX 1531 WEST PERTH 6872
TEL 9322 3833 FAX 9226 4874 Email: bevan@ppsurvey.com.au

JOB #05/5136
CLIFF KEMP
LICENSED SURVEYOR



PLAN OF

LOT 232 ON PLAN 4748 (1)

CERT. OF TITLE

VOLUME 1090 FOLIO 143

LOCAL GOVERNMENT

CITY OF STIRLING

INDEX PLAN

BG34(2) 11.31

FIELD BOOK NUMBER

SCALE

1 : 250

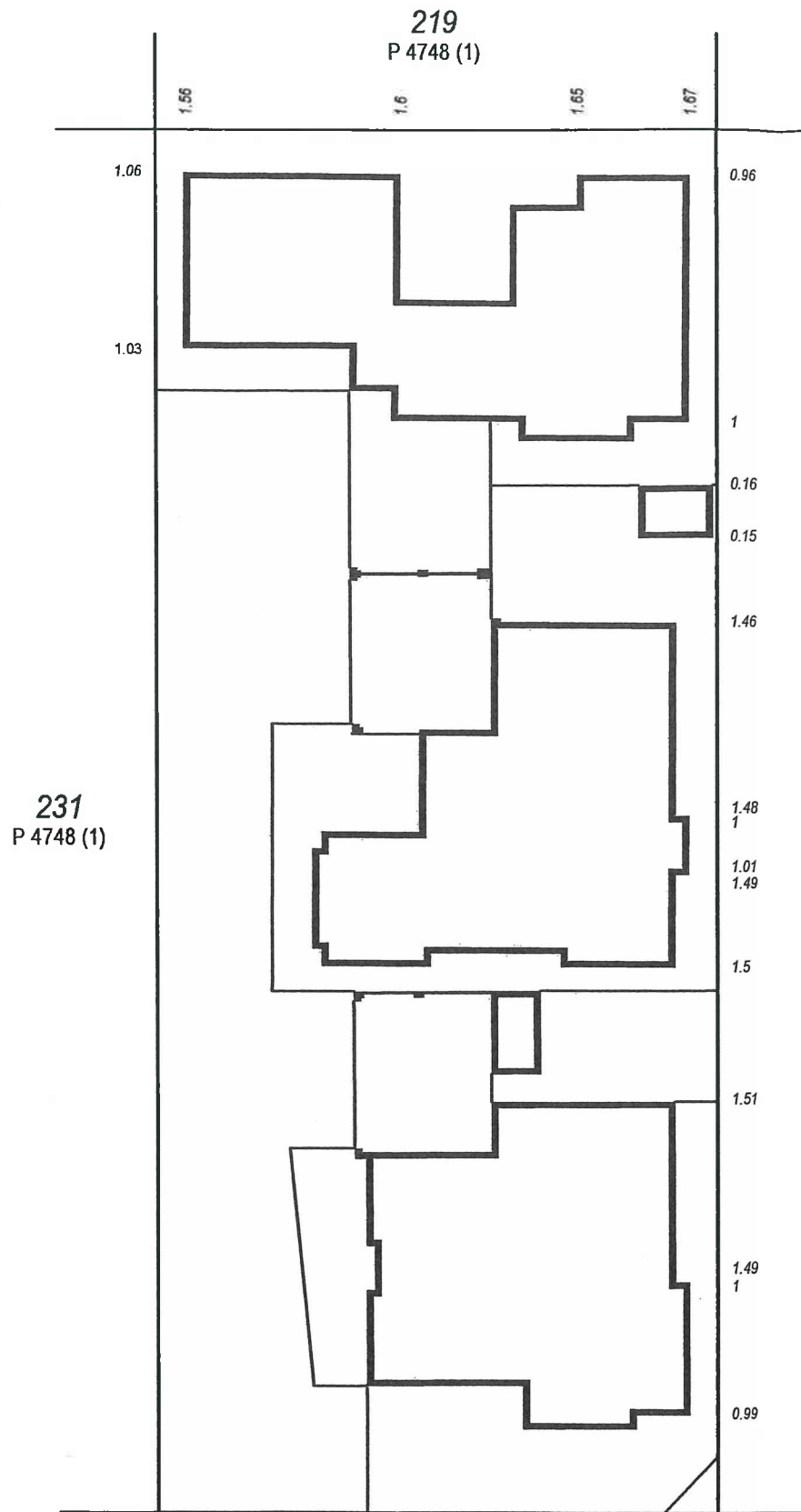
NAME OF SCHEME

69 SWAN STREET, TUART HILL

ADDRESS OF PARCEL

69 SWAN STREET,
TUART HILL W.A. 6060

LOCATION PLAN

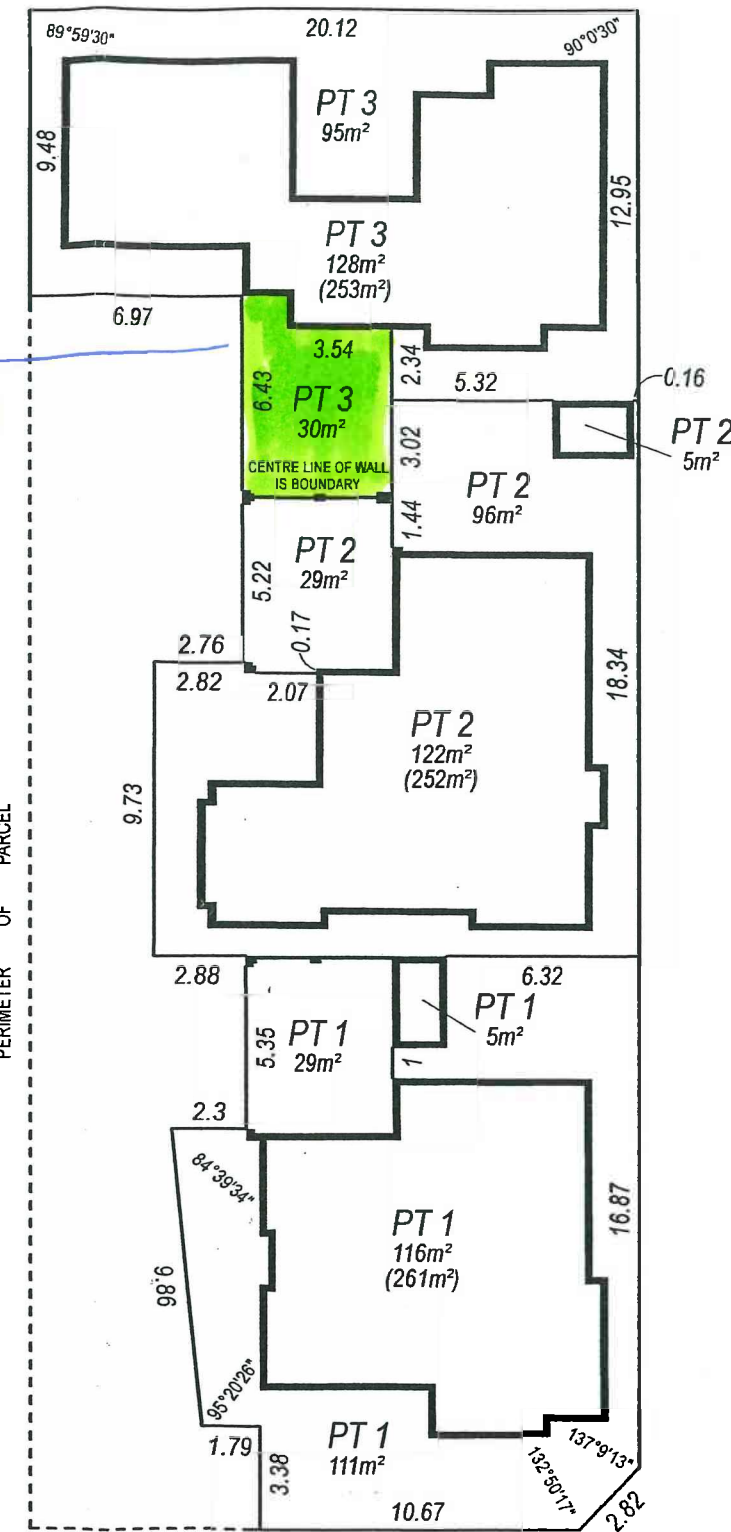


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2x ← CAR SPACES

GROUND FLOOR PLAN

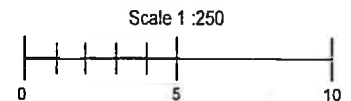


THE STRATUM OF THE LOTS EXTENDS BETWEEN 5 METRES BELOW AND 10 METRES ABOVE THE UPPER SURFACE LEVEL OF THE GROUND FLOOR OF THE BUILDING ON LOT 1.

THE BOUNDARIES OF THE LOTS OR PARTS OF THE LOTS WHICH ARE BUILDINGS SHOWN ON THE STRATA PLAN ARE THE EXTERNAL SURFACES OF THOSE BUILDINGS, AS PROVIDED BY SECTION 3AB OF THE STRATA TITLES ACT 1985.

ALL ANGLES 90 DEGREES, UNLESS SHOWN OTHERWISE.

ALL DISTANCES TO EXTERNAL FACE OF WALL, UNLESS SHOWN OTHERWISE.



INTERESTS AND NOTIFICATIONS

SUBJECT	PURPOSE	STATUTORY REFERENCE	ORIGIN	LAND BURDENED	BENEFIT TO	COMMENT



STRATA PLAN

Short Term Property Management Plan

for

69C Swan Street, Tuart Hill WA 6060

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1 BACKGROUND AND OVERVIEW

Hometime is a national short-term accommodation management company providing full property management services to property owners in Perth metro and surrounds with a locally based team. Hometime has been contracted to manage 69C Swan Street, Tuart Hill, WA and subsequently has developed this management plan on behalf of the owners in accordance with requirements stipulated.

Hometime intends on becoming the Exclusive Managing Agent for the property located at 69C Swan Street, Tuart Hill WA 6060

The property in question is seeking permission to be used as a short-term accommodation. This property has the following attributes:

- hosts a maximum of 6 guests
- 3 bedroom,
- 2 bathroom,
- 2 allocated parking spaces.
- Bedding configurations will be 2x King single beds, 1x King Bed, and 1x Double Bed

2 OBJECTIVES OF MANAGEMENT PLAN

To clearly outline and demonstrate the professional management procedures implemented by Hometime to ensure effective operational management.

3 MANAGEMENT STRATEGIES

3.1 MANAGER

Hometime has been operating across Australia for the last 10 years. Additionally, Hometime engages operations and housekeeping personnel who are local and can be on site within 30 minutes.

For simple contact and availability of the hosts, Natasha Davis will be the main point of contact.

Natasha David: 0401 340 402 / natasha.davis@partner.hometime.io

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

Property Owner Details:

Name: Kelly Palmer

Email: kellpth@gmail.com

Phone: +61 430 481 433

3.1.1 BOOKING REQUIREMENTS

We anticipate approximately one booking per week and our average trip length is between 3-8 nights. This is based on historical data from our existing portfolio.

We specify a mandatory minimum stay length of three (3) nights as we find this significantly deters any unwanted targeting for parties or gatherings. The maximum length of stay is 89 nights. We have a booking cut-off time after 12:00pm so that last-minute and late-night bookings are impossible, again lessening the risk of undesirable guests.

3.1.2 GUEST SCREENING PROCEDURES

When a guest requests or books a stay at this property, we require the following:

- Contact details including full name(s), phone number & e-mail address.
- Written 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.
- Total number of guests & location guests are travelling from.
- Their reason for visiting Perth & booking the property.

To add an extra level of confidence in relation to the identity of a booking guest we then cross reference guest information details by using social media platforms. We can further screen the potential guest/booking by obtaining names of all guests, requiring government issued ID that all guests are required to submit upon successful booking confirmation.

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, each guest is sent a "HOUSE RULES and PARTY screening" message. This reiterates our stance on no parties, no gatherings, and no loud noise after 10 pm. This further encourages guests with differing intentions to cancel their booking, as NO deviation from these rules will be tolerated.

3.1.3 GUEST HANDBOOK

Each guest on the property is provided with a physical guidebook that provides them with all the information required for an enjoyable, safe, and compliant stay. When a guest checks in, they are encouraged to read our 'Guest Handbook.' This lists the property manager's 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.

The guest handbook, which we have created, is very comprehensive, which significantly mitigates any queries, risks, and issues regarding their stay.

3.1.4 HOUSE RULES

Our set of house rules are displayed both on the online listing and in our comprehensive guest handbook, which is located inside the property. As mentioned above, guests are also redirected to the house rules via screening procedures and a message sent upon booking. We can add additional house rules to suit the property, location, neighbourhood, or landlord's desires.

Rules:

- No parties or gatherings permitted.
- Guests and visitors must not create noise that is offensive and excessive to occupiers of neighbouring properties, especially between 10 pm and 7 am Monday to Saturday and 10 pm and 9 am on Sunday and public holidays, during arrival, and during departure, and at any time throughout the occupancy.
- A maximum of 6 guests are permitted to stay at this accommodation.
- No additional guests other than those booked are permitted to stay at the property.
- No pets.
- 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 must not engage in any anti-social behaviour and must minimise their impact upon the residential amenity of neighbours and the local community.
- Professionals and/or Police may be engaged to attend during & after normal business hours.

3.2 CHECK-IN/OUT PROCEDURE

Check-in is from 3:00 pm until late, this is to allow guests arriving from international/interstate flights the ability to check in. We communicate with all guests in relation to their check-in time. All guests receive detailed check-in instructions before their arrival.

Check-in is achieved using a digital front door lock or secured lockbox, whereby each guest gets a unique entry code valid for the duration of their stay only. This code is sent to the guest through the booking platform 1-2 days before check-in to ensure the process is seamless.

Guests will also receive a photo of the property they are staying at; how to access the front door, a photo of their parking spot and where the council bins are located.

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

3.3 MITIGATION AND 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 will also provide our details for nearby neighbours, if required. As previously stated, we are more than happy to provide these details to nearby neighbours for us to be even more effective in managing our properties.

In our online listing, which the guest(s) must agree to before booking and in our guest handbook, we have extensively listed our house rules with respect to the property and other nearby residents of the surrounding area & amenities. Priority is given to the adherence to our noise and parking policy.

In the unlikely event that a complaint does occur at the property, we have developed a systemised approach to address and eliminate concerns. Hometime will be held accountable for communicating with the guest. First and foremost, the guest will be notified of the complaint and requested to make the necessary adjustments to comply with the house regulations. It is rarely needed to take further action. The guest will be informed that any continued breach of the house rules could result in the reservation being terminated.

In the unlikely case that contact cannot be made with the guest or a suitable resolution is not reached, Hometime will be expected to appear at the property and settle the dispute. Thanks to the vicinity of the Hometime Directors/ Operations team and managers, they can be on-site within 10-60 minutes. If deemed necessary, professionals and or Police may be engaged to attend during and after normal business hours to minimise disruptions to neighbours.

Guests and visitors must not create noise that is offensive and excessive to occupiers of neighbouring properties, especially between 10 pm and 7 am Monday to Saturday and 10 pm to 9 am 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 minimise their impact upon the residential amenity of neighbours and the local community.

Any complainant will be kept informed throughout the process and will be encouraged to provide evidence to support the cause of our 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 1 hour.

If required and to further ensure the smooth operational management of the property, real-time noise monitoring can be installed in the property for noise mitigation. This technological device will manage non-conformance to the House Rules outlining “excessive noise after 10 pm”. This software allows assurance that if a noise nuisance is created by guests, the management is aware before complaint calls need to be made. Time-stamped data allows management to quickly validate or invalidate a noise complaint, in real-time or post-check-out, as guests are often easy targets for false, perceived, or real noise complaints.

In the event of a complaint, we encourage that a call be made to Natasha at Hometime. As per the contact details outlined in 3.1. Once Hometime receives a call then the complaint mitigation procedure as outlined above will be implemented. Once the complaint has been mitigated, Hometime will endeavour to follow up with the complainant within 24 hours and detail the outcome of the complaint.

3.4 USE AND MAINTENANCE

Property upkeep and maintenance is an essential component of effective short-term rental management and is an aspect we take extremely seriously. The Hometime team will inspect the property after each guest leaves the premises to allow for rapid repair of maintenance issues within or outside the property and ensures that the property's appearance meets or exceeds the standard of neighbouring properties.

Hometime is responsible for arranging all maintenance requirements in relation to this property. Likewise, any maintenance issues are flagged immediately by Hometime staff and dealt with accordingly. No furniture will be removed by any persons other than by Hometime and in the event of this happening the old or disused furniture will be taken from the property completely.

The storeroom is for the exclusive use of the owners and will not be available to potential guests throughout their stay.

3.5 SAFETY, HYGIENE AND SECURITY

3.5.1 SAFETY

The property is equipped with compliant RCDs and Smoke Alarms. To ensure compliance and safety, a licensed electrician may be required to provide an electrical safety certificate periodically. Additionally, we also provide first aid kits, fire extinguishers and a fire blanket, and an emergency safety plan in the event of a fire. Our detailed guest handbook includes contact information for the local police station, hospitals, and fire station, as well as our emergency contact number, which is '000'.

3.5.2 HYGIENE AND COMFORT

All waste, including general waste (red lid), recycling (yellow lid), and garden organics (green lid), must be disposed of according to local council policies and procedures and placed in the appropriate allocated bins for weekly collection. The housekeeping team are tasked with removing any excess rubbish and will promptly remove it from the public view.

We remind guests to place all rubbish and recycling in the allocated bins at the property and provide assistance with rubbish disposal during checkout and when the property is vacant. This is done through an automated message along with instructions in our house manual.

The housekeeping team monitors bin location and contents at each check-out and may take photos or gather evidence to ensure efficient bin maintenance and reduce the risk of problems.

In addition, the property features a fully functional kitchen with a fridge and pantry for food storage, and we take measures to prevent vermin and pest problems.

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.

We regularly check exhaust fans and air conditioning/heating appliances and repair or replace them as needed. Guests are encouraged to report maintenance issues to us immediately so that we can resolve them quickly.

Finally, we provide a washing machine for guest convenience to use during their stay to

wash their clothes as required.

3.5.3 SECURITY

As mentioned in 3.2, check-in/out is done via a digital lock or lockbox. This allows for easy check-in but elevates the security of the property. If required a Ring surveillance video recording cameras <https://ring.com/au/en/doorbell-cameras> can be installed and would be located on the front door and have the ability to regularly monitor CCTV footage if this is desired. The footage may provide an expansive view of the front door of the property and this is to further ensure compliance and observance of house rules.

As previously mentioned, we can also install an internal intuitive decibel device named <https://www.minut.com> and owners 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 10:00 pm to 7:00 am.

3.6 CAR PARKING

The property has 2 allocated parking spaces. The parking area is located on the property premises. All parking configurations allow for cars to be parked safely and securely within the boundaries of the property without parking on the road. At no stage is it necessary for there to be any vehicles parked outside of the property boundary. There is also plenty of visitor bay parking, if required.

As the property will be used for residential purposes, we expect no excessive trips to and from the property.

This property will be listed with families in mind, and guests will often only have one or two vehicles. In the case of two vehicles, this property can accommodate them without any negative impact on the local parking infrastructure, as there are two allocated spaces. 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 a vehicle at the premise,s as we allow for only allocated parking spaces at the property and will advertise this accordingly. Guests will always be made aware that there is also NO street parking and will advertise this accordingly. As stated in our online listing, in the house rules section under 'Things to Know' will be our parking information, and it will also be listed again in the 'Space' section of the listing & guest handbook.

Furthermore, we provide details for ride-share companies such as Uber and Ola. We also promote our local taxi companies and locations of bus stops and local transport.

4 SUMMARY

This property is perfectly located for short-term visitors to the area with convenient public transport, access to great local amenities and other tourist attractions such as nearby parks, shopping centres, and proximity to Perth CBD. Moreover, it is well-maintained and meets the necessary safety and compliance standards for a short-term rental.

You can be assured that our management will be undertaken with the utmost respect and best

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of intentions for the neighbouring community. I am dedicated to meet all applicable laws, regulations and policies set forth by City of Stirling. May my request to change the use of this property, from long term to short term rental accommodation merits your approval.

Yours truly,

Teresita Palmer

Teresita Palmer

(applicant)

Appendix 2 - AMENITY IMPACT STATEMENT Requirements

The Amenity Impact Statement is to demonstrate how the proposal engages with and responds to its location and surrounding context. Example below:

APPLICANT DETAILS

Name: Teresita Palmer

Contact Number: 0451808344

Property Address: 69c Swan Street TUART
HILL WA 6060

DESCRIPTION OF UNHOSTED STRA

Accommodation Type (*single dwelling, apartment, grouped dwelling*):

Maximum Number of Guests: 6

Number of Bedrooms: 3

Duration of Stay (Min/Max Nights): 2 nights minimum stay

Facilities Provided: F/furnished 2x king single, 1x king, 1x double beds, 2 toilets, 2 shower baths, air/con, ref, w/m, high chair, change table, d/washer, v/cleaner, coffee maker, cooking equipments, Wi-Fi, etc.

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RESPOND

Explain how the proposal suits the site and surrounding area (*identify any nearby sensitive land uses*)

1. Within 400m from council run Osborne Park Community Centre; Robinson Reserve Cricket Grounds; and retail destinations
2. Within 200m of a corridor class 2/ 3 Road, Main Street, is a District Distributor B being transitioned into a main street environment.

IMPACT ON LOCAL AMENITY

Expected noise levels during operation and relevant measures in place

Expected increase in vehicle traffic, availability of parking and measures proposed to manage this.

Provision of security lighting, controlled access on site, etc.)

Waste management plan and cleaning procedure

1. 69c Swan Street Tuart Hill WA 6060 operated as a long term rental property since 2012. Tenants were thoroughly checked