

Development Application Submission Form

This submission form is provided for your convenience. There is no obligation to make a submission. If you wish to make a submission, please complete this form and email to: planning@belmont.wa.gov.au or post to: City of Belmont, Locked Bag 379, Cloverdale WA 6985.

Written submissions should be lodged with the City within the required comment period. If no comments are received by the closing date, we will assume that you have no comment you wish to make and the application will be assessed and determined on its merits and without any further consultation.

Please note also that although submissions will assist the City in making a determination on the application, they should not be construed as the sole basis for the City's decision. The application will be determined on the relevant planning merits and the City may not agree with all or part of your submission.

| DEVELOPMENT APPLICATION DETAILS | |
|---------------------------------|--|
| DA Number: | 186/2025 |
| Property Address: | 50 Newey Street RIVERVALE 6103 (St Lot 2 SP 23072) |
| Proposed Development: | Change of Use from 'Single House' to 'Holiday House' |
| Zoning: | Residential R20 |
| Enquiries: | Planning Officer, Lydia Algeri 9477 7174 |

| DETAILS OF PERSON(S) MAKING SUBMISSION | | | |
|--|--|---------------|--|
| <input type="checkbox"/> I am an Owner and Occupier or <input type="checkbox"/> I am an Owner or <input type="checkbox"/> I am an Occupier | | | |
| Name(s): | | | |
| Affected Address: | | | |
| Postal Address: (if different to above address) | | | |
| Telephone No: | | Email: | |
| Signature: | | Date: | |

Note: submissions should be based on planning merit. A 'How to Make a Submission on a Town Planning Proposal' fact sheet is available for viewing from: www.belmont.wa.gov.au.

Submission:

Additional lines over page. Attach additional sheets if required.

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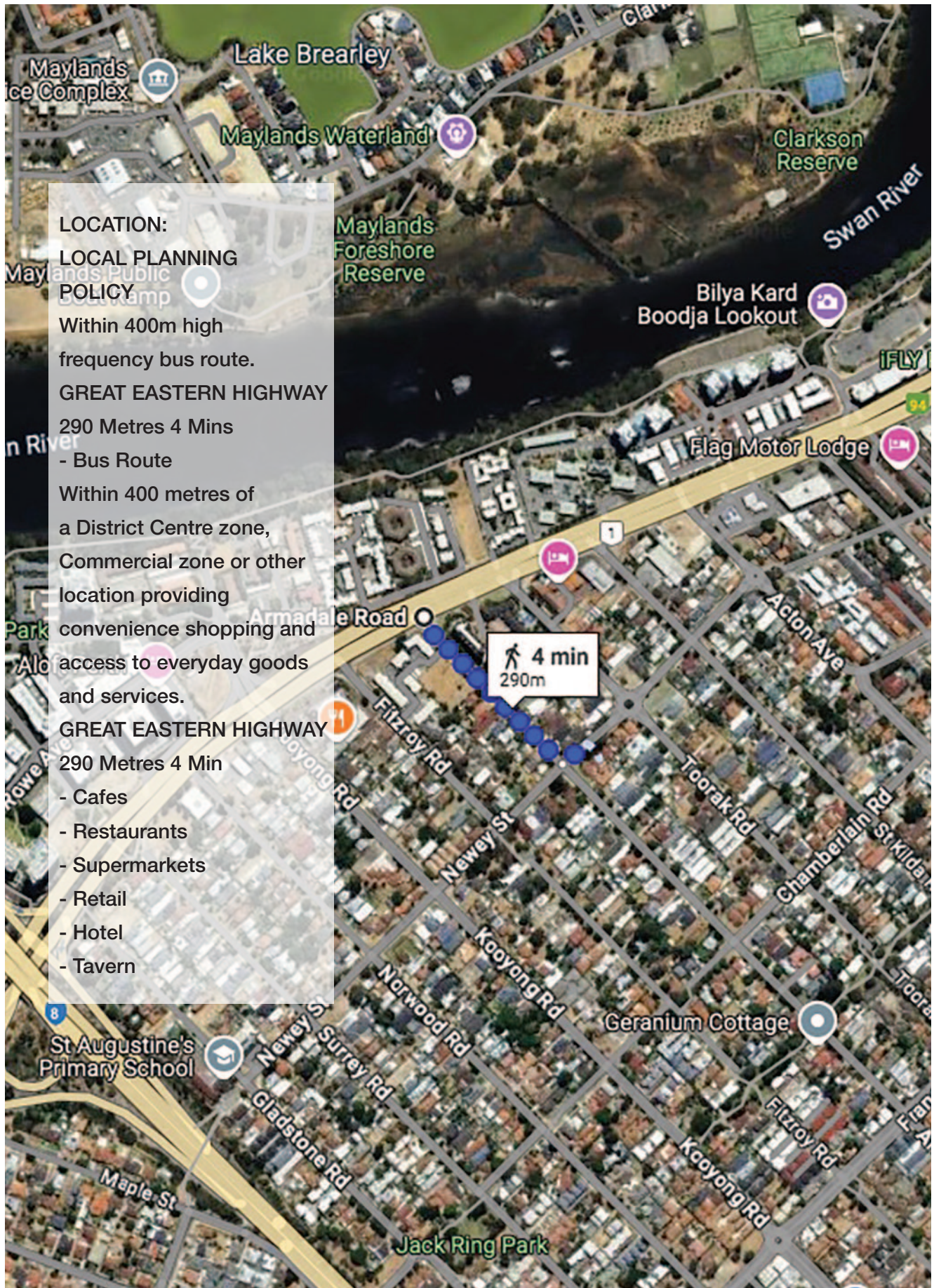


PLANNING APPLICATION, CHANGE OF USE TO SHORT-TERM ACCOMMODATION

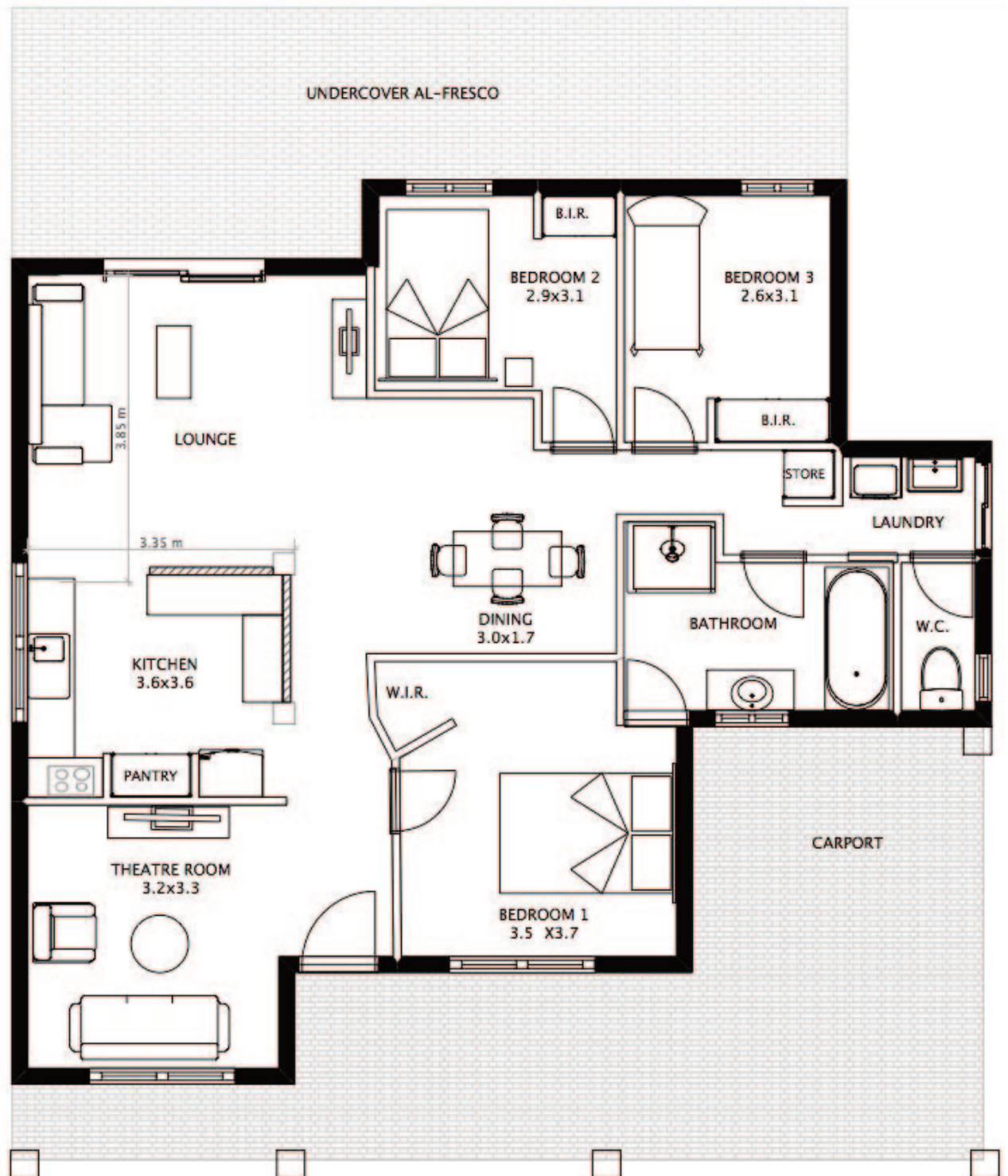
50 NEWHEY STREET RIVERVALE

Prepared for: The Town of Belmont April 2025

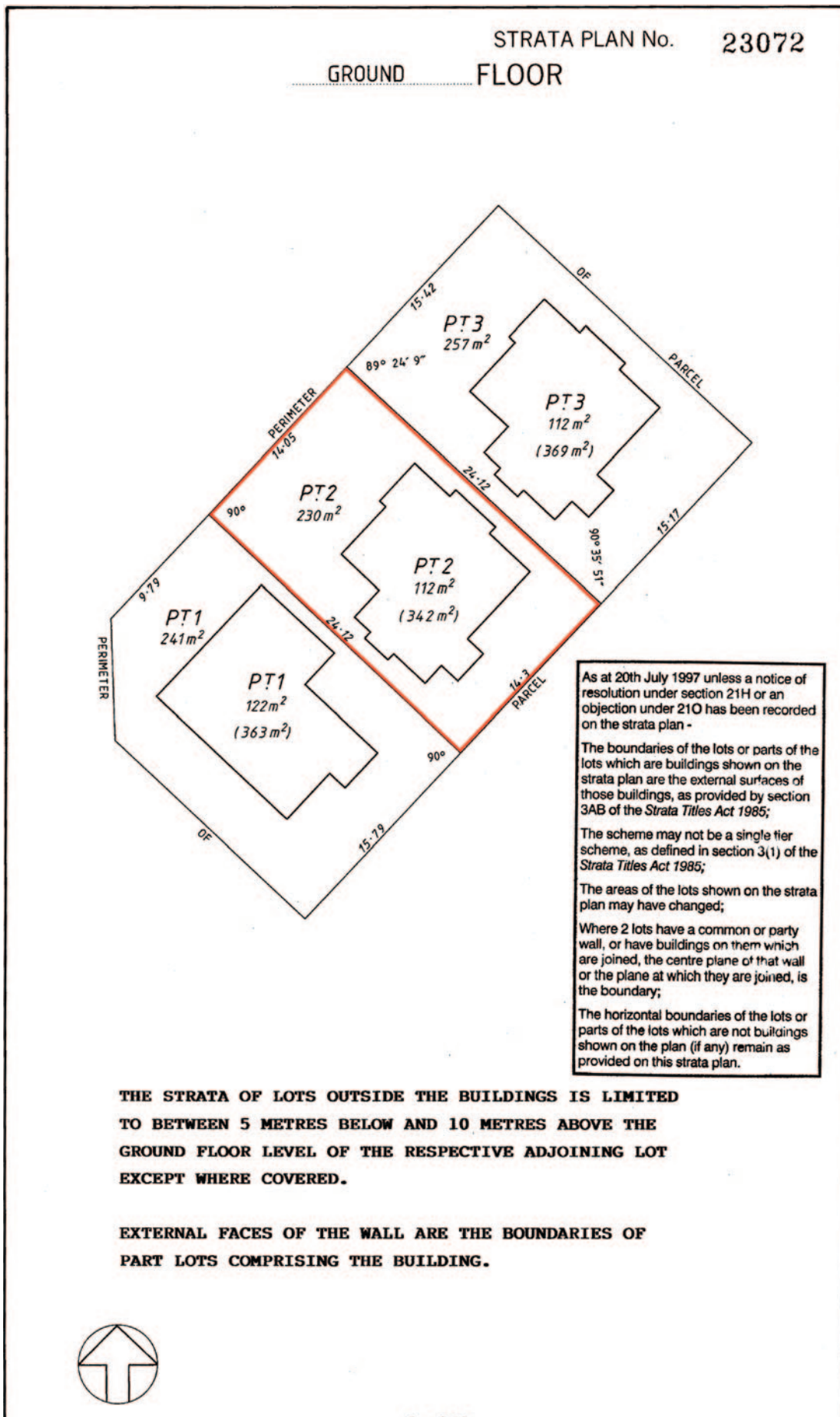




FLOOR PLAN



50 NEWHEY STREET,
RIVERVALE





PROPERTY DESCRIPTION/USE

50 Newey Street Rivervale is a detached house consisting of 3 bedrooms, 1 bathroom, a lounge, open plan kitchen/dining, a children's activity area, a laundry and an undercover alfresco area.

Maximum number of Guests: 6

Minimum Stay: 3 nights.

Maximum Stay: 90 nights.

Parking: 3 Vehicles. (1 in carport and 2 in the driveway)





MANAGEMENT PLAN INTRODUCTION

This Short-Term Accommodation Management Plan has been prepared to demonstrate to the City of Belmont that if a change of use to Short-Term Holiday Home is approved for 50 Newey Street Rivervale, the property will be professionally managed to minimise any adverse impact on neighbours and nearby residents.

Home2BNB has specialised in managing short-stay accommodation for several years. We manage numerous properties in the Perth metropolitan area and have the procedures in place to ensure guests comply with a Strict Code of Conduct.

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

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

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





MANAGEMENT PLAN

COMPLAINTS MANAGEMENT

Complaints can be resolved via the Manager.

The Manager can be contacted by guests via phone or the online apps provided by short-term accommodation websites. These apps have a messaging function which is monitored by all hosts 24/7. All hosts can see the message trail so if there is no response from one host the next host responds.

Neighbours can contact the Manager via phone or text 24/7. They are provided with contact information as part of the information package they receive when a property is approved for short-term accommodation.

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

The complaints register will contain the following information:

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

A copy of this Management Plan can be made available to neighbours.

Neighbours will also be provided with the contact details of the Manager and owner.

Neighbours can to be provided with the following:

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



MANAGEMENT PLAN

COMPLAINTS MANAGEMENT

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

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

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

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

Level 2 Complaint (major noise disturbance)

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

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

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



MANAGEMENT PLAN. COMPLAINTS MANAGEMENT FORM

This form will be distributed to adjoining neighbours so they can easily contact the Manager in the event of any anti-social behaviour or issues which adversely affect the quiet enjoyment of their property. If contact details for the Manager change in the future a revised form with the updated information will be circulated to neighbouring properties.



50 NEWY STREET RIVERVALE COMPLAINTS MANAGEMENT

50 Newey Street Rivervale can now provide short-term accommodation under the management of Home2BNB.

We want to be good neighbours so if there are ever incidents of anti-social behaviour or matters that concern you, please contact us by phone, text or email and we will resolve them as soon as possible.

MANAGER: Rachel Lam

EMAIL: rachel@home2bnb.com

MOBILE: 0413 880 181

NAME:

ADDRESS:

TELEPHONE:EMAIL:

TYPE OF INCIDENT: (NOISE, LITTER, PARKING ETC).....

.....

TIME/DATE/LOCATION OF EVENT/S:.....

.....

PLEASE DESCRIBE THE EVENTS THAT TOOK PLACE: (ATTACH PHOTOGRAPHS IF POSSIBLE)

.....

.....

REQUESTED OUTCOME YOU ARE WANTING TO ACHIEVE BY MAKING THIS COMPLAINT:

.....

.....

We will send you an acknowledgement that we have received your complaint.

Your complaint will be initially responded to as soon as possible. The response may ask for further information via email or a request to arrange a time for a phone call to discuss.

If no further information is required, the response will include proposed resolution(s)

If resolutions are satisfactory that will finalise the matter.

If the proposed resolution is not satisfactory, we will continue to communicate with you to find a solution.



MANAGEMENT PLAN

CHECK-IN AND CHECK-OUT

Check-In

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

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

Check-in time is 2.00pm - 9.00pm daily.

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

Check-ins are not permitted between 9.00 pm and 7.00 am.

If guests are to arrive at the property after 9.00 pm they must contact the Manager who will meet them at the property to accelerate check-in to minimise any noise.

Check-out

Check-out time is between 7:00am and 11:00am on the day of departure, unless other arrangements have been made with the Manager.

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



On-site register.

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

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

Maintenance.

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

Maintenance will be managed by the Manager.

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

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





MANAGEMENT PLAN GUEST GUIDE

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

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

Manager's Guide and Responsibilities.

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

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

The Manager shall maintain:

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

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



MANAGEMENT PLAN

CODE OF CONDUCT FOR GUESTS AND VISITORS

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

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

General Principles

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

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

General Requirements

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

Noise and Residential Amenity

- 1 Guests and visitors must not create noise which is offensive or has the potential to create a nuisance to occupiers of neighbouring properties especially between 9:00pm and 7:00am Monday to Saturday and 9:00pm – 9:00am on Sunday and public holidays, during arrival and departure, and at any time throughout the occupancy.
- 2 Offensive noise is prohibited and may result in termination of permission to occupy the property, eviction, loss of rental paid and extra charges for security and other expenses, which may be deducted from the security deposit or bond under the terms and conditions.
- 3 Guests and visitors must not engage in any anti-social behaviour and must minimise their impact upon the residential amenity of the neighbours and the local community.

Visitors

- 1 Home2BNB has a no visitors policy. Guests are made aware of this before bookings are accepted. If guests are expecting visitors they must contact the manager and obtain approval.
- 2 If the Manager's approval is obtained for visitors, guests are responsible for ensuring that visitors comply with this Code of Conduct.



MANAGEMENT PLAN

CODE OF CONDUCT FOR GUESTS AND VISITORS

Gatherings and Functions.

Social functions or entertaining large numbers of visitors is strictly prohibited.

Parking.

Parking for three vehicles within the property behind a secure gate.

Waste Management

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

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

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

To ensure proper use of the FOGO bin, each unit has a kitchen caddy and a supply of certified compostable liners available for guests to be used during their stay.

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

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

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

Security.

- 1 Whenever guests are absent from the property they must close and lock all windows and doors to maintain security and prevent rain and water damage.
- 2 At all other times, doors and windows should be secured as a general security measure.
- 3 The mains electricity RCD's (Residual Current Devices) are located in the property's meter box. In the event of the house security alarm being accidentally activated, guests are to endeavour to stop the alarm sounding as soon as possible and advise the Manager of the incident.



MANAGEMENT PLAN

CODE OF CONDUCT FOR GUESTS AND VISITORS

Outdoor Areas.

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

Smoking.

Smoking is not permitted within the residence.

Pets.

Pets are only permitted with approval of the Manager.

Motorcycles and Bicycles.

Motorbikes and bicycles are not permitted within the residence.

Damages and Breakages.

Any damage or breakages must be reported to the Manager.

Compliance.

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



MANAGEMENT CONTACT INFORMATION



HOME2BNB
Creating homes away from home

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Managing Director

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