

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:	204/2025
Property Address:	1/142 Alexander Road RIVERVALE 6103 (St Lot 1 SP 86735)
Proposed Development:	Change of Use from 'Grouped Dwelling' to 'Short-stay Accommodation'
Zoning:	Residential R20/R50/R100
Enquiries:	Planning Officer, Penny Wallis 9477 7504

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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Attach additional sheets if required.

1/142 Alexander Rd, Rivervale - **MANAGEMENT PLAN**

Short Term Accommodation Management Plan

Property: 1/142 Alexander Rd, Rivervale WA 6103

Operator: [REDACTED]

Contact: [REDACTED]

The Management plan and code of conduct will be provided to all guests online prior to arrival and will be accessible as a booklet once onsite.

1. Complaints Management Procedure (See Appendix 1 for Full Complaint management Procedure)
 - **Contact for Complaints:** [REDACTED], available 24/7 via WhatsApp or Airbnb Message platforms.
 - **Procedure:**
 1. Neighbours may contact the operator directly by phone for any urgent issues.
 2. All complaints are logged and responded to within 30 minutes.
 3. The operator will contact guests immediately to resolve the issue.
 4. If the issue is not resolved, host can cancel the reservations, and guest may be asked to vacate the property.
 5. The operator will follow up with the complainant to confirm resolution.
 - **Complaints Register:** All complaints and actions taken will be recorded and kept on file.

Control of Anti-Social Behaviour and Noise

- Guest is informed prior to arrival and upon check-in of the need to respect residents and zero tolerance to noise.
- Quiet hours are enforced between 09:00 PM and 7:00 AM.
- No parties or events are allowed.
- A strict policy applies for breaches: after three warnings, guest will be required to leave without refund.

2.. Guest Check-In and Check-Out Procedures

- **Check-in:** After 14:00 (self-check-in via secure lockbox; code provided on day of arrival)
- **Check-out:** By 10:00 AM
- **Verification:** Guests must provide valid photo ID via the Airbnb platform prior to arrival.

- **Instructions:** Detailed check-in/check-out instructions are provided in the guest welcome pack and via Airbnb Message.

3. Management of Car Parking

- Room is rented WITHOUT parking, however **Parking in the garage is available for an extra fee.**
- Guests must arrange garage parking in advance with the host.
- Only vehicles registered with the operator may use the garage.
- Guests are reminded NOT to park in neighbouring or communal spaces. To do this an automatic message will be sent to the guest prior to check in.
- If garage parking is not arranged, guests are responsible for making their own alternative parking arrangements and must comply with all local street parking regulations.
- The operator is not responsible for any parking fines or towing incurred by guests.

4. Length of Stay and Conditions:

- **Minimum Stay:** Minimum stay is 3 nights for any guest.
- **Maximum occupation is 8 weeks for the guest in any 12-month period.**
- Maximum of 1 guest in bedroom.
- Non unregistered guests or visitors are permitted at any time.

5. Waste Management

- Rubbish and recycling bins are provided and clearly labelled.
- Guest is required to dispose of waste in the appropriate bins inside the property.
- **Bin collection day is Monday. The host or cleaners will take care of placing the bins out for collection and returning them after collection.**
- Excess rubbish or failure to follow waste instructions may result in an additional cleaning fee.

6.. The property is **not subject to strata by-laws**. However, we are committed to operating within the guidelines of respect and consideration for the residents of the other houses within the complex. The guest is required to adhere to house rules that promote a peaceful environment and maintain good relations with our neighbors, ensuring that everyone's comfort and privacy are always respected.

This management plan will be reviewed annually and updated as required to ensure ongoing compliance with the City of Belmont's requirements.

APPENDIX 1.

Complaint Management Procedure

1. Purpose

This procedure outlines how complaints from neighbours and guests will be managed promptly and effectively to ensure compliance with council requirements and maintain good neighbourly relations.

2. Scope

This procedure applies to all complaints received regarding the operation of the Airbnb accommodation at 1/142 Alexander Rd, Rivervale

3. Complaints Recording

All complaints will be recorded in a Complaints Register, capturing the following details:

- Nature of complaint: A clear description of the issue raised (e.g., noise, parking, behaviour).
- Date and time of complaint: When the complaint was received.
- Complainant: Name and contact details of the person making the complaint (kept confidential).
- Description of how complaint was addressed: Actions taken to investigate and resolve the complaint.
- Feedback to complainant: Whether and how the complainant was informed of the outcome.

4. Contact Details for Complaints

- Host: [REDACTED]
- CO-Host, Secondary contact: [REDACTED]
- This contact number will be monitored regularly to ensure timely response to complaints.

5. Complaint Handling Procedure

- Initial Receipt: Upon receiving a complaint, the owner/operator will log the complaint details in the Complaints Register.
- Acknowledgement: The complainant will be acknowledged promptly, ideally within 1 hour during business hours, or as soon as possible after hours.
- Investigation: The owner/operator will investigate the complaint by contacting guests if necessary, verifying the issue, and taking appropriate action.
- Resolution: Actions may include reminding guests of their obligations, issuing warnings, or in severe cases, terminating the guest's stay.
- Feedback: The complainant will be informed of the outcome and any actions taken, maintaining transparency and neighbour confidence.

6. After-Hours Complaints Procedure

- After-hours complaints will be handled by the owner/operator or an appointed representative who is available 24/7 via the provided contact number.
- Immediate action will be taken to resolve urgent issues such as excessive noise or disturbances.
- If necessary, local authorities or security services may be contacted to assist in resolving the complaint.

7. Guest Code of Conduct Communication

- Guests will be informed of the Code of Conduct prior to their arrival through booking confirmation communications. This will happen via an automated message in the booking platform (Airbnb)
- A copy of the Code of Conduct will also be provided on arrival, clearly outlining expectations regarding noise, behaviour, parking, and respect for neighbours. A laminated version of it is available in the room.
- Guests will be advised that failure to comply with the Code of Conduct may result in warnings or cancellation of the booking.

8. Continuous Improvement

- The Complaints Register will be reviewed regularly to identify recurring issues and improve management practices.
- Feedback from neighbours and guests will be used to refine the complaint handling process.

CODE OF CONDUCT

1/142 Alexander Rd, Rivervale WA6103

1. Code of Conduct for Guests

Welcome! To ensure a pleasant stay for all and maintain good relations with our neighbours, please observe these house rules:

- Respect neighbours by keeping noise to a minimum, especially between 9:00 PM and 7:00 AM.
- No parties, events, or gatherings beyond the number of guests booked.
- Smoking or vaping are not permitted inside the property.
- Only registered guest is permitted at any time.
- Please keep all communal and outdoor areas tidy.
- Dispose of rubbish in the correct bins provided.
- Room is rented without Kitchen. Food preparation and cooking are not permitted in the property; however, coffee facilities, fridge and microwave, dishwasher are there for you to be used.
- Pets are not allowed unless prior approval is given.
- Report any damages or maintenance issues immediately.

2. Check in and Check out Procedure:

- **Check-in:** After 14:00 (self-check-in via secure lockbox; code provided on day of arrival)
- **Check-out:** By 10:00 AM
- **Verification:** Guests must provide valid photo ID via the Airbnb platform prior to arrival.
- **Instructions:** Detailed check-in/check-out instructions are provided in the guest welcome pack and via Airbnb Message. This will be sent at 13:00 on day of arrival.

3. Management of Car Parking

- Room is rented **WITHOUT** parking, however **Parking in the garage is available for an extra fee.**
- Guests must arrange garage parking in advance with the host.
- Only vehicles registered with the host may use the garage.

- Guests are reminded NOT to park in neighbouring or communal spaces. To do this an automatic message will be sent to the guest prior to check in.
- If garage parking is not arranged, guests are responsible for making their own alternative parking arrangements and must comply with all local street parking regulations.
- Parking is not permitted on surrounding properties or within the verge areas.

4. Emergency Contact information:

- Host: [REDACTED]
- Co-Host, Secondary contact: [REDACTED]
- This contact number will be monitored regularly to ensure timely response.

5. Contact Details for Emergency Services in Belmont Area:

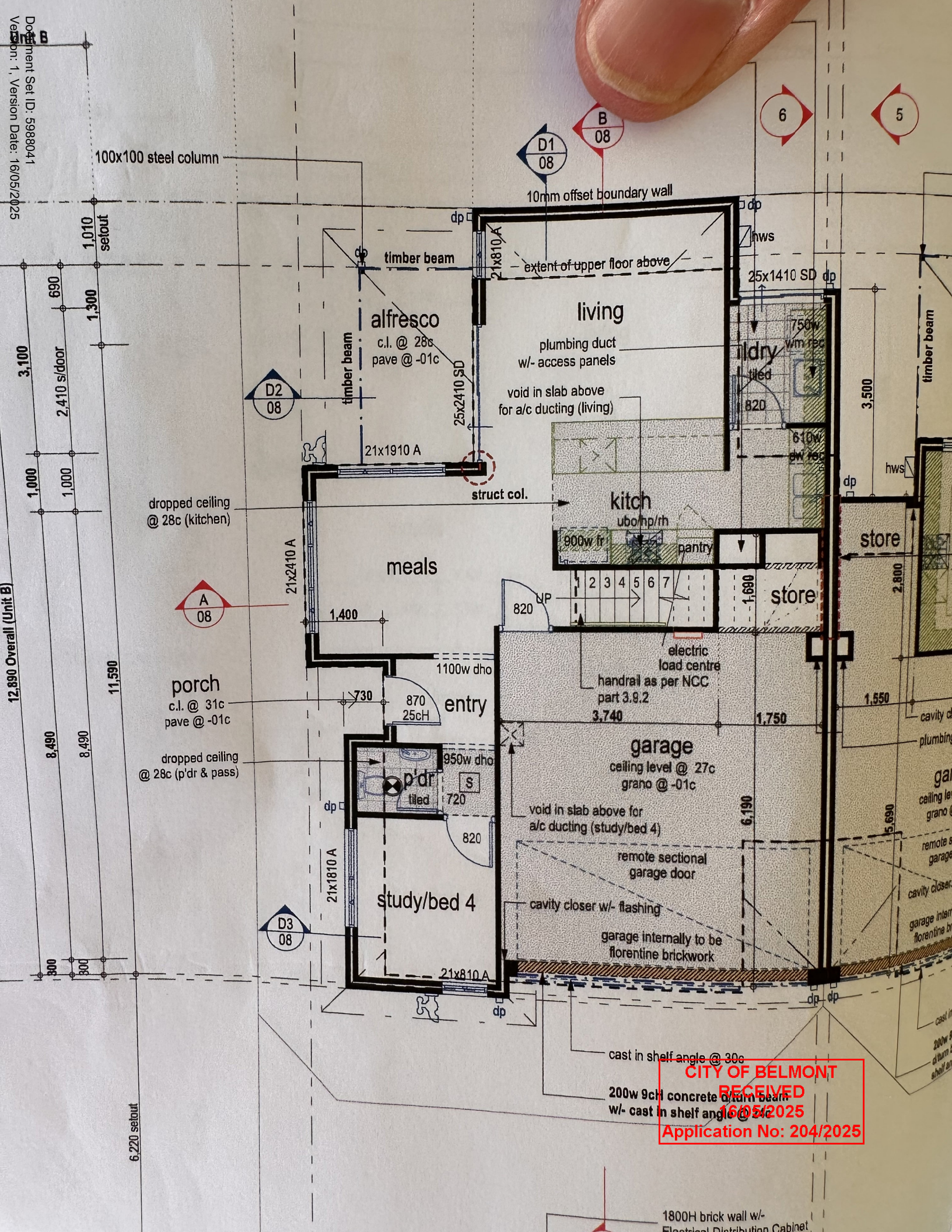
- **Emergency Services (Police, Fire, Ambulance):**
Phone: **000** (for all emergencies)
WA Police Non-Urgent Assistance: **131 444**
- **City of Belmont Rangers Department:**
Phone: **(08) 9477 7222**
Email: belmont@belmont.wa.gov.au
- **Belmont Community Watch:**
Phone: **(08) 9477 7222** (same as City of Belmont contact)
Email: belmont@belmont.wa.gov.au

Additional useful contacts:

- State Emergency Service (SES): **132 500**
- Department of Fire and Emergency Services (DFES): **9395 9300**
- St John Ambulance WA: **(08) 9334 1222**

6. Implications of Breaching the Code of conduct

Non-compliance with the Code of Conduct may result in a formal warning or ***cancellation of your booking***. Additionally, any property damage or disturbances may be reported to Airbnb Customer Support, which could negatively impact your guest reputation.



CITY OF BELMONT
RECEIVED
16/05/2025
Application No: 204/2025

