

SHORT-TERM ACCOMMODATION MANAGEMENT PLAN

31 Balladonia Drive, Ellenbrook WA 6069

1. Introduction

This Short-Term Accommodation Management Plan has been prepared to support an application for short-term accommodation approval for the dwelling located at 31 Balladonia Drive, Ellenbrook WA 6069. The Plan establishes clear management practices designed to protect residential amenity, ensure responsible guest behaviour, and demonstrate proactive ownership of short-term accommodation.

The objectives of this Plan are to ensure compliance with planning requirements, minimise impacts on neighbouring properties, and provide a structured framework for guest management, complaint handling, and property oversight.

2. Property Description

The property is a well-maintained single detached residential dwelling located within an established suburban residential area. The dwelling is offered as an entire home only and is suitable for families and small groups.

- Maximum occupancy: 9 guests
- Minimum stay: 2 nights
- Pets: Not permitted
- Owner occupancy: Owners do not reside onsite

3. Check-in Arrangements

Guests must acknowledge and agree to the House Rules at the time of booking. Check-in is managed via secure self check-in. Parties, events, and gatherings are strictly prohibited. Quiet hours apply between 10:00pm and 7:00am.

4. Access to the Property

Secure access is provided for each booking. Keys and access codes are controlled between stays to maintain security and prevent unauthorised entry.

5. Check-out Arrangements

Check-out time is 10:00am. The property is inspected and cleaned after every booking to ensure presentation and safety standards are maintained.

6. Property Owners / Managers

The owners are contactable 24/7 and retain full responsibility for all aspects of property and guest management.

6A. Local Support Arrangements

While the owners are based in regional Western Australia, trusted local support is available to attend the property if required under the direction of the owners for urgent matters.

7. Use of Premises

The dwelling is rented as a single booking only. Commercial use, parties, and events are not permitted. Guest numbers must not exceed the approved maximum.

8. Occupancy Register

A register of bookings is maintained and available to Council upon request.

9. Monitoring Guest Behaviour

Guest behaviour is actively monitored through direct communication. Any disturbance is addressed immediately. Police will be contacted if illegal activity is suspected.

10. Complaints Management

The owners maintain open communication with neighbours and respond promptly to concerns. A complaints register is maintained with investigations and outcomes documented.

11. Parking

All parking is provided onsite, comprising a two-car garage and five additional off-street spaces. No verge or road parking is permitted.

12. Rubbish and Recycling

Guests are provided instructions for rubbish disposal in accordance with Council requirements.

13. Maintenance

The property is regularly inspected, cleaned between stays, and maintained to a high standard.

14. Pool and Garden Areas

The property includes a private swimming pool and garden areas. Outdoor use must comply with quiet hours. No gatherings or events are permitted. Children must be supervised at all times.

Appendix A – Guest Code of Conduct

Guests must respect neighbours, observe quiet hours, and comply with all house rules. Breaches may result in termination of the stay.