Management Plan – Holiday House

Property Address: 4 Martinique Mews, Hillarys, WA 6025

Short Term Rental Accommodation Registration No. STRA6025BH21CSFY



4 Martinique Mews - Street View

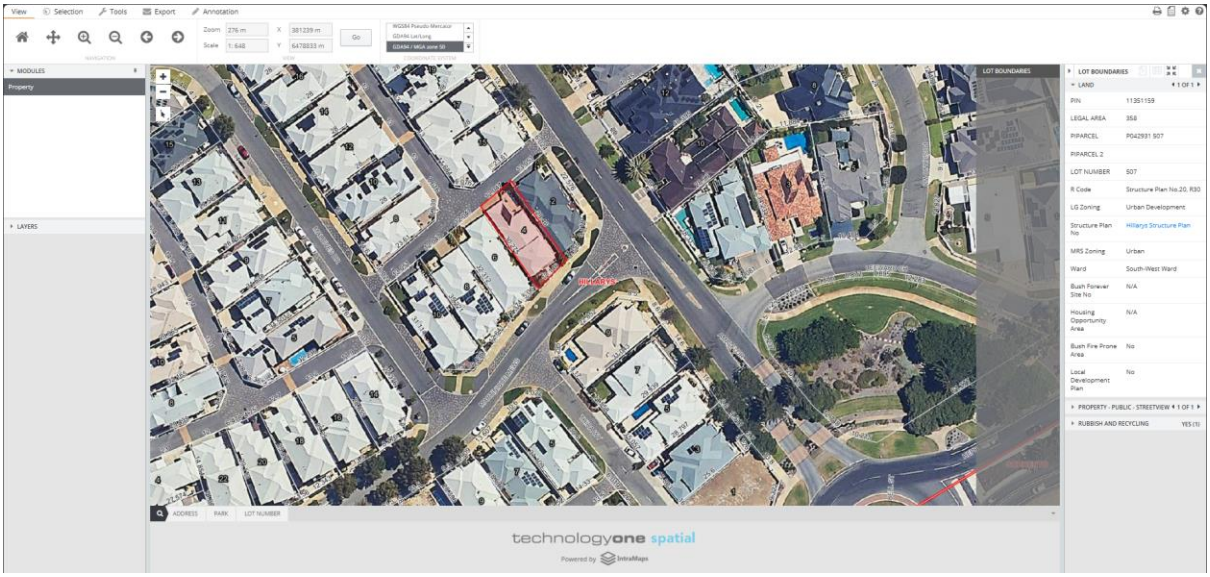
Items addressed in this Management Plan are consistent with the City of Joondalup Short-term Accommodation Local Planning Policy, Section 5.1.2, and include:

i. a code of conduct detailing the expected behaviour and obligations of guests. The code of conduct shall be displayed in a prominent position within the premises;
ii. management of complaints, in the form of a Complaints Management Procedure (which must include the provision of the short-term accommodation owners/managing agents contact telephone number for adjoining neighbours);
iii. control of anti-social behaviour and the potential conflict between guests and permanent residents of the area, detailing the expected behaviour of guests and control of noise;
iv. details regarding guest check-in and check-out procedures;
v. management of car parking;
vi. details regarding waste management which must include specifying the expectations on guests with regard to general rubbish and bin collection (if applicable);
vii. compliance with Strata By-Laws (if applicable) in the form of a Statement of Compliance.

This Management Plan also addresses the below items as per the General Requirements for all short-term accommodation of the City of Joondalup Short-term Accommodation Local Planning Policy, Section 5.1

Item	Local Planning Policy Reference to Section ...
Car Parking	5.1.1
Guest Register	5.1.3
Signage	5.1.4
Application Information	5.1.5

viii.



4 Martinique Mews – Detail from City of Joondalup website

LAND	1 OF 1
PIN	11351159
LEGAL AREA	358
PIPARCEL	P042931 507
PIPARCEL 2	
LOT NUMBER	507
R Code	Structure Plan No.20, R30
LG Zoning	Urban Development
Structure Plan No	Hillarys Structure Plan
MRS Zoning	Urban
Ward	South-West Ward
Bush Forever Site No	N/A
Housing Opportunity Area	N/A
Bush Fire Prone Area	No
Local Development Plan	No

PROPERTY - PUBLIC - STREETVIEW	1 OF 1
Address	4 Martinique Mews HILLARYS WA 6025
Lot	507
Plan Number	DP42931
Strata Plan	
Volume/Folio	2586 588
GoogleLink	Google Streetview
GRV	$40040

RUBBISH AND RECYCLING	1 OF 1
Rubbish Day	Tuesday
Rubbish Note	
Recycling Day	Tuesday
Next Recycling Date	Tuesday 12/08/2025
Recycling Note	
Bulk Rubbish Area No	16
Bulk Rubbish Put Out	Friday 08/08/2025
Bulk Rubbish Pick Up	Monday 18/08/2025

Code of Conduct

A code of conduct detailing the expected behaviour and obligations of guests. The code of conduct shall be displayed in a prominent position within the premises

To ensure a safe, respectful, and enjoyable environment for all guests and neighbours, all guests and visitors are expected to adhere to a clear code of conduct.

This includes:

- Quiet hours between 9 PM and 8AM Monay to Saturday and 9 PM to 9 AM on Sundays and Public Holidays
- Maintaining cleanliness throughout the property
- Using all amenities and facilities responsibly
- Parties, events, or large gatherings are prohibited
- Only registered guests are to stay overnight
- No Parking on the verge or neighbour's verge
- No blocking of adjoining properties driveways
- No Smoking indoors
- No illicit drug use
- No pets
- No amplified music to be played outside

In addition to the above, the following set of 'House Rules' are in effect:

House Rules

Our house rules follow the simple premise: 'treat your holiday property as you would treat your own home'.

- **Cleanliness:** Guests should not leave the listing in a state that requires excessive or deep cleaning (stained furniture and furnishings, heavily soiled linens, etc.). Cleaning fees set by hosts are only meant to cover the cost of standard cleaning between reservations (laundry, cleaning and vacuuming etc. and general preparation for next stay).

- **Waste**: Guests should put their rubbish in the bins provided by the local council, including bins for general waste, recycling and organic waste. Guests are requested to be mindful of depositing excessive amounts of rubbish.

- **Damage**: Where guests cause damage that is beyond normal wear and tear, we expect guests to inform hosts of the damage as soon as possible and work with the host to find a reasonable solution. Guests are expected to pay reasonable requests for reimbursement if found to be responsible for damage, missing items, or unexpected cleaning costs. Proposed costs associated with unexpected cleaning, damage and missing items are defined in Section 4. of our (Lux City) Terms and Conditions - Appendix A to this Management Plan.

- **Approved guests**: Guests should respect the approved number of guests and should refer to their host if unsure about the rules for visitors. Disruptive gatherings are always prohibited. Guest responsibilities including day guests are defined in Section 3.5 of our

(Lux City) Terms and Conditions.

- **Check-in time**: Guests should respect their host's check-in window and should not check in before or after the designated window without prior approval from the host.
- **Check-out time:** Guests should complete checkout, including key return, by the designated checkout time indicated on the online travel agency reservation, and should not leave belongings at the listing past the designated checkout time for storage or later pickup without prior approval from the host.
- **Smoking**: Guests should respect the host's "no smoking" rules and should refer to their host if unsure about the smoking policies. This includes the use of tobacco, cannabis, and e-cigarettes. Guests are responsible for compliance with applicable laws.
- **Approved pets**: Pets are not permitted in the property. Note that service animals are not considered pets.
  Noise: Guests should respect designated quiet hours and should not disturb the surrounding community with significant noise (loud music, shouting, slamming doors, etc.).
- **Commercial film and photography**: Guests should not participate in film or photography that is intended for commercial use or profit, without written permission from the host.
- **Pool usage and Safety management**: Guests will receive pool safety information and guidelines for use upon check-in. Use of the pool is at their own risk and supervision of children under 16 is required at all times. Acceptable pool usage includes swimming during designated hours (8:00 AM to sunset), use of provided pool equipment, adherence to maximum occupancy limits, and maintaining reasonable noise levels with respect to adjoining neighbours. The following behaviours are prohibited including swimming outside designated hours, diving, glass containers or alcohol in the pool area, loud music or parties, non-approved guests using the facilities, general horseplay and leaving the pool area unsecured.
  Any pool incidents must be reported immediately to property management, with serious injuries requiring immediate emergency services contact followed by notification to the management team. Guests who violate pool rules receive immediate warnings, with repeated violations resulting in pool access suspension or booking termination. The pool area is secured with appropriate fencing and self-closing gates in compliance with local safety regulations, and we conduct regular safety audits to ensure ongoing compliance with council requirements.

We are committed to enforcing these rules and have procedures in place to monitor compliance, reference use of a Wi-Fi enabled doorbell camera, a 'pool use' monitoring camera and an installed Minut alarm.

Violations of these house rules will be dealt with in an appropriate manner first through contact from the Property Manager, via escalation if necessary, so as to ensure immediate resolution and in slower time, by reporting to the Online Travel Agency (OTA) through which the booking was made. This may affect the guest's profile and standing with the OTA for future bookings.

Complaints Management Procedure

In the event of nuisance behaviour (e.g. noise, aggressive behaviour, light spill, etc.), the following procedure will be enacted:

1. A 24/7 emergency contact (Property Manager) will be available to address issues. Property Manager contact details will be provided on signage visible at the property entrance.
2. Guests will be informed at the time of booking and at check-in that breaches of house rules (including noise, parties, or exceeding occupancy) may result in termination of their stay without refund.
3. Urgent issues drawn to the attention of the Property Manager(s) via phone or text message, on the number provided, will be acted upon immediately. Our escalation procedure where necessary is described in the 'control of anti-social' behaviour section below.
4. Less urgent, written complaints received from neighbours will be acknowledged within 24 hours and a written response provided within 3 business days.

Contact Details

- Property Managers: Robert Allen and Yulia Koinov
- Phone: 0498 011 959 or 0426 790 925
- Email: contact@luxcitybnb.com
- Emergency Contact: As above

Control of anti-social behaviour

control of anti-social behaviour and the potential conflict between guests and permanent residents of the area, detailing the expected behaviour of guests and control of noise;

Our approach to property management prioritises proactive prevention and swift resolution of any anti-social behaviour incidents. All guests receive comprehensive house rules upon booking and check-in, clearly outlining expectations regarding noise levels, occupancy limits, parking, and respectful conduct toward neighbours.

Property Managers are available 24/7 via mobile phone to address any concerns as they arise. Upon receiving a complaint, we implement a three-tier escalation procedure: initially, guests will be contacted directly via phone and text message to address the issue; immediate compliance is expected in response to early intervention. If the behaviour continues, guest contact will be made for the second time and our security providers will be requested to visit the property to resolve the matter in person (tier 1). Security arrival on site is expected within 30 minutes and following an assessment of the situation may choose to issue a formal warning (tier 2). As a final measure, we reserve the right to terminate the booking immediately with guests being asked to leave the premises (tier 3).

Guests will be contacted immediately in the event an anti-social behavioural issue is reported to the Property Manager via phone or text message on the number(s) provided. After 30 minutes if the nuisance has not been corrected, guest contact will be made for a second time and security providers will be contacted. Upon arrival on site (expected within 30 mins) and following an assessment of the situation a formal warning may be issued. If the guests fail to remedy after a further 30 mins, they will be asked to leave the premises.

All incidents are documented with timestamps, actions taken, and outcomes recorded. For serious breaches involving potential criminal activity, threats, or persistent non-compliance, local police will be notified and guest removal procedures will be implemented. We maintain a comprehensive incident log available for council review and work collaboratively with local authorities and neighbours to ensure our property contributes positively to the community. Additionally, we conduct regular property inspections and maintain relationships with immediate neighbours to facilitate direct communication channels for any concerns.

Guests and adjoining neighbours will be provided with contact details of the host/ point of contact in the event anti-social behaviour cannot be resolved locally.

The nominated host/ point of contact is:

Robert Allen

The nominated Complaint Management Procedure is as follows:

1. Complaint lodged and recorded
   The complaint is made to the point of contact and is recorded.
2. Complaint acknowledged
   The point of contact is to acknowledge receiving the complaint.
3. Assessment and actioning of complaint
   The point of contact is to assess the complaint, attend and inspect the site if required and make suitable arrangements for resolution.
4. Follow up and formal response
   The point of contact is to follow up with complaint originator and discuss the resolution.

Conflict Resolution

Control of anti-social behaviour and the potential conflict between guests and permanent residents of the area, detailing the expected behaviour of guests and control of noise.

Guests are advised to limit noise emissions between the hours of 9:00 PM and 8:00 AM in order to preserve the amenity of the local residential area.

Any complaints by neighbours can be made to the point of contact directly. Otherwise, local residents have the right to make complaints directly with the City of Joondalup Council.

In instances where the conflict requires urgent attention due to dangerous or anti-social behaviour, adjoining property owners, guests and visitors are advised to call the Police and other emergency services as required.

A directory of emergency contacts can made available at the subject site.

Method of Booking / Check-in and Check-out Procedure

All bookings will be managed via platforms such as Airbnb, Booking.com, and Expedia.

- All guests will be vetted as part of the check in process.
- A smart lock has been fitted to the front door of the property.
- Guests will receive access instructions via email and/or SMS 24 hours before arrival. The smart lock access code provided in these instructions will be unique to the booking and be valid for use until check-out.
- A Wi-Fi enabled doorbell camera will be installed at the property. The video from this camera may be reviewed to confirm number of guests arriving and may be used to check against those registered during the booking process.

A check in and check out register will be kept on site, reference 'Guest Register' paragraph below.

Check-in and Check-out Times

- Check-in: From 3:00 PM
- Check-out: By 10:00 AM

Number of Occupants / Visitors

- Maximum occupancy: 8 persons (4-bedroom dwelling, 2 persons per room).
- No more than 4 external day visitors are permitted at any time and must vacate the premises by 9:00 PM.

Confirmation of Location and Number of On-Site Parking Bays

- Property Address: 4 Martinique Mews, Hillarys, WA 6025
- On-site Parking: Two garage spaces are provided on the premises. Site plan included with this application.
- No verge parking necessary to meet council proposed minimum for a 4-bedroom, 8-person dwelling. Ref. R-codes Vol 1. Part B Section 5.3.3.

Waste Disposal

- Guests will be provided with clear instructions on waste separation (general, recycling, and organics).
- Bins will be located in a screened area, inside the gate to the property garden.
- Waste collection days will be posted in the welcome guide. Guests will be requested to arrange bin placement on the night before collection and retrieval on the day of collection, after the bins have been emptied.
- A local housekeeper will be engaged to monitor bin placement and retrieval.

Guest Register

A register of all persons occupying the Holiday House will be kept on the premises of the short-term accommodation and will be open to inspection on demand by an authorised City Officer.

The register shall:

- show the name and address of every occupant staying within the accommodation and
- include the date of arrival and date of departure of the occupants of the accommodation.

Signage

A sign will be posted near to the entrance of the property for the purpose of providing Property Manager contact details in the event of a complaint, disturbance or emergency. Any signage associated with short-term accommodation is to be in accordance with the City of Joondalup Signs Policy. The proposed wording shall include:

Contact Information

Property Managers: Robert Allen and Yulia Koinov

Phone: 0498 011 959 or 0426 790 925

Email: contact@luxcitybnb.com

Conclusion

This Management Plan has been prepared in accordance with City of Joondalup's Short term Accommodation Local Planning Policy (LPP).

The Management Plan demonstrate the landowner/hosts capability to operate the subject site which does not conflict with the residential amenity of the local area. Additionally, this document demonstrates effective mitigation strategies to maintain the residential amenity of the local area.

Amenity Impact Statement – Unhosted STRA - Holiday House

Applicant Details

- Name: Robert Allen
- Contact Number: 0498 011 959
- Property Address: 4 Martinique Mews, Hillarys, WA 6025.

Description of Unhosted STRA

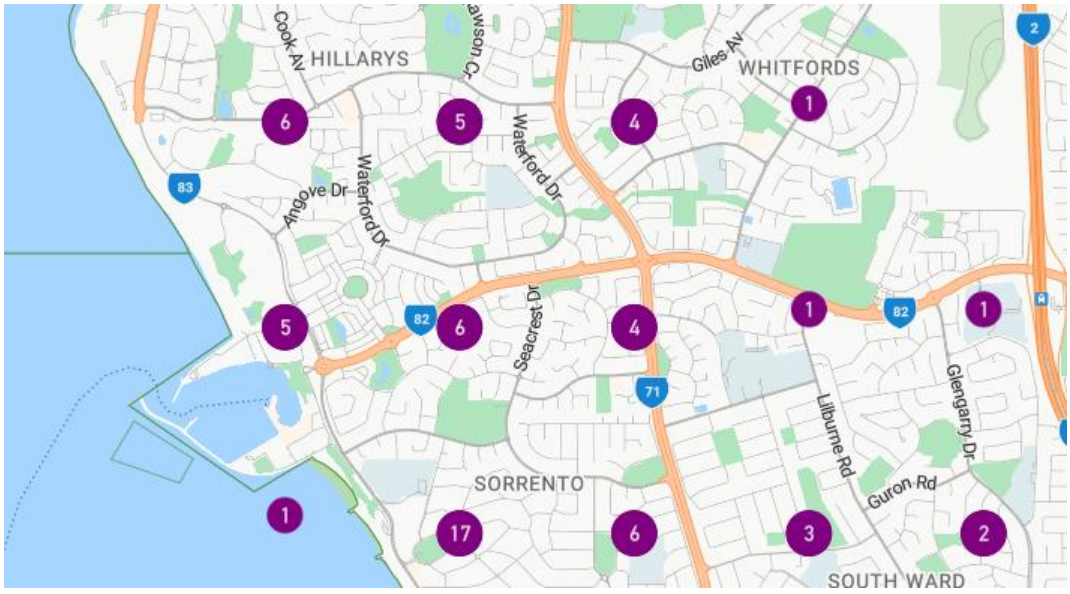
- Accommodation Type: Single Dwelling
- Maximum Number of Guests: 8
- Number of Bedrooms: 4
- Duration of Stay: Minimum 2 nights / Maximum 28 nights
- Facilities Provided: Full kitchen, laundry, Wi-Fi, air conditioning, private courtyard, pool, smart TV, linen.

Respond

The dwelling is located in an area well-suited for short-term rental accommodation, approximately 500 metres from Hillarys Boat Harbour, 100m from Hepburn Avenue and 4km from the Mitchell Freeway. The property is also within easy walking distance (650m) to public transport and is a short drive 4.3km from Greenwood Station.

Hillarys medical centre is within 1.3Km and the Osborne Park General Hospital is 12Km away.

The proposed STRA use aligns with existing zoning and surrounding land uses. The dwelling is in a Residential R30 zone that includes short-stay tourist accommodation. The number of STRAs currently registered in the surrounding area are moderate to low.



Snapshot of local Short Term Rental Accommodations taken from DEMIRS website

Benefits associated with the dwelling being used as an STRA include support for local cafes, transport and tourism, and the provision of accommodation for visiting family members of nearby residents. Short term lets will be considered from 2 nights minimum up to and including 3 months for the right tenant.

The location of the dwelling and its form both lend themselves to STRA. The property is located on the Harbour Rise Development and as such is aimed at the mid to high level market. The property has high walls on either side and so the potential for overlooking, noise transmission or other disruption is minimised. There is a covered outdoor entertainment area at the rear of the property and a secluded pool area which are both screened from passers-by.

House rules are communicated to guests during the booking and check-in process and are reminded in our welcome pack. In order to ensure minimal disturbance to neighbouring properties, house rules state:

- No parties
- Maximum permitted number of guests
- Times that day guests are required to leave the property in the evening
- Noise curfews and
- Respect for neighbours

Impact on Local Amenity

- **Noise:** Guests are informed of quiet hours between 9:00 PM and 8:00 AM. Noise monitoring technology will be installed and used at the property. A Minut alarm will be installed in the main living space which will sense noise levels, has built in smoke detection, crowd sensing and indoor climate sensing. The Minut Alarm system will alert the Property Manager in the event predetermined thresholds are exceeded.
- **Traffic and Parking:** The site provides two garage parking spaces which meet policy standards. No on-street parking is required.
- **Security/Lighting:** Motion-sensor security lighting will be installed at the main entry point.
- **Waste Management:** A local cleaner visits after each checkout to manage bin hygiene and ensure waste is disposed of correctly.

Engagement

- Consultation with immediate neighbours is invited.
- The Property Managers are contactable via phone or email, if issues arise, and can be at the property within 25 mins if needed.

Lux City BnB
380 Murray Street
Perth WA 600
Australia

Terms and Conditions

By booking accommodation with **Lux City BnB Pty Ltd** (referred to as **Lux City** in these terms and conditions), you agree to the following terms and conditions.

1. The Booking

1.1. Your booking is with **Lux City BnB Pty Ltd**, a provider of short-term rental accommodation.

1.2. References to "you" or "your" refer to the person or entity making the booking with **Lux City**.

1.3. These terms apply to all bookings. Bookings made via third-party platforms (e.g., Booking.com, Airbnb) are also subject to those platforms' terms and conditions.

1.4. Your booking is confirmed, and a legal contract is concluded once your payment has been successfully processed. No booking or contract is concluded when payment is declined or unauthorized.

1.5. You agree that the booking is for a short-term stay for leisure, business, or temporary purposes and does not establish any tenancy rights under applicable housing laws.

1.6. Bookings may be made for stays from three nights up to three months. Stays exceeding three months require prior approval from **Lux City**.

1.7. Bookings can be made up until 3:00 PM local time 72 hours before check-in.

1.8. Bookings must be made by individuals aged 18 or older. At least one guest aged 18 or older must stay in the accommodation.

1.9. Maximum number of occupants shall not exceed the number described in your booking agreement.

1.10. The lead guest maybe required to verify their identity via our third-party and trusted partner Truvi. Invitation to verify on this platform will be sent via text message or email.

1.11. You may not re-sell or re-assign your booking to any other person or organisation without the express authorisation of **Lux City**.

2. Payment and Cancellations

2.1. All payments shall be made using major credit or debit cards, bank transfers, or other globally accepted payment methods.

2.2. Full payment is required at the time of booking unless expressly agreed otherwise by **Lux City**.

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380 Murray Street
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2.3. The total price for your stay will be presented before confirmation and payment. Prices are dynamic and may vary over time. Changes in price after booking will not affect your confirmed rate.

2.4. Cancellations made more than 30 days before the start of your stay will receive a full refund.

2.5. Cancellations made within 30 days of the start of your stay may forfeit the full amount paid. Any refund is at **Lux City**'s discretion unless a replacement booking is secured, in which case the refund will be the original amount paid minus any difference in value.

2.6. In cases of cancellations due to reasons beyond **Lux City**'s reasonable control (e.g., overbookings or force majeure), a full refund will be issued.

3. Your Stay

3.1. Check-in time is from **15:00**, and check-out time is no later than **10:00**, unless expressly agreed otherwise. Additional charges may apply for early check-in or late check-out. Early check-ins and late check-outs without prior approval from **Lux City** are not permitted.

3.2. The accommodation is provided as serviced accommodation, and no meals or additional hotel services are included unless explicitly stated.

3.3. Each booking includes linens, towels, and basic toiletries (e.g., shower gel and shampoo).

3.4. The cleaning fee charged at the time of your booking is for the cleaning of the accommodation required after your stay. **Lux City** takes pride in the high standard of cleanliness that you will find when you begin your stay, and we want this to be the same for all of our guests. Cleaning services during your stay are available on request, for extended stays, and will be charged on an hourly basis. Note that these are additional charges and have not been included with your initial booking fee.

3.5. You are responsible for ensuring all guests comply with these terms. Guests must not:

- Smoke inside the property.
- Bring pets unless explicitly agreed, except for assistance animals.
- Bring hazardous or illegal materials onto the premises.
- Tamper with fire alarms or other emergency equipment.
- Tamper with security and other monitoring equipment intended to safeguard your stay.
- Cause excessive noise, particularly between 9:00 PM and 8:00 AM.
- Fail to return keys/fobs/cards upon departure.

Lux City BnB
380 Murray Street
Perth WA 600
Australia

4. Damage, Theft, and Costs

4.1. **Lux City** reserves the right to charge the credit/debit card on file for:

- Repairs or replacement of damaged property (e.g., furniture, appliances).
- Lost or stolen items during your stay.
- Non-compliance with the non-smoking policy: **$500**
- Evidence of illegal substance use: **$1,000**

4.2. Additional charges:

- Lost keys: **$250**
- Emergency call-out (outside working hours): **$500**
- Excessive cleaning: **$60/hour**

5. Privacy and Data Protection

5.1. **Lux City** complies with global data protection regulations. Personal information provided during booking or check-in is processed per our privacy policy.

5.2. Guests of non-local nationality may be required to provide passport or travel document details, as well as information on their next destination, as required by law.

6. Complaints

6.1. If you experience any issues during your stay, contact our team immediately to resolve the matter.

6.2. Formal complaints may be submitted in writing using the contact details provided. **Lux City** will aim to respond within two business days.

7. Limitation of Liability

7.1. **Lux City**'s liability to you is limited to the total value of your booking.

8. Severability

If any provision of these terms is found invalid or unenforceable, the remaining provisions remain unaffected.

9. Jurisdiction

These terms and conditions shall be governed by and construed in accordance with the laws of **Western Australia**.