

Application for Development Approval

Short term Accommodation – Part-time ‘Holiday House’

Property:

16 Nyara Crescent, Craigie WA 6025

Background:

I am a single father who purchased the property in April 2023. I have four children who live with me on a 50/50 basis on a week about rotation. I am also a schoolteacher. As such, the property is available on a part-time basis on the week when I don't have the children (Friday to Thursday nights, even weeks of the school year), and during school holidays. Though, in this time there will be times when I make the property unavailable to meet personal circumstances. Despite not having a significant amount of time to judge the volume of bookings I would receive my estimate would be that with the property being available for 50% of the year that I might expect to have somewhere around a 60% occupancy rate meaning approximately 110 nights of the year. When I purchased this property, it was with the intention of using it in this manor to sustain my financial situation and be able to provide greater opportunities for my children. I set the property up and listed it on Airbnb and began hosting peoples stays in July of this year, unaware of any requirements by the City of Joondalup for development approval. This is based upon the fact that as the property is my primarily place of residence, as it is my and my children's family home. As well as the fact that I have previously run two properties as Airbnb's within other City councils' areas again without realising that there were any requirements by those respective City's. This being the case I did not realise that any development approval would be required. Despite this please find within the following my management plan for the property that I believe meets all the requirements of the City of Joondalup.

Car Parking:

The property has two onsite parking bays that comfortably fit to large vehicles. See photo below with one vehicle parked showing remaining area for an additional vehicle. As such I don't believe there will be any impact to the street due to parking.



Code of Conduct:

I have established the below code of conduct which is sent to guests upon receipt of their booking and agreed to by them and this will also be displayed at the entrance of the property.

Airbnb Guest Code of Conduct

Welcome to our family home and Airbnb! We're thrilled to have you as our guest and want to ensure that your stay is enjoyable for you, our family, and the local community. To maintain a positive and respectful environment, we've outlined

the following code of conduct detailing the expected behaviour and obligations of guests.

By booking a stay on at our home and Airbnb, you agree to adhere to this code:

1. Respect the Property:

- Treat the host's property and belongings with care and respect.
- Follow all house rules or guidelines provided regarding property usage.
- Report any damages or issues to your host promptly.

2. Respect the Neighbours:

- Keep noise levels to a minimum, especially during quiet hours after 7pm and before 7am as set by your host.
- Be mindful of the local community and avoid disturbing neighbours. There is to be no loud music, parties, or other disruptive activities.

3. Comply with Local Laws and Regulations:

- Abide by all local laws, regulations, and ordinances, including those related to noise, parking, and property use.
- Familiarize yourself with any specific rules or regulations in your Airbnb listing's location, such as smoking policies or pet restrictions.

4. Communication with Host:

- Maintain open and respectful communication with your host before, during, and after your stay.
- Inform your host of any changes to your travel plans, such as arrival times or the number of guests staying.

5. Follow Check-In and Check-Out Procedures:

- Arrive and depart according to the agreed-upon check-in and check-out times unless otherwise arranged with your host.
- Leave the property in a clean and tidy condition upon check-out, following any specific instructions provided by your host.

6. Safety and Security:

- Keep the property secure by locking doors and windows when you're not present.

- Be cautious with any keys or access codes provided by your host and return them as instructed.

7. No Unauthorized Guests:

- Only the guests listed in the reservation are allowed to stay in the property unless you receive explicit permission from your host.

8. No Parties or Events:

- Do not host parties, events, or large gatherings in the property.

9. Pets, Smoking, Alcohol, and other Drugs:

- There is to be no smoking in or on the property.
- There are no pets allowed in or on the property.
- There is to be no excessive consumption of alcohol in or on the property.
- There is to be no illicit drug use on or in the property.

10. Review the House Manual:

- Review and follow any instructions provided in the house manual or guest guidebook, which includes important information about the property and its amenities.

11. Leave Honest Reviews:

- Provide honest and fair feedback in your review of the host and the property. Your review helps future guests and hosts make informed decisions.

12. Report Issues Promptly:

- If you encounter any problems or issues during your stay, promptly communicate with us and Airbnb's customer support for assistance.

Failure to adhere to this code of conduct may result in penalties, including warnings, removal from the property, or account suspension. Remember that being a respectful and responsible guest not only enhances your Airbnb experience but also helps create a positive hosting community for everyone.

Enjoy your stay!

Managements of complaints:

Creating an effective complaints management procedure for our Airbnb property is essential to ensure guest satisfaction and resolve any issues promptly. The following is the procedure we follow regarding managing any complaints:

1. Set Clear Expectations:

- Clearly outlined property rules, policies, and expectations in our Airbnb listing description.
- Specific check-in and check-out times, house rules, and any other important details.

2. Communication Channels:

- Guests are to communicate through Airbnb's messaging platform for all inquiries, concerns, or complaints.
- Guests are also provided a dedicated email address or phone number for urgent issues if needed.
- All adjoining neighbours are provided my contact details and any issues will be dealt with in a prompt and respectful manner.

3. Responsive Host:

- Be proactive in responding to inquiries and booking requests promptly.
- Aim to respond to complaints or concerns within a few hours, if not immediately.

4. Empathetic Approach:

- Approach complaints with empathy and understanding, acknowledging the guest's and neighbours' perspective.
- Maintain a professional and polite tone in all communications.

5. Document Complaints:

- Keep records of all guest and neighbour complaints, including the date, nature of the complaint, and steps taken to address it.
- Use a dedicated system or software to track complaints for easy reference.

6. Assess the Complaint:

- Evaluate the severity and validity of the complaint. Some issues may require immediate action, while others can be addressed later.

7. Immediate Action:

- For urgent matters like safety concerns or property damage, immediate action will be taken to ensure guest safety and comfort.
- Notify Airbnb's Trust and Safety team if necessary.

8. Open Communication:

- Maintain an open line of communication with the guest and neighbours, keeping them informed about the progress of resolving their complaint.

9. Resolution Plan:

- Develop a clear plan to resolve the complaint. This may involve offering compensation, arranging repairs, or finding alternative accommodations if necessary.
- Ensure that any necessary repairs or fixes are completed promptly.

10. Follow-Up:

- After resolving the issue, follow up with the guest and neighbours to ensure they are satisfied with the solution.
- Encourage them to leave feedback and reviews, especially if the issue has been satisfactorily resolved.

11. Continuous Improvement:

- Regularly review and analyse guest and neighbour feedback and complaints to identify recurring issues.
- Make improvements to prevent similar problems in the future, whether it's updating your listing description or making changes to the property.

12. Guest Education:

- Educate guests on how to use appliances, amenities, and other features of your property to minimize misunderstandings and complaints.

13. Emergency Contacts:

- Provide guests with emergency contact information for local authorities, medical services, and property maintenance issues.

14. Documentation and Legal Compliance:

- Keep records of all communications and actions taken to address complaints for legal and reference purposes.

By implementing a well-structured complaints management procedure, I can enhance the guest experience and maintain a positive reputation on Airbnb, as well as maintaining a positive relationship with adjoining neighbours. Effective communication and a proactive approach will be key to resolving issues satisfactorily and ensuring a positive experience for all parties.

Anti-social behaviour:

Any anti-social behaviour will be met with a warning and if continued guests stay will be terminated and Airbnb's policies will be followed to report guests and ensure all matters are resolved in a timely manner.

Waste Management:

Airbnb hosts should follow responsible waste management procedures to ensure a clean and sustainable environment for guests and the community. Proper waste management not only enhances the guest experience but also reduces the environmental impact of our property. We are dedicated to minimising our environmental impact and encouraging our guests to do likewise with the following general procedure for waste management:

1. Provide Clear Instructions:

- Provide clear instructions to our guests on how to manage waste during their stay. Include these guidelines in house rules and welcome information. Explain the recycling and garbage disposal process in detail.

2. Separate Waste Streams:

- Provide separate bins or containers for different waste streams, including:
 - Recycling (paper, cardboard, glass, plastic, aluminium)
 - Compostable waste (food scraps, yard waste)
 - General waste (non-recyclable, non-compostable items)

3. Label Bins:

- Clearly label each bin or container with what should go in it. Use color-coded bins and advise guests of the City of Joondalup colour coded bin system, to make it even easier for guests to sort their waste correctly.

4. Educate Guests:

- Upon arrival, take a few moments to explain your waste management system to your guests. Provide information on local recycling and waste disposal rules and schedules.

5. Regular Collection:

- Ensure that waste and recycling bins are regularly collected and emptied according to the local collection schedule. Keep track of pickup days and inform guests.

6. Encourage Minimalism:

- Encourage guests to minimize waste by using reusable items instead of disposable ones. Provide reusable shopping bags, water bottles, and other items to reduce single-use plastic.

7. Dispose of Hazardous Materials Safely:

- While anticipated to be minimal guests will be advised on how to dispose of hazardous materials like batteries, light bulbs, and chemicals safely.

8. Environmental Responsibility:

- We will emphasize to our guests the importance of environmental responsibility. Mentioning how their efforts in waste reduction and recycling can make a positive impact.

9. Follow Local Regulations:

- Make sure as a host we are following all local waste management regulations and ordinances.

10. Regular Inspections:

- Periodically inspect the waste bins to ensure that guests are sorting their waste correctly. Correct any mistakes and provide feedback to guests if needed.

11. Feedback and Reviews:

- After a guest's stay, comment within their review on their adherence of the waste management procedures responsibly. This can encourage future guests to do the same. If required inform them of any errors made in processing their waste.

12. Continuous Improvement:

- Continuously evaluate our waste management system and look for ways to improve it. Stay informed about changes in local waste disposal regulations and adjust your procedures accordingly.

By implementing these waste management procedures in our Airbnb property, you can contribute to a more sustainable environment and provide a positive experience for your guests.

Strata By-Laws:

This is not applicable for this property.

Guest Register:

A guest register will be maintained and filled in by guests upon arrival at the property. It will be kept at the entrance to the property and will be made available to the City council upon request. Included within the register will be the name address and contact details, as well as including the date of arrival and departure of all occupants staying within the accommodation.

Signage:

There will be no signage on the property.

Application Information:

Regarding the local area the property will be compatible. The property is predominantly used as a family home with 5 occupants. As a three-bedroom house the maximum one may expect to be living within the property would be 6 occupants (two per room). The property is targeted towards families or couples' holiday or visiting family within the local area and is intended to provide a base for them to do such. Having people stay within the house is not adding additional people within the area as the property has a maximum of six occupants per booking (2 per bedroom). There would also be an additional benefit to local business within the local area such as those located at the Craigie shops (corner of Eddystone Ave and Perilya Rd) the Belridge Shopping Centre, and Beldon Shopping centre. As well as adding to tourism spending within the local area as occupants may visit places such as Joondalup, Sorrento Quay or attend events within the area.

Thank you for your consideration and please feel free to contact me if you require any further information.