

Short-Term Rental Accommodation Management Plan

Property Address: 6/37 Pakenham Street, Fremantle WA

Use: Unhosted Short-Term Rental Accommodation

Maximum Occupancy: 2 guests

1. Property Manager Contact Details

The Property Manager will be available to respond to any complaints or concerns relating to the operation of the short-term rental accommodation. All complaints will be responded to within 12 hours, in accordance with the requirements of the City of Fremantle.

The same contact number will be available for after-hours contact if required.

2. Booking and Check-In Method

Bookings for the property will be managed exclusively through the online accommodation platform Airbnb.

Guest identification and booking verification are completed through the Airbnb platform prior to confirmation of the reservation.

Check-in: 3:00 PM

Check-out: 10:00 AM

Guests will access the property via self check-in, which includes:

- A lockbox containing a key for entry to the building lobby plus a key to the apartment front door.

Check-in instructions will be provided to guests prior to arrival.

3. Parking Arrangements

The apartment is located in the City Centre zone and does not provide an allocated on-site parking bay for guests.

Guests requiring vehicle parking may utilise paid street parking on Pakenham Street managed by the City of Fremantle. Paid street parking is generally available from 5:00 PM to 9:00 AM, subject to availability and local parking restrictions.

Guests are advised that street parking cannot be reserved in advance and is dependent on availability.

4. Public Transport and Alternative Transport

The property is located within the Fremantle City Centre and is highly walkable with easy access to local amenities.

The property is within walking distance of:

- Fremantle Railway Station
- The Fremantle railway line
- The Rottnest Island ferry terminal
- Local bus services

Due to the central location, guests can conveniently access restaurants, shops, entertainment venues, and transport services on foot.

5. Pets

Pets will not be permitted at the property.

6. Nuisance Behaviour and Complaint Management

A detailed Code of Conduct will be provided to all guests prior to arrival and will also be available within the apartment.

Measures to minimise potential impacts on neighbouring residents include:

- Maximum occupancy of two guests
- No parties or events permitted
- Minimum stay of three nights
- Quiet hours observed between 10:00 PM and 7:00 AM

Guests are required to behave respectfully and minimise disturbance to neighbouring residents.

Complaint Management Procedures

The Property Manager will respond to and manage any complaints relating to nuisance behaviour associated with the property. This includes, but is not limited to:

- Violence or threats
- Loud or aggressive behaviour such as yelling, screaming or arguing
- Excessive noise or disturbance
- Light spill affecting neighbouring properties
- Smoke, odours, or other disturbances
- Any other behaviour that negatively impacts neighbouring residents or the amenity of the building

If a complaint is received, the Property Manager will take the following steps to promptly address the matter:

1. Immediate Acknowledgement

The Property Manager will acknowledge receipt of the complaint as soon as practicable and make direct contact with the guest occupying the property.

2. Guest Contact and Instruction

The guest will be immediately informed of the complaint and reminded of the requirements outlined in the Guest Code of Conduct. Guests will be instructed to cease the behaviour causing the disturbance and to comply with house rules.

3. Monitoring and Follow-Up

The Property Manager will monitor the situation and maintain communication with the guest if necessary to ensure the issue has been resolved.

4. Escalation Measures

If the behaviour continues or the guest fails to comply with instructions, the Property Manager may take further action which may include:

- Issuing a formal warning through the booking platform
- Contacting the booking platform **Airbnb** to report the issue
- Requiring the guest to immediately vacate the property
- Cancelling the remainder of the booking

5. Response Time

All complaints will be responded to within 12 hours, in accordance with the requirements of the City of Fremantle.

These procedures ensure that any concerns raised by neighbours or building occupants are addressed promptly and that appropriate action is taken to maintain the amenity of the surrounding area.

7. Waste Management

The building contains a communal strata waste collection area for the disposal of household waste and recycling.

Waste management procedures include:

- Clear written instructions provided to guests regarding the correct disposal of general waste and recycling. Instructions to be provided both as part of the guests code of conduct and printed instructions inside of the apartment.
- Guests required to dispose of rubbish responsibly within the communal bin area
- Professional cleaners engaged following every guest stay to ensure rubbish is removed and the property is properly maintained
- Strata management coordinates the placement of council verge bins for collection and their return following collection

These procedures ensure waste is appropriately managed and does not impact neighbouring properties.

8. Security and Guest Screening

The property incorporates several measures to maintain security and responsible use:

- Guest identity verification through the Airbnb platform
- A minimum stay of three nights
- Self check-in via secure lockbox
- Existing CCTV cameras within common areas of the building

These measures assist in maintaining security for both guests and residents within the building.

9. Bushfire Emergency Procedures

The property is not located within a designated bushfire prone area, therefore specific bushfire emergency procedures are not required.

Guests will still be advised to follow general emergency procedures and building evacuation instructions in the unlikely event of an emergency.

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6/37 Pakenham Street, Fremantle WA

This Guest Code of Conduct is provided to all occupants staying at the property to ensure respectful behaviour and to minimise any potential impact on neighbouring residents.

All guests are required to comply with the following conditions during their stay.

CONTACTING YOUR HOST

Property managers:

Phone:

Email:

The easiest way to contact your host is through messages in the Airbnb app. However, if urgent assistance is required a phone number has also been provided.

Your host is available to respond to any issues relating to the accommodation.

Guest Code of Conduct

Guests must behave in a respectful manner at all times.

- Smoking is not permitted inside the apartment or within common areas of the building.
- Pets are not permitted at the property.
- Guests must ensure their behaviour does not disturb neighbouring residents.

Quiet hours apply between 10:00 PM and 7:00 AM

During this time guests must ensure that noise is kept to a minimum, including:

- Loud talking, shouting, or music
- Noise in common areas such as hallways
- Noise from televisions, audio devices, and appliances such as washing machines and dryers, kitchen appliances etc.

The maximum number of guests permitted at the property is two (2) persons.

No additional guests are permitted beyond those included in the booking.

To protect the amenity of neighbouring residents:

- Parties, events, and large gatherings are strictly prohibited.
- Only the registered guests included in the booking may occupy the apartment.
- Visitors are not permitted without prior approval from the Property Manager.

Failure to comply with these rules may result in immediate cancellation of the booking.

Guests must ensure:

- The apartment door is securely locked when leaving the property
- Building access keys are kept secure
- Access instructions and entry codes are not shared with others

Getting Around

The property does not include an allocated parking space.

Street parking cannot be reserved in advance and is subject to availability at the time. Use the street ticket machines, or the EasyPark app to pay for and monitor your parking with the City of Fremantle. Time limits apply- please check street signs or the app.

Download the Fremantle City Centre Car Park Locations PDF for more parking information, or request a link from your host.

The property is highly walkable, being in close proximity to many local attractions, shops and places to eat and drink.

The property is within walking distance of:

- Fremantle Train Station and bus terminal
- Local bus services
- The Rottnest Island ferry terminal

Visit the Fremantle Visitor Centre on High Street for more information. Check Google for their opening hours.

Waste Management

Guests must dispose of waste responsibly. Use the communal strata bin area for general rubbish and recycling.

PLEASE NOTE- access to the car park bin area is through a self-closing door in the lobby next to the elevator. You must take your lobby key with you to avoid being locked in the car park area.

What Goes in the Yellow-Lid Recycling Bin:

- **Paper and Cardboard:** Magazines, newspapers, office paper, clean pizza boxes, egg cartons, and empty toilet paper rolls.
- **Plastic:** Hard plastic bottles and containers (scrunchable plastic belongs in general waste).
- **Metal:** Clean cans, tins, aerosol cans, and scrunched aluminum foil.
- **Glass:** Clean glass bottles and jars (remove lids).

What NOT to Put in the Yellow-Lid Bin (Contaminants):

- Soft plastics (plastic bags, wrappers).
- Bagged recycling (keep items loose).
- Meat trays and polystyrene.
- Food/garden waste (put in FOGO).
- Paper towels, tissues, or baking paper.
- Electronic waste or batteries.
- Do not leave rubbish in hallways, common areas, or outside the building

Breaches of the Code of Conduct

Failure to comply with this Code of Conduct may result in:

- Immediate termination of the booking
- Removal from the property
- Additional charges for damages or disturbances

Serious breaches may also be reported to the relevant booking platform.

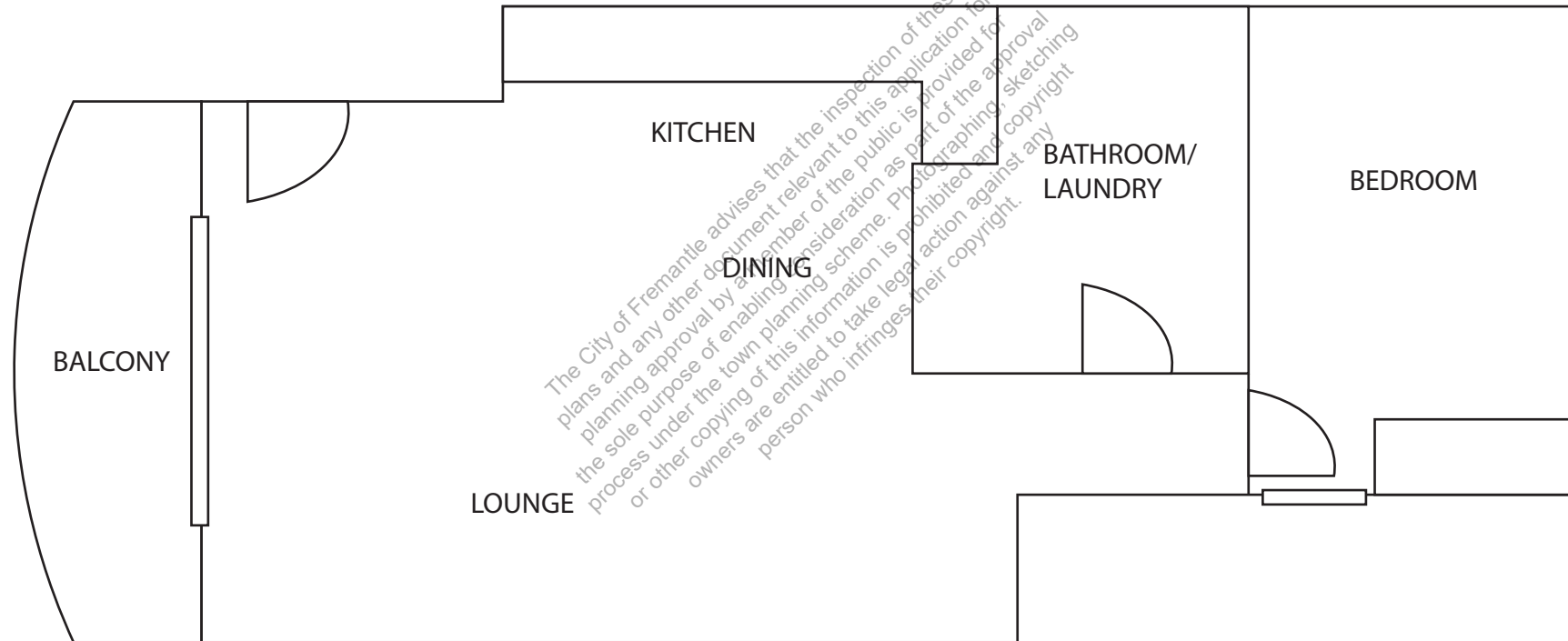
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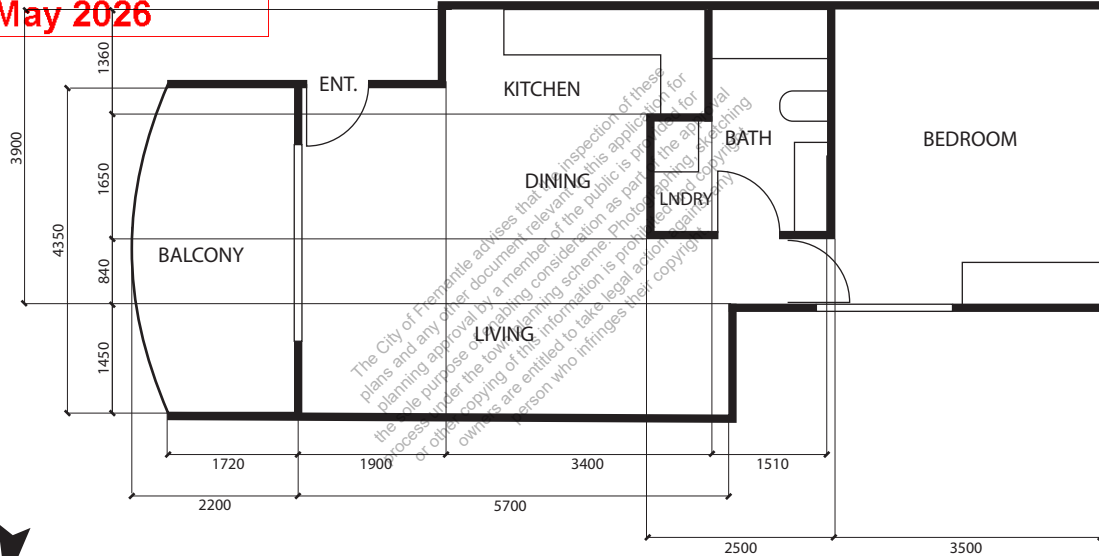
6/37 PAKENHAM STREET FREMANTLE

LEVEL 2



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6/37 Pakenham Street Fremantle WA 6160
2ND FLOOR APARTMENT



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