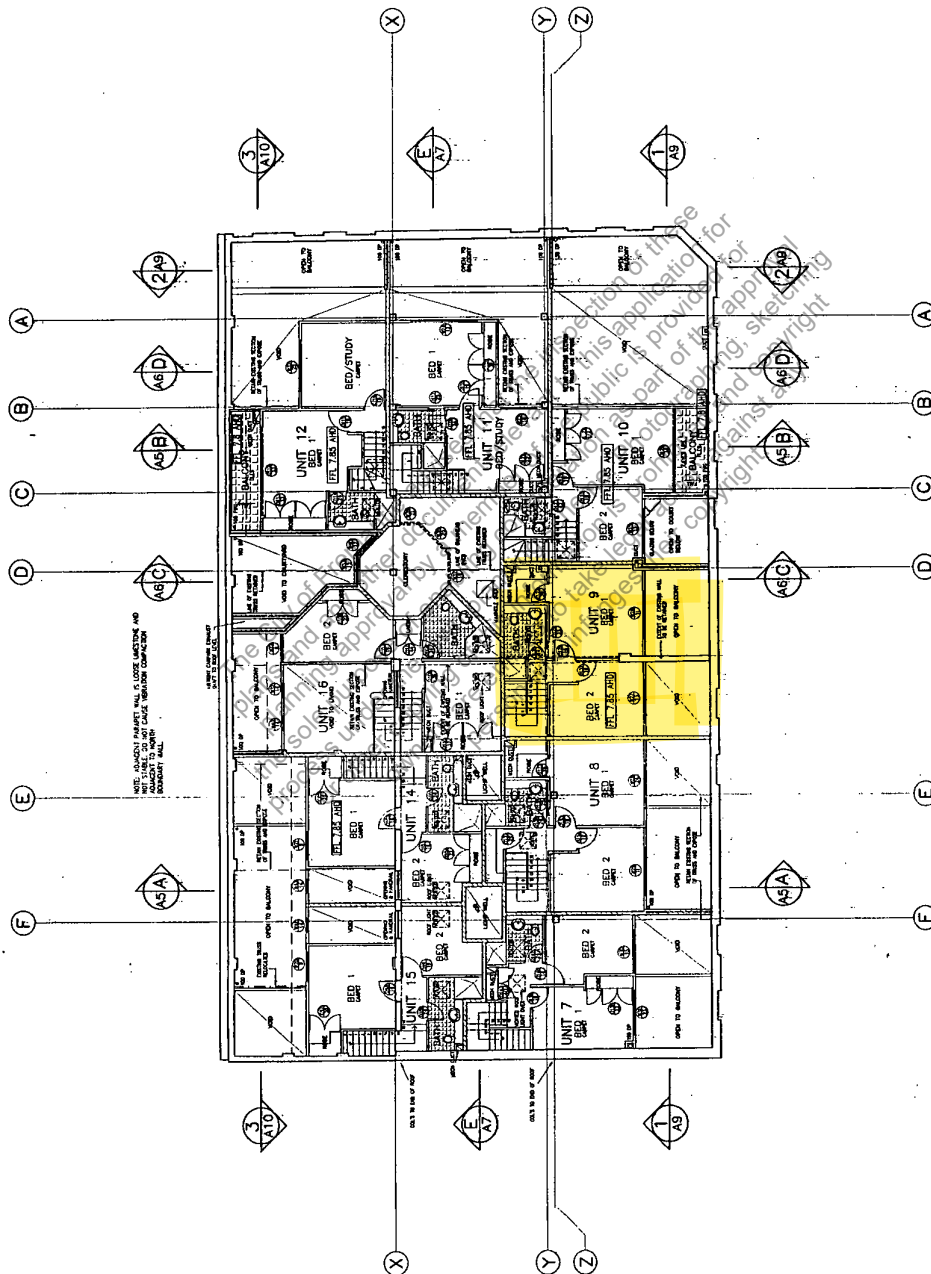
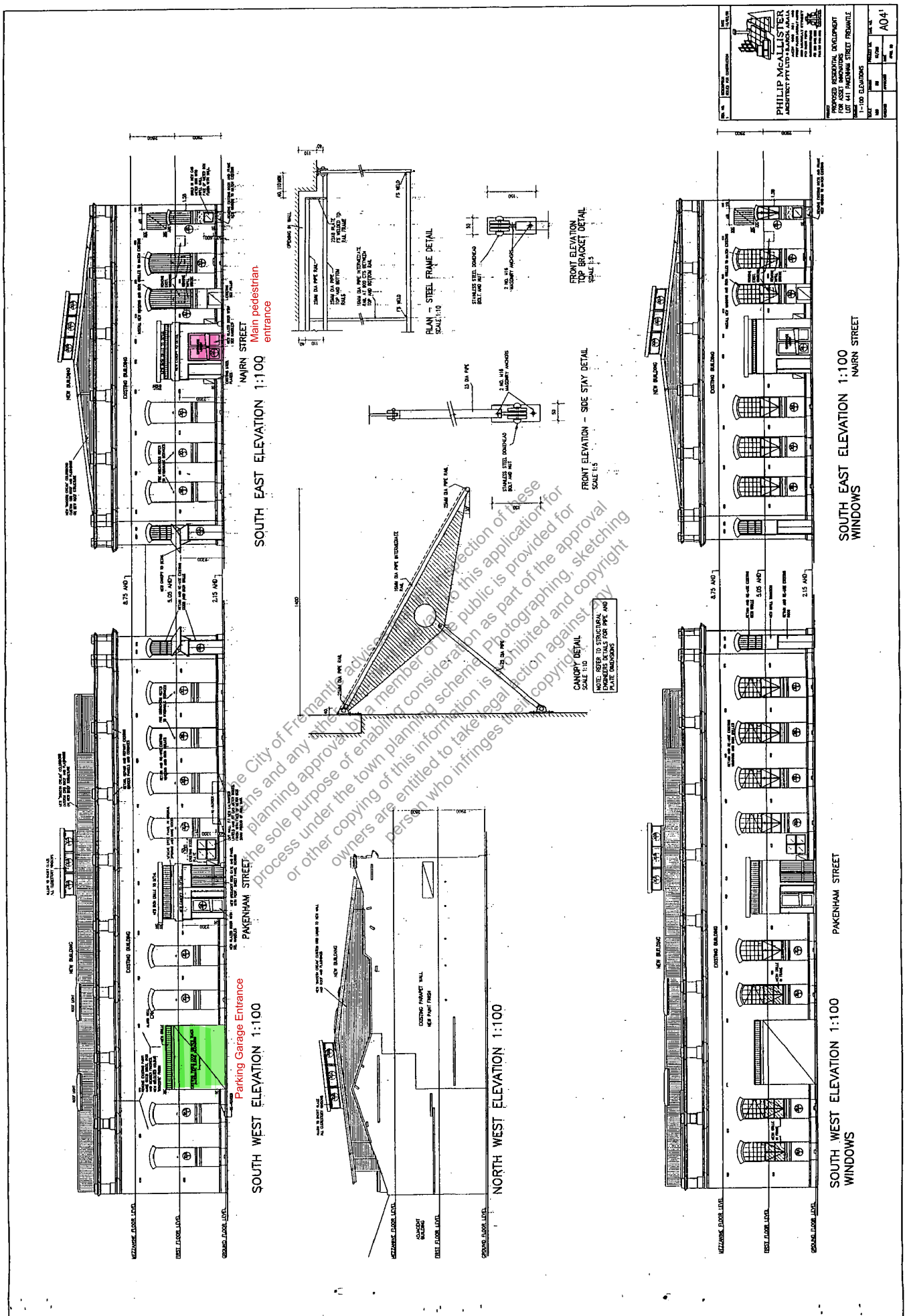












**CITY OF FREMANTLE**  
**These Plans Form Part of**

**DA0319/26**

**28 August 2026**



2 1.5 1

Approximate Areas

First Floor: 53m<sup>2</sup>  
Second Floor: 41m<sup>2</sup>  
Terrace: 10m<sup>2</sup>  
Carbay: 19m<sup>2</sup>  
Total Area: 123 m<sup>2</sup>



# FREMANTLE STAYS WA

## SHORT-TERM RENTAL ACCOMMODATION MANAGEMENT PLAN

**Unit 9, 56 Pakenham Street  
Fremantle WA 6160**

**Prepared for City of Fremantle Development Approval**  
**Proposed use: Unhosted Short-Term Rental Accommodation**  
**Responsible Property Manager: Fremantle Stays WA**

*Document status: Draft for owner review and application submission*

Unit 9, 56 Pakenham Street, Fremantle | Prepared by Fremantle Stays WA | July 2026

FREMANTLE STAYS WA | STRA MANAGEMENT PLAN

### 1. Property and Management Details

|                                                                                     |                                                                                      |
|-------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|
|  |   |
| <b>Property address</b>                                                             | Unit 9, 56 Pakenham Street, Fremantle WA 6160                                        |
| <b>Proposed use</b>                                                                 | Unhosted Short-Term Rental Accommodation                                             |
| <b>Dwelling type</b>                                                                | Strata-titled residential unit                                                       |
| <b>Property owner</b>                                                               |  |
| <b>Bedrooms</b>                                                                     | 2                                                                                    |
| <b>Beds / configuration</b>                                                         | 2 / king and Queen                                                                   |

|                                    |                                                                                                                                              |
|------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|
|                                    |                                                                                                                                              |
| <b>Maximum overnight occupancy</b> | 4 guests MAX                                                                                                                                 |
| <b>Maximum visitors</b>            | Only registered guests may remain overnight. Any daytime visitors must comply with house rules and maximum occupancy requirements.           |
| <b>Vehicle parking</b>             | 1 allocated parking bay . Guests must only use the lawful parking arrangements stated in the listing and must not use other residents' bays. |
| <b>Property manager</b>            | Fremantle Stays WA                                                                                                                           |
| <b>Office hours</b>                | Monday to Friday, 9.00 am to 5pm: Booking channel messaging replied 8am -8pm Mon- Sun                                                        |
| <b>After-hours service</b>         | Emergency support is available outside office hours for urgent access, safety, security and maintenance matters.                             |
| <b>Manager contact</b>             | Fremantle Stays WA  <br>[REDACTED]                                                                                                           |

## 2. Purpose of This Management Plan

This Management Plan sets out how Unit 9, 56 Pakenham Street will be operated and supervised as unhosted short-term rental accommodation. Its purpose is to protect the safety and amenity of guests, permanent residents, neighbours and the wider locality, while ensuring the property is managed in accordance with City of Fremantle approval conditions, strata by-laws and applicable Western Australian short-term rental accommodation requirements.

Fremantle Stays WA will be the responsible property manager and will oversee bookings, guest screening, check-in, house rules, complaints, maintenance, emergencies and compliance. The property owner and manager will ensure that this plan remains current and is followed at all times.

## 3. Booking and Guest Management

All bookings will be managed through recognised booking platforms or Fremantle Stays WA's direct-booking system.

The primary guest must provide accurate contact details and complete any required identity verification before access instructions are released.

The number of guests must not exceed the approved maximum occupancy. Undeclared guests, parties, events and functions are prohibited.

Bookings that appear likely to involve parties, disruptive behaviour, school-leaver gatherings or unlawful activity may be declined or cancelled in accordance with the booking terms.

Guests will receive the house rules, Code of Conduct, parking instructions, waste instructions, emergency information and after-hours contact details before arrival.

Fremantle Stays WA will maintain booking and guest records in accordance with applicable privacy and record-keeping requirements.

#### 4. Check-In, Access and Check-Out

Standard check-in is from 3:00 pm and standard check-out is by 10:00 am unless otherwise approved in writing.

Access will be provided through a secure key, lockbox. Access instructions will only be issued to verified guests.

Guests must not copy, share or misuse keys, access codes, remotes or building access devices.

Guests will be instructed to move quietly through common areas and not obstruct entrances, stairs, corridors or other shared areas.

Keys and access devices must be returned or secured as directed at departure. Lost keys or access devices will be dealt with promptly, including re-keying where reasonably necessary for security.

#### 5. Noise, Nuisance and Neighbour Amenity

No parties, events, functions, loud gatherings or commercial activities are permitted.

Quiet hours apply from 10:00 pm to 8:00 am. During these hours, noise must not be audible inside neighbouring dwellings or common property areas.

Guests must keep music, televisions, voices and movement at a reasonable level at all times, including on balconies and in shared access areas.

Guests must not congregate in corridors, foyers, stairwells, parking areas or outside the building.

Any complaint involving unreasonable noise or nuisance will be investigated immediately. Guests may be contacted, warned, attended in person or required to leave where serious or repeated breaches occur.

The owner and manager will cooperate with the strata company, City of Fremantle and relevant authorities regarding verified complaints or compliance issues.

#### 6. Anti-Social Behaviour and Security

Illegal activity, aggressive behaviour, harassment, excessive intoxication, smoking in prohibited areas and interference with other residents are strictly prohibited.

Only registered guests are entitled to access the property. Guests must not allow unknown persons into the building or provide access codes to others.

Building entrance doors, gates and common property security doors must remain closed and secured.

Guests must respect the privacy, safety and peaceful enjoyment of permanent residents.

Where behaviour presents an immediate safety risk, guests will be instructed to leave and police or emergency services may be contacted.

#### 7. Parking and Transport

Guests will receive clear parking information before arrival, including whether an allocated bay is provided and any applicable street or public parking restrictions.

Guests must not park in another resident's bay, visitor bays contrary to strata rules, loading zones, accessways, driveways or emergency access areas.

Fremantle Stays WA will encourage guests to use public transport, taxis, rideshare services and nearby public parking where appropriate.

Any parking complaint will be addressed promptly, and the guest may be required to move the vehicle immediately.

## 8. Waste Management

Guests will be provided with instructions for general waste, recycling and any strata waste facilities.

Waste must be placed inside the correct bins and must not be left in corridors, balconies, entrances, parking areas or other common property.

Guests must not overfill bins or place prohibited items in shared waste facilities.

Fremantle Stays WA's cleaning team will check the property after each stay and remove or correctly dispose of waste where required.

Any recurring waste issue will be reviewed and additional guest instructions or operational controls will be introduced.

## 9. Complaints Management Procedure

Complaints may be made directly to Fremantle Stays WA by telephone or email. The after-hours contact is available for urgent noise, access, security or safety matters.

| <b>1. Complaint received</b> | Record the complainant's details, time, nature of concern and available evidence.                                                                   | Immediately                                                            |
|------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------|
| <b>2. Initial assessment</b> | Contact the guest and determine whether urgent intervention is required.                                                                            | Within 15 minutes for urgent matters; otherwise as soon as practicable |
| <b>3. Corrective action</b>  | Issue instructions or warning, require noise to stop, require a vehicle to be moved, attend the property or arrange contractor/security attendance. | Promptly according to risk                                             |
| <b>4. Escalation</b>         | For serious, repeated or unsafe conduct, terminate the stay and contact police, emergency services, strata or the City where appropriate.           | Immediately where necessary                                            |

| <b>5. Follow-up</b>  | Advise the complainant of the action taken where appropriate and record the outcome.                  | Within 24 hours                    |
|----------------------|-------------------------------------------------------------------------------------------------------|------------------------------------|
| <b>6. Prevention</b> | Review the incident and update guest screening, messaging, rules or operating procedures if required. | After each substantiated complaint |

## 10. Emergency and Incident Management

Guests will be instructed to call 000 for fire, police or medical emergencies and then notify Fremantle Stays WA.

Emergency information, the property address and manager contact details will be made available within the property and guest guide.

Urgent maintenance issues such as water leaks, electrical hazards, lock failures or security concerns will be assessed and referred to an appropriate contractor as soon as practicable.

Fremantle Stays WA will keep an incident record and notify the owner, strata company, insurer, City or other authority when required.

Emergency exits, fire equipment and common accessways must not be obstructed or interfered with.

## 11. Cleaning, Maintenance and Property Condition

The unit will be professionally cleaned and checked between bookings.

Cleaning staff will report damage, hazards, excessive waste, evidence of parties or breaches of house rules.

Safety equipment and essential services will be maintained in working order, subject to the responsibilities of the owner and strata company.

Any defect affecting guest or resident safety will be addressed before the next stay wherever reasonably practicable.

Pest control, appliance servicing and preventative maintenance will be arranged as required.

## 12. Smoking, Pets and Balconies

Smoking and vaping are prohibited inside the unit and in any common areas where prohibited by strata rules or law.

Pets are not permitted unless expressly approved in writing and allowed under the strata by-laws and booking conditions.

Balconies must not be used for parties, excessive noise, drying items over balustrades, throwing objects or any unsafe activity.

### 13. Strata and Common Property Requirements

All guests must comply with the registered strata by-laws and any reasonable building rules supplied to them.

Guests must not damage, obstruct or improperly use common property or facilities.

Fremantle Stays WA will maintain a practical communication channel with the strata manager for operational concerns relating to the short-term rental use.

Where the strata company updates relevant by-laws or building procedures, the guest information and house rules will be updated accordingly.

### 14. Compliance, Records and Review

The property will not operate above the maximum occupancy or contrary to the conditions of City of Fremantle approval.

The STRA registration number will be displayed on relevant advertisements once registration is completed.

Fremantle Stays WA will retain appropriate records of bookings, complaints, incidents and corrective actions.

This Management Plan will be reviewed following a substantiated complaint, significant incident, change in strata requirements, change in approval conditions or change in responsible manager.

Any material amendment required by the City of Fremantle will be incorporated into the plan.

### Appendix A - Guest Code of Conduct

All guests and visitors must comply with the following requirements:

Respect residents, neighbours and common property at all times.

No parties, events, functions, excessive alcohol-related behaviour or unlawful activity.

Observe quiet hours from 10:00 pm to 8:00 am and keep noise reasonable at all other times.

Do not exceed the booked or approved number of guests.

Do not invite unregistered overnight guests or share access codes, keys or remotes.

Use only the approved parking arrangements and never use another resident's bay.

Dispose of waste correctly and do not leave belongings or rubbish on common property.

Keep building entrances and security doors closed and do not admit unknown persons.

Comply with all strata by-laws, fire-safety requirements and directions from Fremantle Stays WA.

Report damage, hazards, leaks, lost keys or security concerns immediately.

Failure to comply may result in fees, termination of the stay and removal from the property.