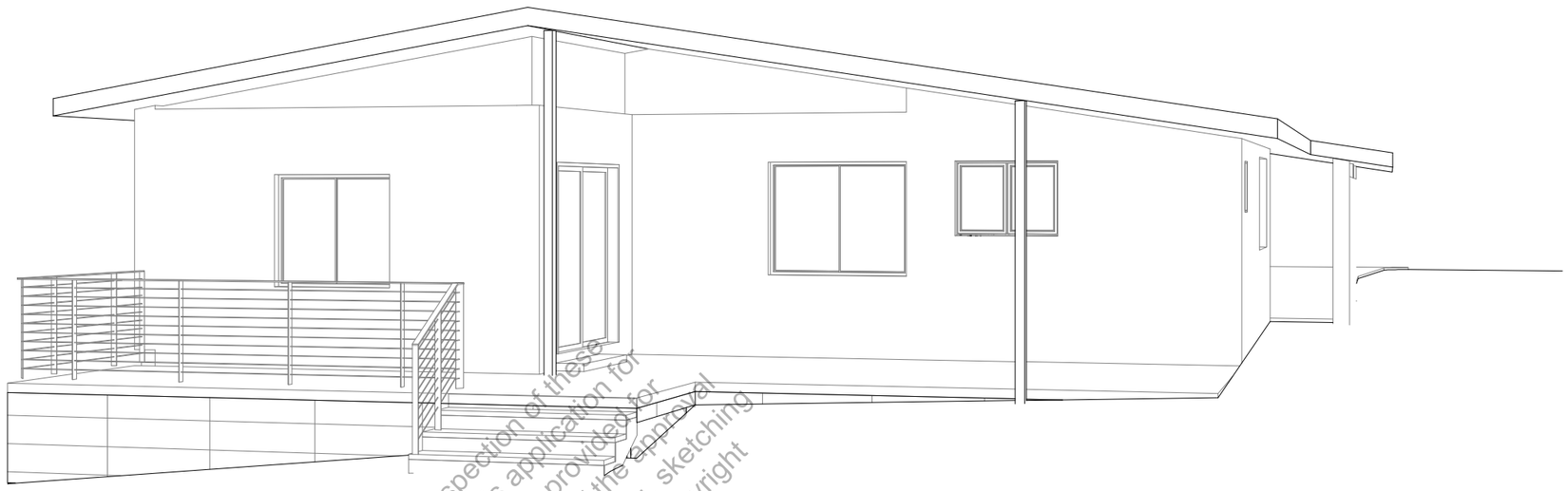
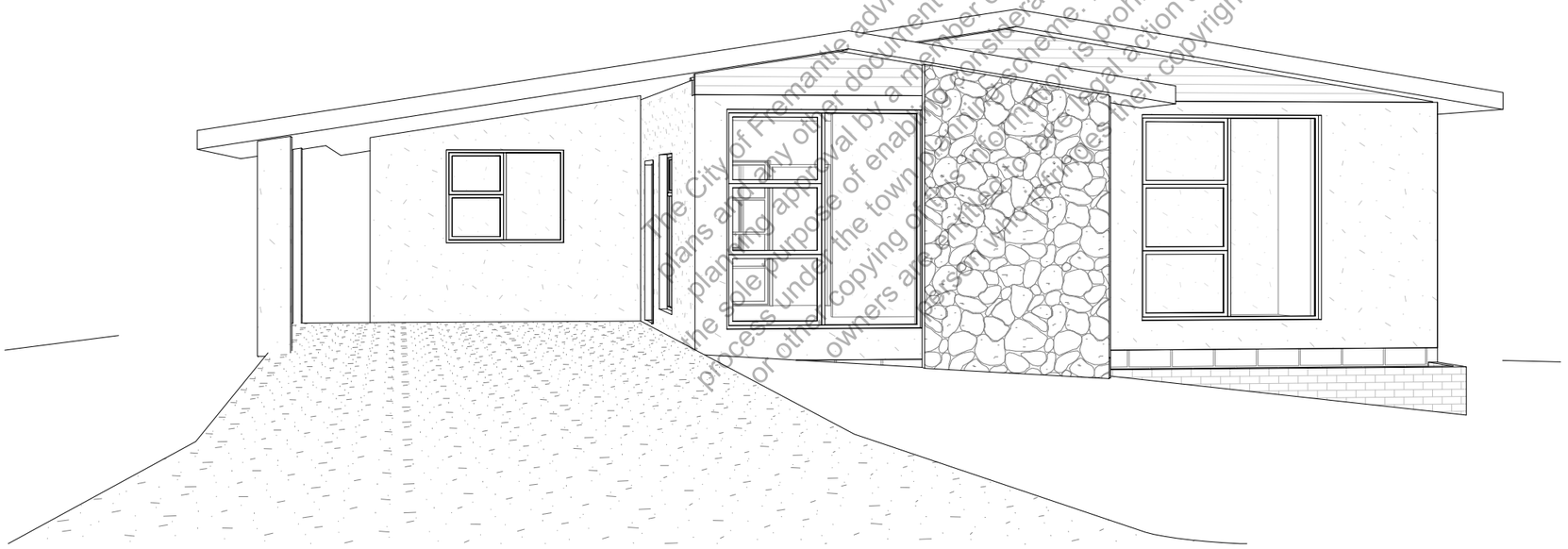




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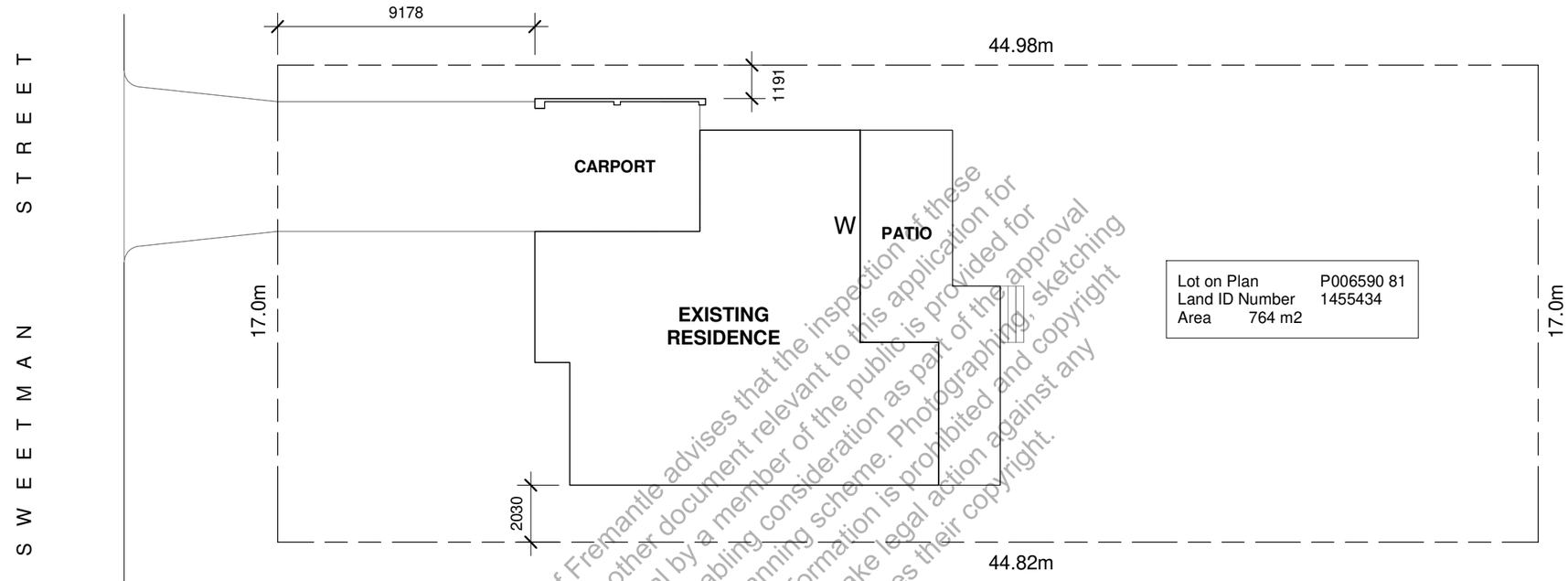
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PROPOSED CHANGE of USE

12 Sweetman St. White Gum Valley WA

Transform
building design & drafting



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SITE PLAN

1 : 200

NORTH

GENERAL NOTE

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4. Timber framing in accordance with AS. 1684.2
5. Brick coursing heights are metric standard brick sizes
6. Internal room dimensions are brick sizes, not finished sizes.
7. Down pipe locations may be subject to builder discretion
8. Termite barriers in accordance with NCC 3.13 & AS 3660.1

REV	DATE	DESCRIPTION	DRAWN	CHECKED	APPROVED
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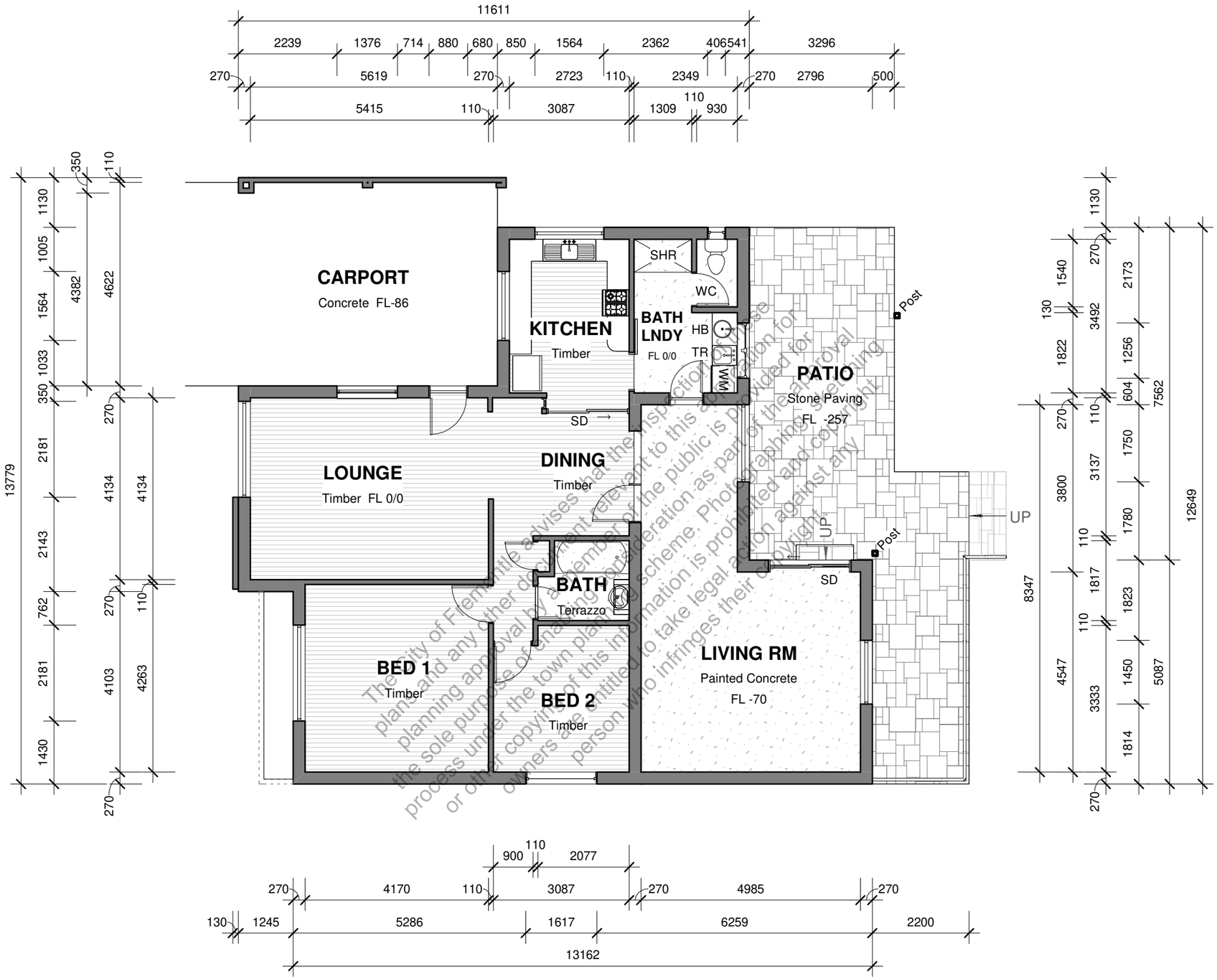
12 Sweetman St. White Gum Valley WA

PROPOSED CHANGE of USE

SITE PLAN

CHANGE of USE		SHEET N°/REV
PROJECT N°	1098	A01-A
SCALE	As indicated	
DOC N°	TD00000	SHEET SIZE: A3

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GROUND FLOOR PLAN

1 : 100

NORTH

12 Sweetman St. White Gum Valley WA

PROPOSED CHANGE of USE

GROUND FLOOR PLAN

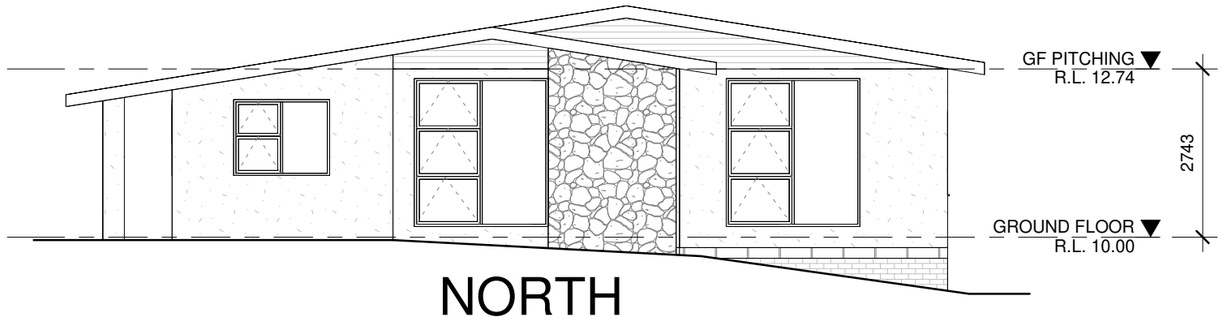
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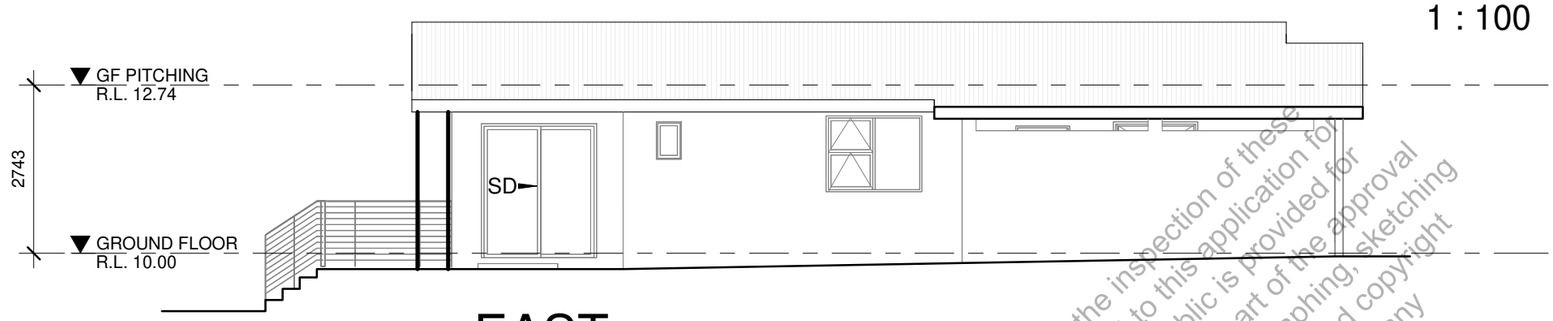
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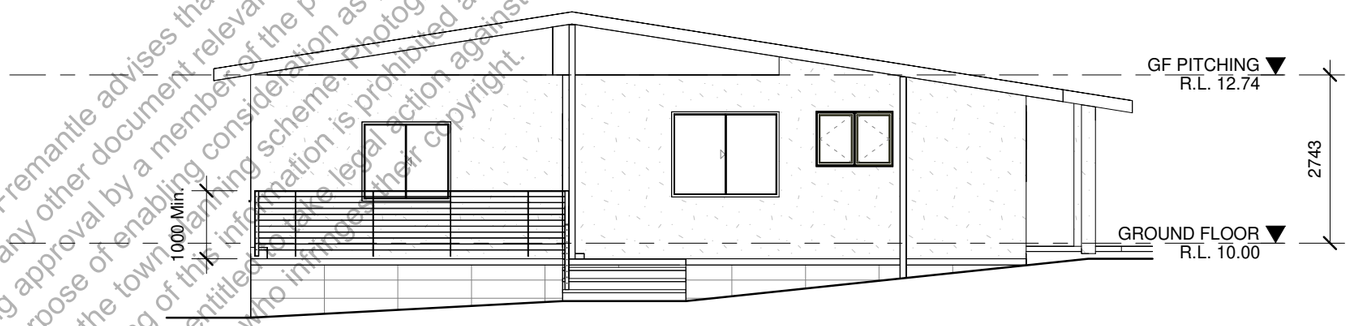
NORTH

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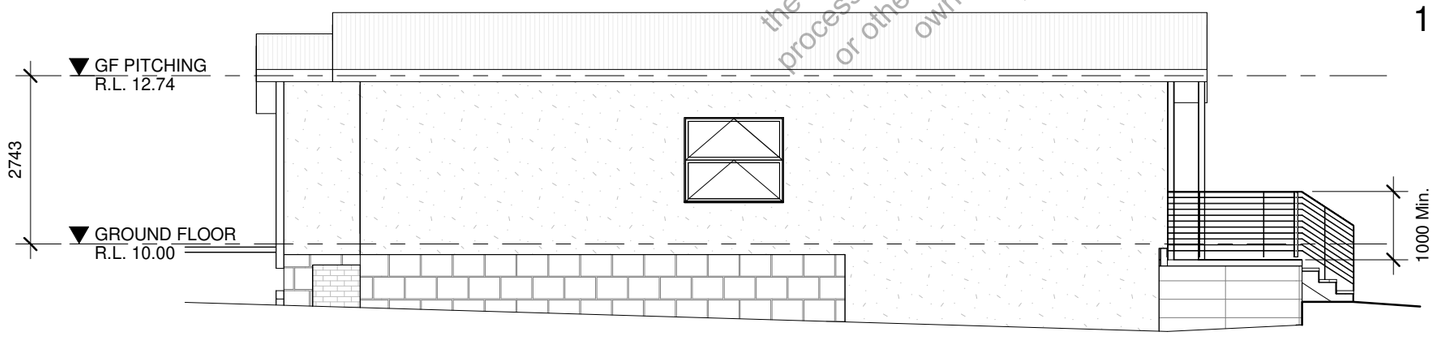
EAST

1 : 100



SOUTH

1 : 100



WEST

1 : 100

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12 Sweetman St. White Gum Valley WA

PROPOSED CHANGE of USE

ELEVATIONS

CHANGE of USE	SHEET N°/REV **A04-A**
PROJECT N° 1098	
SCALE 1 : 100	
DOC N° TD00000	SHEET SIZE: A3

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SMARTSTAY WA
THE SMARTER WAY TO STAY IN WA

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MANAGEMENT PLAN

FOR

SHORT TERM ACCOMMODATION

Property Address

12 Sweetman Street White Gum Valley WA6162

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4. Objectives of Management Plan
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8. Mitigation, Noise Management & complaints procedure
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11. Hygiene, Comfort & Waste management
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14. Summary

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3. BACKGROUND, OPPORTUNITIES & OVERVIEW

SmartStayWA intends on becoming the Exclusive Managing Agent for the property located at **12 Sweetman Street White Gum Valley WA6162**

The property hosts a maximum of 4 guests and is a (2 bedroom, (1) bathroom apartment with (1) parking bay provided. The bedding configuration will be (1 King Bed and 1 Double SofaBed)

The property is conveniently located in the centre of Fremantle close to the Fremantle Train Station.

SmartStayWA is located at 201 South St, Beaconsfield WA 6162 and is a 5 minute drive from the property.

For simple contact and availability of the hosts, are the directors of the company, please see below the relevant contact details:

live together in Southern River which is a 46 minute drive from the property. Additionally, SmartStayWA engages management, cleaning and housekeeping personnel who are located closer to the property in Fremante.

Our contact details are made available to all guests for properties under our management and are available online for anyone to access in the rare cases of an emergency. We are contactable 24/7 and able to attend to properties in person within a maximum of 1 hour for any emergencies.

Short term accommodation is a unique experience, and the guiding principles of our Code of Conduct are to treat this property as your own home, respect your neighbours & leave it as you found it.

Part of our management procedures and guest handbooks include providing local recommended tips for nearby shops, restaurants, cafes, restaurants, entertainment, attractions and much more. This local spending allows local businesses in the council area to thrive and expand their operations.

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4. OBJECTIVES OF MANAGEMENT PLAN

To clearly outline and demonstrate the professional management procedures implemented by SmartStayWA to ensure the smooth operational management of the subject property while mitigating perceived disruptions to the local amenity & surrounding areas.

5. BOOKING REQUIREMENTS

We anticipate approximately one to two bookings per week and our average trip length is 4-6 nights. This is based on the average performance of our listings in our portfolio.

We specify a mandatory minimum stay length of two nights as we find this significantly deters any unwanted targeting for parties or gatherings. We also do not make same day bookings to occur from opportunistic and likely undesirable guests.

6. GUEST SCREENING PROCEDURES

When a guest requests or books a stay at this property, we can view or determine whether the guest's profile includes their required verification steps:

- Contact details including full name (s), phone number & e-mail address
- Acceptance of our stipulated house rules
- Confirmed payment
- Profile photo (if set)
- Government issued ID (such as driver's license or passport)
- Written reviews/ recommendations from other hosts
- Their overall star rating which can be categorised for items such as observance of house rules, cleanliness and communication
- Total number of guests & location based
- Their reason for visiting Perth and booking the property

We can then further screen the potential guest by cross-referencing linked social media accounts, obtaining names of all guests, requiring government issued ID that all guests are required to submit upon successful booking confirmation.

We have set a "pre-booking questionnaire" requesting applicable responses in relation to the above.

Once we have carried out a thorough check of the prospective guest, we then have a right to refuse, accept or cancel the reservation. Prior or after acceptance of the booking, we also send our "party screening" message which essentially reiterates our stance on no parties to be hosted at the premises and encourages guests to cancel their booking if that is their intent.

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Our set of house rules are displayed both on the online listing and in our comprehensive digital guest handbook sent to the guest prior to their arrival. We can add additional house rules to suit the property, location, neighbourhood, or landlord's desires.

We intend to list the property on Airbnb, Booking.com, Homeaway (VRBO) and our personal website SmartStayWA. The Airbnb platform offers a "professional host" support and $1m USD host guarantee & $1m USD host protection insurance underwritten by Lloyd's of London. Once a guest is confirmed, our direct phone numbers are automatically exchanged for any further communication required. For other platforms, we deduct a $300 security deposit from each guest. We privately message our guests before, during and after their stays and all the correspondence is saved for our own records.

7. CHECK IN AND CHECK OUT PROCEDURES

Check-in is from 3:00pm until late, this is because guests can arrive off long haul flights late at night or arrive after work as they have travelled by car from the country. We always obtain the arrival time of our guests from them.

The property includes detailed visual and written easy check-in instructions and guests find them extremely easy to follow and do not cause any disruption in checking in or out of our properties. Check-out is at 10am or earlier on their departure date.

A secure lockbox will be installed at the property so guests can access the property with ease.

We also offer a 'meet & greet' service and like to find out when their estimated time of arrival will be and may offer to meet the guest from time to time to welcome them to the property if required. Our check-in instructions are issued to guests three (3) days prior to their arrival and are issued through the Booking Platforms for safety & security.

The guests will be issued with detailed check-in instructions to guide them through the whole process, they will receive a photo of the property they are staying at, how to access the lockbox, how to access the front door, a photo of their parking spot and where the council bins are located.

8. MITIGATION, NOISE MANAGEMENT & COMPLAINTS PROCEDURE

We are contactable 24/7 and our phone numbers and e-mail addresses are provided to our guests upon confirmation of booking and are also advertised in the property for easy access. We are more than happy to provide these contact details to nearby neighbours for us to be even more effective in managing our properties.

In our online listings, which the guest(s) must agree to before booking with us and also included in the guest handbook, we have extensively listed our house rules in respect to the property and other nearby residents of the surrounding area & amenity.

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Priority is given to the adherence of our noise and parking policy. If guests fail to adhere to our house rules, they will be at risk of having their booking cancelled immediately. We, police, security, rangers, or other engaged professionals may attend in person to have the guest/s removed, lockbox code and door lock/s may also be required to be changed depending on the circumstances.

If we receive any complaints about guests, they will be dealt with immediately upon receipt of said complaint. We will contact the guests informing them of the situation and any breach of house rules and based on severity of the breach then the reservation may be terminated.

Guests and visitors must not create noise which is offensive and excessive to occupiers of neighbouring properties especially between 10pm and 7am Monday to Saturday and 10pm – 9am on Sunday and public holidays, during arrival, and during departure, and at any time throughout the occupancy.

Offensive and excessive noise is prohibited and may result in termination of permission to occupy the property, eviction, and extra charges for damage, security, and other expenses, which may be deducted under the terms and conditions.

Guests and visitors must not engage in any anti- social behaviour and must minimize their impact upon the residential amenity of neighbours and local community.

Professionals and/or police may be engaged to attend during & after normal business hours to minimise disruptions to neighbours. Any complainant will be kept informed throughout the process and will be encouraged to provide evidence to support the cause of us taking swift action. From receipt of a complaint, it is extremely rare for an issue to extend beyond just a few minutes, and we aim to resolve all issues within 30 minutes – 1 hour total.

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9. USE AND MAINTENANCE

The owners of the property can be provided with real-time access to the bookings calendar and may regularly schedule maintenance works in between guests stays to ensure the property is kept up to our property and guest's expectations. Property maintenance is regularly reported and resolved swiftly either during or after guest's stays depending on the severity so that the appearance of the property meets or exceeds the standard of neighbouring properties. We also will be in communication with the STRATA Manager about any maintenance work that needs to be done in the complex.

10. SAFETY

The building is up to date on its safety checks. It includes compliant smoke alarms and safety checks are organised from time to time to ensure the property is compliant and safe. In our detailed guest handbook, guests are provided with the contact details for the local police station, hospitals & fire station and that our emergency contact number is '000'.

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11. HYGIENE, COMFORT AND WASTE MANAGEMENT

General waste (red lid), recycling (yellow lid) and garden organics (green lid) are to be disposed of in accordance with the local council policies & procedures and in the correctly allocated bins.

Any excess rubbish must not be left in sight of a public area and is removed by housekeeping. Guests are notified & reminded to place all rubbish & recycling in the allocated bins at the property. The cleaning & housekeeping team are also asked to attend and assist with rubbish disposal at checkout and if the property is vacant.

Bin location & contents are monitored by housekeeping at each check-out, and we may gather photo/evidence of this so we can effectively & efficiently maintain the bins both inside the property and to mitigate risk of problems.

The property includes a fully functional kitchen with fridge and pantry for food storage and there has never been problems with vermin or pests – if this changes then we can send professional pest control companies to rectify this swiftly and implement measures to prevent occurrence in future.

The linen and towels are removed off-site following each check out clean and provided to a professional commercial laundering service to wash, dry and return to our storage facility upon completion.

Exhaust fans & air conditioning/heating appliances and regularly checked by the housekeeping teams and repaired or replaced if required, guests are also encouraged to report maintenance to us immediately upon discovery so that swift resolution can be made.

A washing machine will be provided for guest convenience to use during their stay to wash their clothes as required.

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12. CAR PARKING

The property includes **one secure underground parking space**. Guests will receive clear instructions on how to access the parking area prior to or upon arrival.

Paid street parking is also available nearby if required. However, as the property accommodates a maximum of **two guests**, the allocated parking space is generally sufficient for one vehicle.

Further, we provide details for ride share companies such as Uber and Ola. We also promote our local taxi companies.

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13. BUSHFIRE MANAGEMENT PLAN

A Bushfire Management Plan is not applicable in this case as the area does not fall under the designated Bush fire prone area.

PLEASE CHECK TO ENSURE THE ABOVE STATEMENTS IS TRUE FOR YOUR PROPERTY:

https://maps.slip.wa.gov.au/landgate/bushfireprone/

14. SUMMARY

Short stay accommodation is not subject to the same stringent rules of the Residential Tenancy Act 1987 in favour of a tenant and their rights to occupy a premise and therefore we have significant power to be able to manage any potential antisocial behaviour.

We are financial members of ASTRA (Australian Short-Term Rental Accommodation Association) and have adopted their comprehensive National Code of Conduct. You can always be assured of our best intentions and respect of the public amenity and neighbourhood.

We kindly request your favourable consideration of our application to change the use of the property to approved short term accommodation and trust that our professional management is thoroughly demonstrated along with our commitment to maintaining and increasing the appeal and amenity of the surrounding area.

Please reach out to me at the contact details below should you seek any further clarity or additional information relating to the management of the property.

Kind Regards,

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Short-Term Accommodation Code of Conduct Plan
Submitted as part of the Council Application for Short-Term Rental Use

1. Purpose

This Code of Conduct outlines the standards of behaviour expected from all guests staying at the property and the responsibilities of the managing agent. The objective is to ensure the short-term accommodation integrates harmoniously within the local residential area, maintaining the amenity, safety, and character of the surrounding neighbourhood.

2. Guest Responsibilities

All guests must agree to the following conditions prior to booking and again upon check-in via digital or printed house rules:

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a) Noise and Disturbance

- No excessive noise is permitted at any time.
- Strict quiet hours are in place between **9:00 PM and 7:00 AM**.
- Guests must not engage in loud talking, music, or disruptive behaviour in outdoor areas during quiet hours.

b) Parties and Gatherings

- Parties, events, or unauthorised gatherings are strictly prohibited.
- Only registered guests are permitted on the premises after 7:00 PM.

c) Respect for Neighbours

- Guests must behave respectfully and courteously towards neighbouring residents at all times.
- No loitering, littering, or trespassing on adjacent properties.
- Guests must follow all parking rules and avoid obstructing driveways, verges, or shared accessways.

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d) Parking and Access

- Vehicles must be parked only in the designated on-site parking areas.
- No parking on lawns, footpaths, or neighbour driveways.
- No parking is permitted on the street, verge, nature strip, or any surrounding public or neighbouring areas at any time.

e) Waste Disposal

- Guests are instructed on proper use of general, recycling, and organic bins.
- Bin collection days and sorting instructions are clearly provided in an automated welcome message and on a fridge magnet inside the property.
- Our team will organise the bins in and out for collection days.

f) Property Use

- The property is to be used for residential purposes only.
- Maximum occupancy limits must be strictly observed at all times.
- Smoking is strictly prohibited.

3. Managing Agent/Owner Responsibilities

a) Neighbour Communication

- All adjoining neighbours will be provided with a **24/7 contact number** for the managing agent or property owner.
- Neighbours are encouraged to report any disturbances or concerns directly to management.

b) Incident Response Protocol

- Any complaints received from neighbours or authorities will be addressed within **1 hour**.
- In cases of non-compliance, guests will be immediately contacted and instructed to rectify the behaviour.
- For serious or repeated breaches, guests may be asked to vacate the property immediately.

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c) Monitoring and Enforcement

- Booking platforms used will include identity verification and a review system.
- Guests with poor reviews or suspicious booking patterns will not be accepted.
- A log will be maintained of all incidents, complaints, and the actions taken in response.

d) Signage and Information

- House rules and emergency contact details will be clearly displayed within the property.
- Guests will also receive a digital guidebook prior to arrival.

4. Commitment to Ongoing Compliance

- The management team will routinely review and update the Code of Conduct to ensure it aligns with the latest council policies and community standards.
- Feedback from neighbours and guests will be used to inform improvements to the property's operation.

Prepared by:

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