

UNHOSTED SHORT TERM RENTAL ACCOMMODATION MANAGEMENT PLAN

6 WIGLEY PLACE, TARCORLA BEACH

1.0 INTRODUCTION AND PURPOSE

This Management Plan applies to the operation of three (3) Unhosted Short Term Rental Accommodation (STRA) units located at 6 Wigley Place, comprising two dwellings and one ancillary accommodation unit.

The purpose of this Management Plan is to ensure the use:

- Is compatible with the surrounding residential environment;
- Maintains acceptable residential amenity;
- Is effectively managed to prevent adverse impacts such as noise, parking conflicts, antisocial behaviour or waste issues; and
- Complies with Local Planning Policy 1.6 – Short Term Rental Accommodation (LPP 1.6) and any development approval conditions issued by the City of Greater Geraldton.

This Plan establishes enforceable operational controls for guest behaviour, access, parking, waste, safety, emergency response, and complaint management.

2.0 SITE AND USE DESCRIPTION

- Address: 6 Wigley Place
- Zoning: Residential (R20)
- Use: Unhosted STRA (non-hosted short-term accommodation)
- Configuration:
 - o SSA Unit 1 – Dwelling (front / renovated existing dwelling)
 - o SSA Unit 2 – New dwelling (rear)
 - o SSA Unit 3 – Ancillary accommodation unit

Occupancy

- Maximum 4 guests per unit
- Maximum total site occupancy: 12 guests
- No capacity for additional or overflow guests under any circumstances

3.0 MANAGEMENT RESPONSIBILITY AND CONTACT ARRANGEMENTS

3.1 Responsible Person

The premises will be managed by:

- Owner/Manager:
- 24-hour contact number: [INSERT NUMBER]

3.2 On-Call Contingency

Where the owner is unavailable, calls will be automatically forwarded to a nominated on-call representative capable of attending site within required timeframes.

3.3 Response Capability

The responsible person or delegate will:

- Respond to all complaints within 30 minutes; and
 - Attend the property within 1 hour where required.
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4.0 BOOKING CONTROLS AND GUEST SCREENING

All bookings will be processed exclusively through verified short-term accommodation platforms (e.g. Airbnb, Booking.com or equivalent).

4.1 Minimum Standards

- Minimum booking age: 18 years and over
- All guests must provide verified identification via booking platform systems
- Bookings must include accurate guest numbers and contact details
- No unverified, walk-in or anonymous bookings permitted

4.2 Booking Enforcement

- Booking platforms will be used to enforce guest limits and payment security
 - Any breach of declared occupancy will result in immediate termination of booking
 - Security deposit or equivalent platform safeguard may be applied where available
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5.0 GUEST ACCESS AND ARRIVAL MANAGEMENT

5.1 Access Method

Guest access will be provided via:

- Secure lockbox system; and/or
- Owner-assisted entry where required

5.2 Arrival/Departure Times

- Check-in: 2:00pm
- Check-out: 10:00am

5.3 Late Arrival Management

Clear instructions will be provided prior to arrival. Lockbox access ensures self-check-in capability without requiring staff attendance.

6.0 OCCUPANCY MANAGEMENT

The following strict occupancy controls apply:

- SSA Unit 1: maximum 4 guests
- SSA Unit 2: maximum 4 guests
- SSA Unit 3: maximum 4 guests
- Total site occupancy: maximum 12 guests

6.1 Enforcement

- Occupancy limits are contractually enforced via booking terms
 - Excess occupants constitute a breach of accommodation conditions
 - The operator reserves the right to immediately terminate occupancy for breaches
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7.0 PARKING AND VEHICLE MANAGEMENT

7.1 On-Site Parking Provision

- 2 parking bays per unit (total 6 bays)
- All parking is fully contained on-site

7.2 Parking Restrictions

The following conditions apply:

- No street parking permitted under any circumstances
 - No parking on verge or public areas
 - No obstruction of driveways or neighbouring access points
 - No boats, caravans, trailers or oversized vehicles without prior written approval
 - Vehicles must be parked strictly within designated bays
 - Tandem parking is permitted only within designated parking layout
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8.0 WASTE MANAGEMENT

- SSA Unit 1 and Unit 2: shared bin provision (1 bin allocation)
- SSA Unit 3: separate bin allocation (1 bin)

Responsibilities

- All bins will be placed and retrieved by the owner/manager
- Guests are not responsible for waste presentation

Guest Requirements

- Waste must be placed in bins provided
- No excess waste is to be left outside bins at any time
- Overflow or non-compliant waste will be removed by management

9.0 NOISE, BEHAVIOUR AND AMENITY CONTROLS

9.1 House Rules (Mandatory)

All guests must comply with the following:

- No parties or events permitted
- No excessive noise at any time, particularly after 10:00pm
- No smoking indoors
- No illegal activity of any kind
- No additional guests beyond booked numbers
- No street or verge parking

9.2 Quiet Hours

- 10:00pm to 7:00am

9.3 Enforcement

- Breaches may result in immediate eviction without refund
- Neighbour complaints will be treated as priority incidents
- Repeated or serious breaches may result in prohibition of future bookings

10.0 COMPLAINTS HANDLING AND RESPONSE PROCEDURE

10.1 Reporting Mechanism

Complaints may be lodged via:

- 24-hour contact phone number
- SMS messaging

10.2 Response Standards

- Initial response within 30 minutes
- Physical attendance within 1 hour where required

10.3 Complaint Resolution

Upon receipt of a complaint, the operator will:

- Assess validity of issue;
- Contact guests immediately;
- Attend site if necessary;
- Record all incidents in an operational log;
- Implement corrective action including eviction if required.

11.0 CLEANING AND PROPERTY MAINTENANCE

- Cleaning undertaken by owner or external contractors between guest stays
- Property will be maintained in a clean, safe and serviceable condition
- Regular inspections will be undertaken to ensure compliance with standards
- Any damage caused by guests will be rectified immediately following departure

12.0 SAFETY AND EMERGENCY MANAGEMENT

Each unit will include:

- Interconnected smoke alarms compliant with legislation
- Residual Current Devices (RCDs)
- Fire extinguisher
- Fire blanket
- Displayed evacuation instructions
- Emergency contact information sheet

Emergency Procedures

In the event of fire, medical emergency or safety incident:

- Emergency services (000) will be contacted immediately where required
- Guests are instructed on evacuation procedures prior to occupancy
- Clear emergency signage will be displayed in each unit

13.0 SECURITY MEASURES

- No CCTV installed or proposed
- No noise monitoring devices installed or proposed
- External lighting provided for safety and visibility
- Secure lockbox entry system used to control access

14.0 ENVIRONMENTAL AND NEIGHBOURHOOD PROTECTION

The operation will ensure:

- No degradation of surrounding residential amenity
- No unmanaged noise emissions
- No unmanaged waste accumulation
- No adverse impact on neighbouring properties' enjoyment of their land

15.0 COMPLIANCE WITH APPROVAL CONDITIONS

This Management Plan is intended to operate in conjunction with:

- Local Planning Policy 1.6 – Short Term Rental Accommodation
- Any development approval conditions issued by the City of Greater Geraldton
- Relevant building, health, fire safety and electrical regulations

Where inconsistency arises, the more stringent requirement shall apply.

16.0 MONITORING AND REVIEW

This Management Plan will be reviewed:

- Following any substantiated complaint;
- If requested by the City of Greater Geraldton;
- Where operational issues arise; or
- At least annually by the operator.

Amendments will be implemented to improve amenity outcomes and operational compliance.
