

APPLICATION FOR DEVELOPMENT APPROVAL – UNHOSTED SHORT-TERM RENTAL ACCOMMODATION

Property: 14 Ackland Road, Mount Tarcoola WA 6530

The property will be operated as professionally managed, whole-of-home accommodation. The proposed operation is intended to remain compatible with the surrounding residential area and will be managed in accordance with the City of Greater Geraldton Local Planning Policy 1.6 – Short Term Rental Accommodation and the Western Australian Government Good Host guidance.

1. ON-GOING MANAGEMENT

The amenity of adjoining/nearby land uses.

14 Ackland Road is situated within an established residential area and will be managed first and foremost to protect the amenity of neighbouring properties. The accommodation will not be promoted or operated as a party, event or function venue. House rules will expressly prohibit parties, events, excessive noise, disorderly behaviour and any activity likely to disturb adjoining or nearby residents.

Guest numbers will be controlled through the booking platform and will not exceed the occupancy of 6 persons. Bookings will identify the number of guests staying at the premises, and additional unregistered overnight guests will not be permitted.

All guest parking will be contained within the property. No guest parking will be directed to the verge or relied upon in the street. The property's existing on-site access and parking areas will be shown on the accompanying site plan and maintained for guest use in accordance with Clause 5.4.

Outdoor areas will be subject to clear behavioural and quiet-hour requirements. Guests will be reminded that the property is located in a residential neighbourhood and that respectful behaviour towards neighbours is a condition of their stay.

Handling of complaints (it is expected that the guest/s be contacted by phone immediately and the proponent will visit the property as soon as possible)

A direct contact number for the local property management team will be available to neighbours and guests for urgent matters and issues.

If a complaint or issue is received:

- the incident will be acknowledged immediately;
- the guest responsible for the booking will be contacted by telephone immediately and instructed to rectify the issue;
- where the issue is not resolved promptly, is serious, or requires attendance, the local representative will attend the property as soon as possible;
- repeated or serious breaches may result in termination of the stay and removal of guests in accordance with the booking terms; and
- complaints and the action taken will be recorded so that recurring issues can be identified and management arrangements adjusted if required.

The intention is to resolve issues at the earliest possible stage and avoid placing the burden of guest management on neighbouring residents or the City.

Managing noise impacts of visitors.

Noise will be managed through booking controls, house rules, guest communication and active intervention where necessary.

The property will not permit parties, functions or events. Guests will be instructed to keep music, voices and other noise at a level consistent with a residential neighbourhood, particularly during evening and overnight periods. Outdoor entertaining will be managed conservatively, with guests required to move indoors and reduce noise if their activities could reasonably disturb neighbouring properties.

The booking guest will be responsible for the behaviour of all members of their group. Any noise complaint will trigger immediate contact with the guest, with attendance at the premises as soon as possible where audio intervention is insufficient.

The property will not be marketed in a manner that encourages high-turnover party groups or event-based use. The management approach is aimed at adult tourists, couples, business travellers and other visitors seeking well-managed accommodation rather than entertainment-oriented stays.

Outline how the premises will be managed on a day-to-day basis (including how keys are easily available for late entry, providing on-site assistance and confirming arrangements for cleaning/waste management).

The premises will be managed

Guest access will be by a secure self-check-in arrangement, by way of a coded lock and secure key system, allowing guests to enter safely after normal business hours without creating disturbance to neighbours. Access instructions will be issued only to confirmed guests shortly before arrival.

Guests will receive pre-arrival information covering check-in, parking, house rules, emergency contacts, waste arrangements and expectations regarding neighbourhood amenity.

The local contact will be available during each stay to provide assistance and attend the property where a matter cannot be resolved remotely.

The property will be professionally cleaned and inspected between bookings. Cleaning will include removal of rubbish, checking the condition of the premises, replenishment of guest essentials and identification of maintenance or safety issues before the next arrival.

Normal household waste and recycling will be placed in the appropriate City kerbside bins and presented for collection in accordance with the City's collection arrangements. Where guest-generated waste exceeds normal kerbside capacity, additional waste will be removed from the property rather than left beside bins, on the verge or in a manner that could affect neighbouring amenity.

Maintenance issues will be addressed promptly and the property will be kept in a clean, safe and presentable condition.

Relevant site-specific matters including fire management/emergency response plans for visitors and managing risks for visitors.

A property-specific guest emergency and safety guide will be maintained at the premises and provided electronically to guests.

The premises is fitted with required smoke alarms and appropriate fire-safety equipment, with the locations of relevant equipment identified on the accompanying floor plan as required by the City. Fire safety equipment will be checked as part of routine property inspections and maintained in serviceable condition.

Guest information will identify:

- the property address for emergency services;
- emergency contact numbers including 000;
- the location of smoke alarms, fire extinguisher/s and fire blanket/s;
- safe exit routes and the nominated external assembly location;
- instructions not to obstruct exits or interfere with fire-safety equipment; and
- the local property contact for urgent non-emergency assistance.

The property will be inspected between bookings for obvious hazards, damage or maintenance issues. Particular attention will be given to safe access, lighting, trip hazards, electrical items, doors and locks, external areas and any condition that could present a foreseeable risk to guests.

Emergency and fire-management information will be reviewed periodically and updated where site conditions, legislation or City requirements change.

2. WRITTEN JUSTIFICATION – CLAUSE 5.2 LOCATION

Clause 5.2.1 – Proximity to areas of high tourism amenity and key tourism attractions

14 Ackland Road is located in Mount Tarcoola, a coastal residential suburb of Geraldton. The property provides convenient access to Geraldton's principal coastal, recreational and city attractions, including Geraldton's beaches and the wider Geraldton coastline, the Geraldton foreshore and CBD, cafés, restaurants, retail areas and visitor services.

Its location is well suited to visitors seeking a residential base from which to access the coast and central Geraldton, while remaining within an established urban area.

Clause 5.2.2 – Proximity to an activity centre and safe active-transport network

The property is within the established Mount Tarcoola urban area and has access to the surrounding local street, pedestrian and road network connecting the suburb with local shops, services, recreation facilities and central Geraldton.

Guests will not be dependent on verge or street parking, as required parking will be provided on-site. The urban location also provides alternatives to vehicle use for shorter local trips where appropriate.

Clause 5.2.3 – Characteristics that make the site an attractive place to stay, key tourism attractors, shopping facilities and available transport options

The property is attractive for short-stay accommodation because it combines a residential setting with convenient access to Geraldton's coastline, beaches, CBD and visitor services.

Key reasons the site is suitable include:

- Walking distance to Glendinning Beach, and easy access to the broader Geraldton coastline;
- convenient access to Geraldton CBD, the foreshore, hospitality venues and major visitor attractions;
- proximity to established shopping and everyday services;
- access through an established urban road network to Geraldton Airport and regional destinations;
- access to local pedestrian infrastructure and Geraldton's broader public transport

- network; and
- sufficient on-site parking to avoid reliance on verge or street parking.

This provides visitors with a practical base for leisure, business and regional travel while maintaining a conventional residential scale of use.

Clause 5.2.4 – Residential suburban location and scale of proposed STRA

The proposal is deliberately managed at a modest residential scale. Occupancy will be limited to 6 guests, with the operating model designed around low-impact whole-of-home stays.

The management controls described above address the matters most relevant to residential amenity: guest numbers, noise, anti-social behaviour, complaints, parking, waste and rapid local intervention.

Clause 5.2.5 – Management of visitors and protection of adjoining/nearby properties

The detailed management arrangements set out in Section 1 form the proposed Management Plan for the premises. They establish clear responsibility for maintaining neighbourhood amenity, immediate complaint response, noise controls, waste management, day-to-day operation, local assistance, guest access, fire and emergency response and visitor safety.

Conclusion

We seek approval to operate 14 Ackland Road as a responsible, professionally managed Unhosted STRA that supports the local economy by increasing accommodation options for visitors to Geraldton, while implementing appropriate operating controls to preserve the amenity of the surrounding residential area.

We respectfully request that the City consider the application together with the accompanying development application form, site plan, floor plan and parking plan.