

APPENDIX 2 OPERATIONAL MANAGEMENT PLAN AND CODE OF CONDUCT



Unhosted Short Term Rental Accommodation (STRA) – Operational Management Plan

The Operational Management Plan provides important information to ensure that the operation of the premises maintains safety and amenity for guests and nearby neighbouring properties. The elements of the Operational Management Plan are in accordance with the requirements of the City’s Local Planning Policy No.4.1 – Unhosted Short-Term Rental Accommodation

PROPERTY ADDRESS:			
House number:		Street address:	
Suburb:		Post code:	
MANAGERS CONTACT DETAILS:			
Name:			
Address:			
Phone:			
Email:			
Signature:			
PROPERTY ADDRESS:			
Owner(s) name:			
Address:			
Phone:			
Email:			
Signature:			
ACCOMMODATION DETAILS:			
Maximum numbers of occupants:			
Provide details of arrival and departure procedure for occupants:			

APPENDIX 2 OPERATIONAL MANAGEMENT PLAN AND CODE OF CONDUCT



SIGNAGE:	
The location of signage (0.2m2) visible from the street, identifying the premises and manager contact details.	Insert image
CAR PARKING:	
Location of onsite parking bays (within property boundary):	Also include details on any other transport options available (ie e-scooters, bus etc)
NOISE:	
Provide details on what measures will be in place to minimise noise impact to neighbouring properties:	Any activity at the property must comply with assigned noise levels within the <i>Environmental Protection (Noise) Regulations 1997</i>
COMPLAINTS PROCEDURE:	
Provide details on how complaints will be processed:	Including record of complaints
PET PERMISSIONS AND REQUIREMENTS:	
Maximum number of pets:	
<i>** pets should not be left unattended at the property at any time</i>	
WASTE MANAGEMENT PROCEDURE:	
Provide details of waste management procedure:	The Manager must ensure that each receptacle for rubbish and recycling is placed for collection on designated collection days and ensure that any additional rubbish that exceeds the receptable is removed from the property.
EMERGENCY EVACUATION PROCEDURE:	
Provide details of afterhours emergency evacuation procedure:	<ul style="list-style-type: none"> • Provide basic layout of the property including walls and doors. • Mark location of where diagram is displayed. • Basic compass indicating direction of North with the letter 'N'. • Highlight all exit points and label them as 'Exit'. Exits must be clear and accessible at all times. • Mark Assembly Area: The place where evacuees should meet. It should be a safe distance away from the building. • Mark and label fire extinguishers. Ensure fire extinguishers are mounted to the wall and are regularly serviced. • Location of any first aid kits.

APPENDIX 2 OPERATIONAL MANAGEMENT PLAN AND CODE OF CONDUCT



CODE OF CONDUCT:

The code of conduct shall be displayed in a prominent position within the dwelling and shall outline the expected behaviour and obligations of the occupants and guests.

Please attach a copy. *refer Code of Conduct template

Disclaimer:

This template is produced by the City of Busselton in good faith and the City accept no responsibility for any ramifications or repercussions for providing this template. Verification with the Local Planning Policy 4.1, Local Planning Scheme and other relevant documents is recommended for detailed references.

APPENDIX 2 OPERATIONAL MANAGEMENT PLAN AND CODE OF CONDUCT



Unhosted Short Term Rental Accommodation (STRA) – Code of Conduct

PROPERTY ADDRESS: _____

1. Occupants to act lawfully

An occupant must not engage in conduct at the Unhosted STRA that contravenes-

- (a) criminal law; or
- (b) the Certificate of Registration.

2. Number of Occupants and guests

The maximum number of Occupants permitted at this Unhosted STRA is _____. No guests are permitted after 10pm. **please insert number*

3. Vehicles

3.1. The number of vehicles (including all motorised vehicles and trailers) parked at the Holiday Home must not exceed _____. **please insert number*

3.2. Each vehicle used by an occupant of the Unhosted STRA must be parked within the designated parking bays.

4. Obligations to neighbours

Each occupant who enters, uses or occupies the Unhosted STRA, including any outdoor areas, for example an outdoor entertainment area, deck, balcony, swimming pool or spa, must not act in a manner that could reasonably be expected to cause alarm, distress or nuisance to neighbours adjoining or in the vicinity of the Unhosted STRA, including but not limited to-

- (a) violence or threats;
- (b) loud aggressive behaviour including yelling, screaming or arguing;
- (c) excessively loud noise nuisance; and
- (d) overlooking or light spill.

5. Pets

Pets occupying the premises-

- (a) must not be left unattended; and
- (b) must be managed and not cause a nuisance (including a noise nuisance) to neighbours adjoining or in the vicinity of the Unhosted STRA.

6. General obligations

6.1. An Occupant or guest of the Unhosted STRA must not sleep or camp on the site in a tent, caravan, campervan or similar.

APPENDIX 2

OPERATIONAL MANAGEMENT PLAN AND CODE OF CONDUCT



6.2. All rubbish produced by Occupants must be stored in a waste container, and removed weekly.

7. Responsibility to Manager

An Occupant must notify the Manager representative of any dispute or complaint about an occupant's behaviour as soon as possible after the dispute or complaint arises.

8. Responsibility for conduct of guests

An Occupant is responsible for the actions of all guests they invite onto the premises during the occupancy period and must ensure guests comply with sections 1 - 6 of this code.