



**HOLIDAY HOME REGULATORY FRAMEWORK  
REVIEW – COMMUNITY CONSULTATION  
AUGUST/SEPTEMBER 2021**

**Consultation Outcomes Report to Inform Changes to the Holiday  
Home Regulatory Framework**

**January 2022**

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ATTACHMENT A – Proposed Exclusion Areas.

ATTACHMENT B – Consultation Survey.

ATTACHMENT C – Your Say Project Report.

## 1 INTRODUCTION

In 2002, upon direction from the Minister for Planning, the Shire of Busselton set out to establish a policy position for holiday homes in the District. A regulatory framework was formally established late in 2012, and this continues to be one of the most comprehensive in Western Australia. The framework includes three key components: provisions in *Local Planning Scheme No. 21* (LPS 21) and *Local Planning Policy No. 4.1: Holiday Homes*, both pertaining to planning land use, and the *Holiday Homes Local Law 2012*, pertaining to registration and management.

Over time issues relating to holiday homes have arisen that may not be sufficiently addressed through this framework. In 2021 the Council resolved to review the Holiday Home Regulatory Framework by drafting a number of potential changes, and consult with the community about these proposed changes. Consultation was carried out for a period of seven weeks between 13 August and 4 October 2021, and included a number of community information sessions, static displays, an extensive online document library, and an online survey. The final response include 553 completed surveys and 18 additional written submissions.

In recent years holiday homes have proven to be a divisive issue in the community, particularly during the ongoing Covid-19 pandemic which is characterised in Western Australia by restricted international and interstate travel, conversely resulting in an unprecedented high level of intrastate travel, and a state-wide shortage of properties for long-term rental accommodation. These circumstances have been beneficial for some and costly for others, and a feature of the survey was to ask participants whether they identified as an owner, manager, neighbour or community member. Many differing viewpoints were offered.

Broadly there was support for a review of the City's existing regulatory framework, and each of the five proposed changes were supported. Survey results indicated however, that not all measures were supported by all stakeholder groups. Less complex changes tended to receive stronger support from all groups, e.g. the introduction of a code of conduct for occupants and not allowing dogs to be left unattended at properties. More complex changes were supported by a majority of all participants, but not by all stakeholder groups.

## 2 SUMMARY OF PROPOSED CHANGES

At its meeting of 9 June 2021 Council resolved to consider the implementation of five potential changes, subject to the outcomes of consultation. The proposed changes were presented to the community through a survey, in the following manner:

1. Introduce areas in the Residential zone where new holiday homes may not be permitted. Draft areas adopted by Council include:
  - Parts of Dunsborough (including Windlemere Estate and Dunsborough Lakes);
  - Parts of Vasse and Kealy (south of Bussell Highway/Busselton Bypass and zoned Residential);
  - Parts of Abbey and Broadwater (south of Bussell Highway and north of the Busselton Bypass);
  - West Busselton and Busselton (south of Bussell Highway and north of the Busselton Bypass); and
  - Parts of Bovell (including Country Road Estate) and Yalyalup (including Provence, Via Vasse and Willow Grove).

*Note: see advertised maps at Attachment A.*
2. Change the rules applying to how many occupants can stay in a holiday home in the Residential zone, by introducing the following limits:
  - a) In apartments, no more than 4 occupants.

- b) In units, no more than 4 occupants for lots less than 260m<sup>2</sup>.
- c) In free-standing houses no more than:
  - i. 10 occupants for lots greater than 350m<sup>2</sup>; or
  - ii. 7 occupants for lots 260m<sup>2</sup> - 350m<sup>2</sup>; or
  - iii. 4 occupants for lots less than 260m<sup>2</sup>.

*Note: no change was proposed outside of the Residential zone.*

3. Change the requirements and expectations for managers, by:
  - a) Reducing the amount of time in which a manager must respond to any contact relating to a holiday home, from 24 hours to 12 hours.
  - b) Requiring managers to live within a 30 minute travel time from the holiday home.
  - c) Requiring that the contact details of the manager be displayed on a sign that can be seen from the street, so that the manager can be contacted directly if there is a reason to lodge a complaint.
  - d) Requiring that the manager must resolve complaints and ensure that occupants follow the correct rules (e.g. not too many occupants, cars parked within the property boundary, not cause a nuisance to neighbours etc.).
4. Introduce a code of conduct for the management of the behaviour of occupants and their guests. This would include the display of the code of conduct in the holiday home, and acknowledgement by the occupants that they are aware of the code of conduct.
5. Require that dogs must not be left unattended at holiday homes.

A full description of each potential change, rationale around why the change has been proposed, and reasons why each might or might not be supported, was provided in the associated *Holiday Homes Regulatory Framework Review Directions Paper* (2021).

### 3 CONSULTATION OVERVIEW

A comprehensive strategy was developed to ensure that all impacted stakeholders would be informed that a review was underway, and be provided with an opportunity express their thoughts on the proposed changes.

An important part of this process was to identify key stakeholders. These included:

- Holiday home owners (current and pending development approval).
- Holiday home managing agencies (e.g. Dunsborough Holiday Homes, Exclusive Escapes etc.).
- Holiday home managers and acting managers (nominated through the registration approval process).
- Online booking platforms (e.g. Airbnb, Stayz etc.).
- Neighbours of holiday homes.
- Local community members.
- Incorporated community groups –
  - Dunsborough Progress Association
  - Injidup Residents' Association
  - Port Geographe Landowners' Association
  - Residents of Eagle Bay Association



- Yallingup Residents' Association.
- Industry bodies –
  - Australian Hotels Association
  - Busselton Chamber of Commerce and Industry
  - Dunsborough Yallingup Chamber of Commerce and Industry
  - Margaret River Busselton Tourism Association
  - Real Estate Institute of Western Australia (SW).
- Councillors and City staff.

Many stakeholders were contacted directly, and approximately 2,300 surface mail letters or emails were sent prior to the online survey becoming 'live'. For those stakeholders who the City was unable to contact directly, various conventional and online media tools were also utilised, including:

- A media release, resulting in two newspaper articles and two radio interviews.
- Three articles in the City's *Bay to Bay* e-newsletter.
- Eight advertisements in a local newspaper, outlining the duration of consultation and how people could become involved.
- Three social media posts, including a link to a Mayor's Message, accessible on You Tube.

Static information displays were set up for the duration of the consultation period at the City's administration building in Busselton, and Naturaliste Community Centre in Dunsborough. Temporary information displays, manned by City staff, were provided for half a day each at Busselton Central Shopping Centre and Dunsborough Centrepont Shopping Centre.

Five information sessions, hosted by staff and Councillors, were conducted to provide an overview of the proposed changes, and an opportunity for questions from stakeholders. Three of these were conducted online and two were in person, held respectively in Busselton and Dunsborough.

These various means of engaging with stakeholders were augmented by a dedicated 'Your Say' webpage that included a comprehensive document library, with links to the City's current policy framework, a Directions Paper, and relevant State Government documents.

The most successful means of engaging stakeholders were through surface mail letter, the *Bay to Bay* e-newsletter, and in person information sessions. Each resulted in a subsequent 'spike' in survey responses. The final article in the *Bay to Bay* is thought to have resulted in increased discussion activity on social media, within community groups, contributing to an increased number of participants. In total 2,100 visits were made to the Your Say webpage, by 989 individual visitors.

Ultimately these engagement tools culminated in an online survey. The survey was devised to capture general data (age and gender), residential postcode, and 'best fit' stakeholder option (e.g. owner, manager, neighbour etc.). A description of each of the proposed changes was followed by one or more questions, depending on the complexity of the change being proposed. A hard copy version of the survey can be found at Attachment B.

## 4 CONSULTATION OUTCOMES

The following section provides a brief overview of visitors to the Your Say webpage, and profile details provided by participants.

### 4.1 YOUR SAY VISITORS

The Your Say webpage was open for community engagement between 13 August and 4 October 2021.

A total of 2,100 visits were made to the page, by 989 individual visitors.

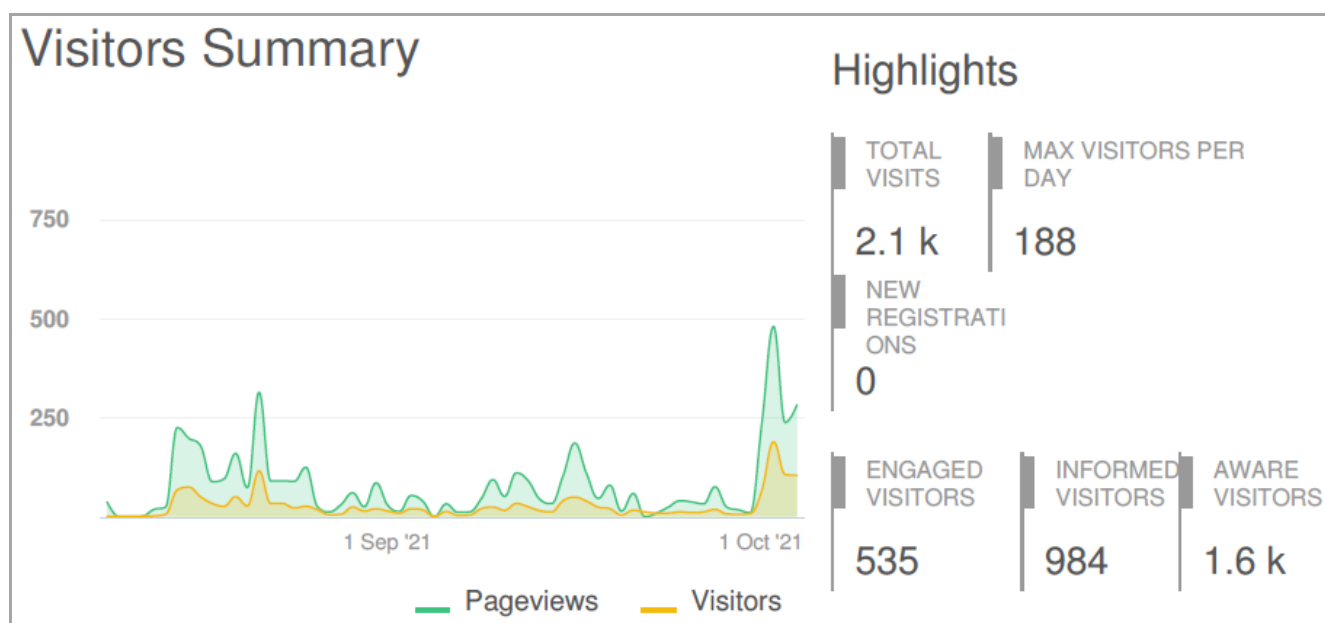
1,630 participants visited a project page or tool, 420 visited multiple project pages, and 549 downloaded a document. The Proposed Exclusion Areas Maps (Attachment A) was the most downloaded document, followed by the Directions Paper.

539 individual participants completed the survey and a total 553 responses were received, meaning approximately 14 individuals completed more than one survey.

Three notable spikes in visits to the page broadly coincided with articles published in the the *Bay to Bay* e-newsletter, although the final spike is likely to also be associated with discussion activity on social media, within community groups.

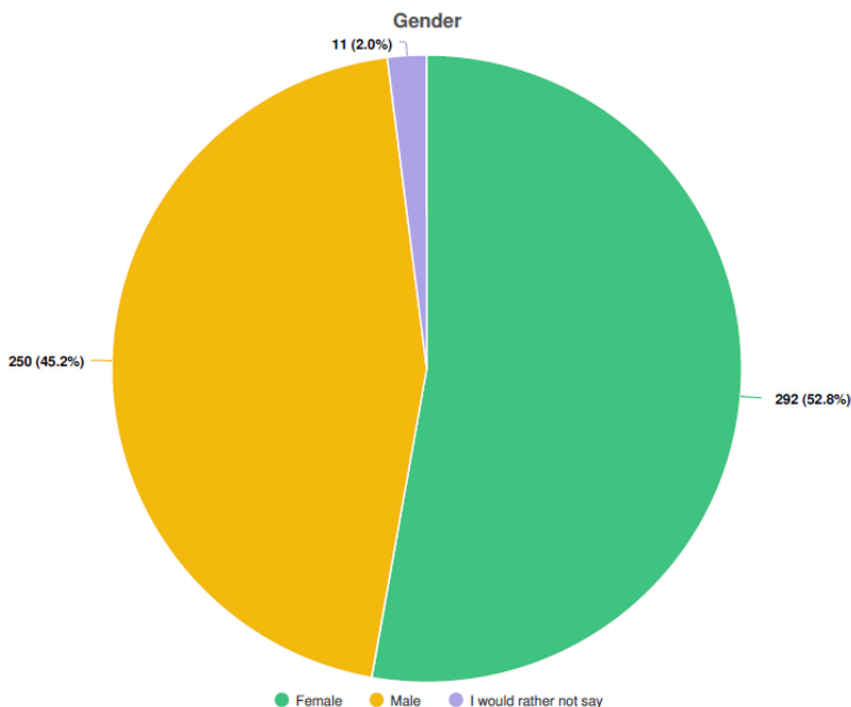
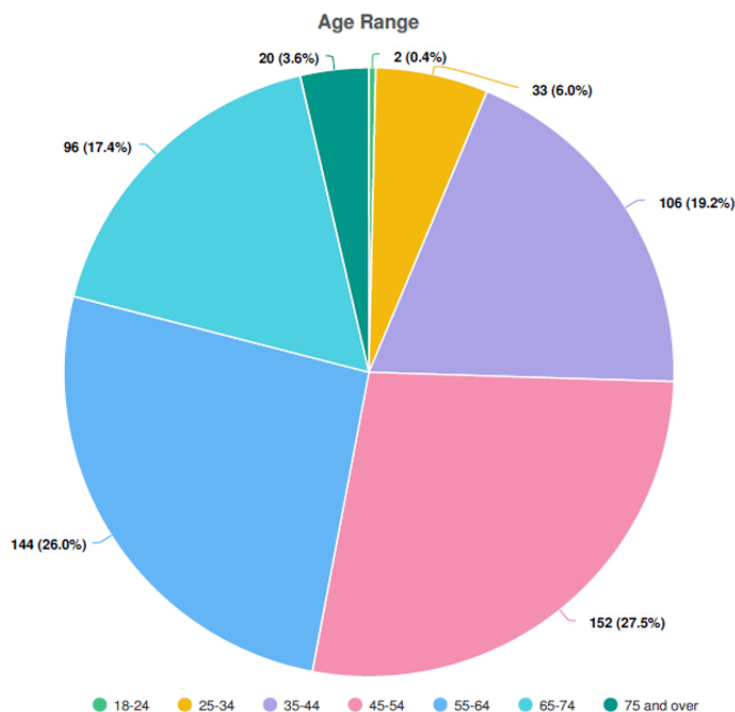
The initial high volume of responses was characterised by a high response rate home holiday home owners, coinciding with the receipt of direct surface mail letters.

Aware Participants	1,630
Aware Actions Performed	Participants
Visited a Project or Tool Page	1,630
Informed Participants	984
Informed Actions Performed	Participants
Viewed a video	1
Viewed a photo	0
Downloaded a document	549
Visited the Key Dates page	20
Visited an FAQ list Page	112
Visited Instagram Page	0
Visited Multiple Project Pages	420
Contributed to a tool (engaged)	535



## 4.2 PARTICIPANT PROFILES

To ensure that a broad range of community members have the opportunity to speak and be heard, it is important to capture general data when conducting surveys. This data can be used to understand who is engaged, who is most concerned, and inform the design of future community engagement to try and better capture under-represented groups.

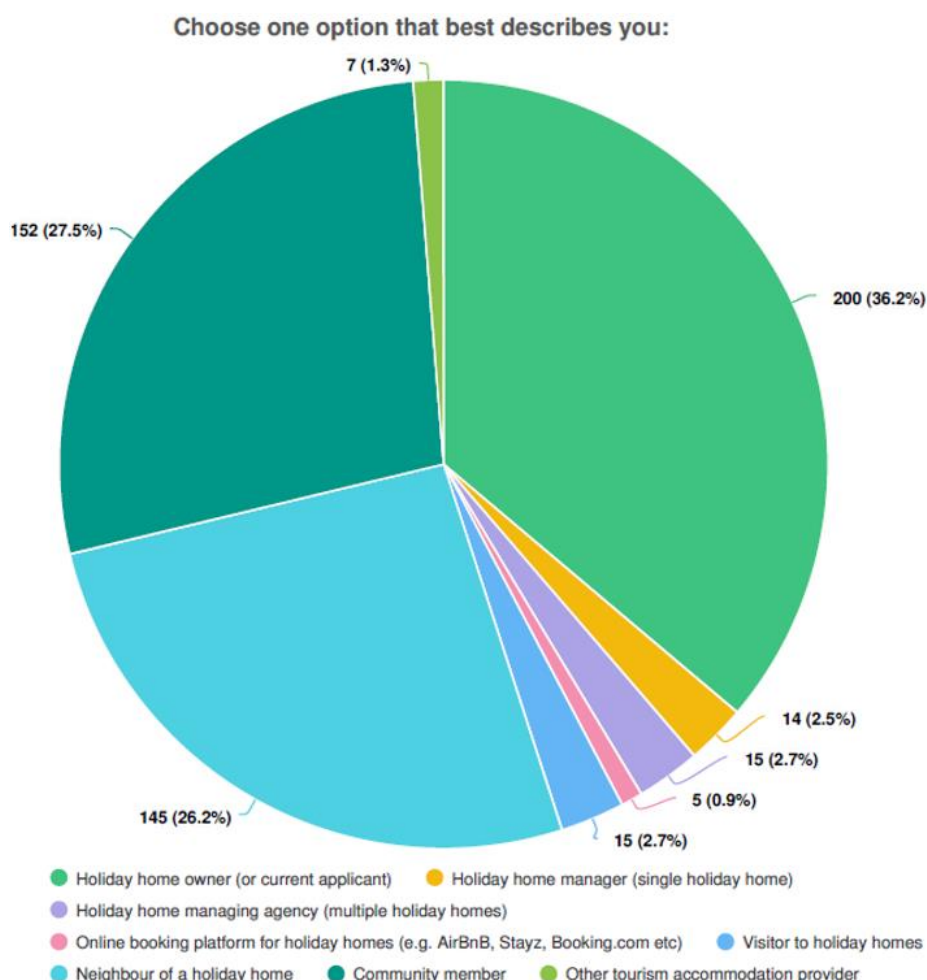


### Observations:

- The majority of participants (53.5%) were aged 45 – 64.
- The majority of participants (52.8%) were female.

In order to gain some understanding around bias and perspective, i.e. which changes are important to which stakeholders and why, participants were asked to choose one option that best described their relationship with holiday homes. These options included:

- Owner (or current applicant)
- Manager (one holiday home only)
- Managing agency (multiple holiday homes)
- Online booking platform (e.g. Airbnb)
- Visitor
- Neighbour
- Community member
- Other tourism accommodation provider

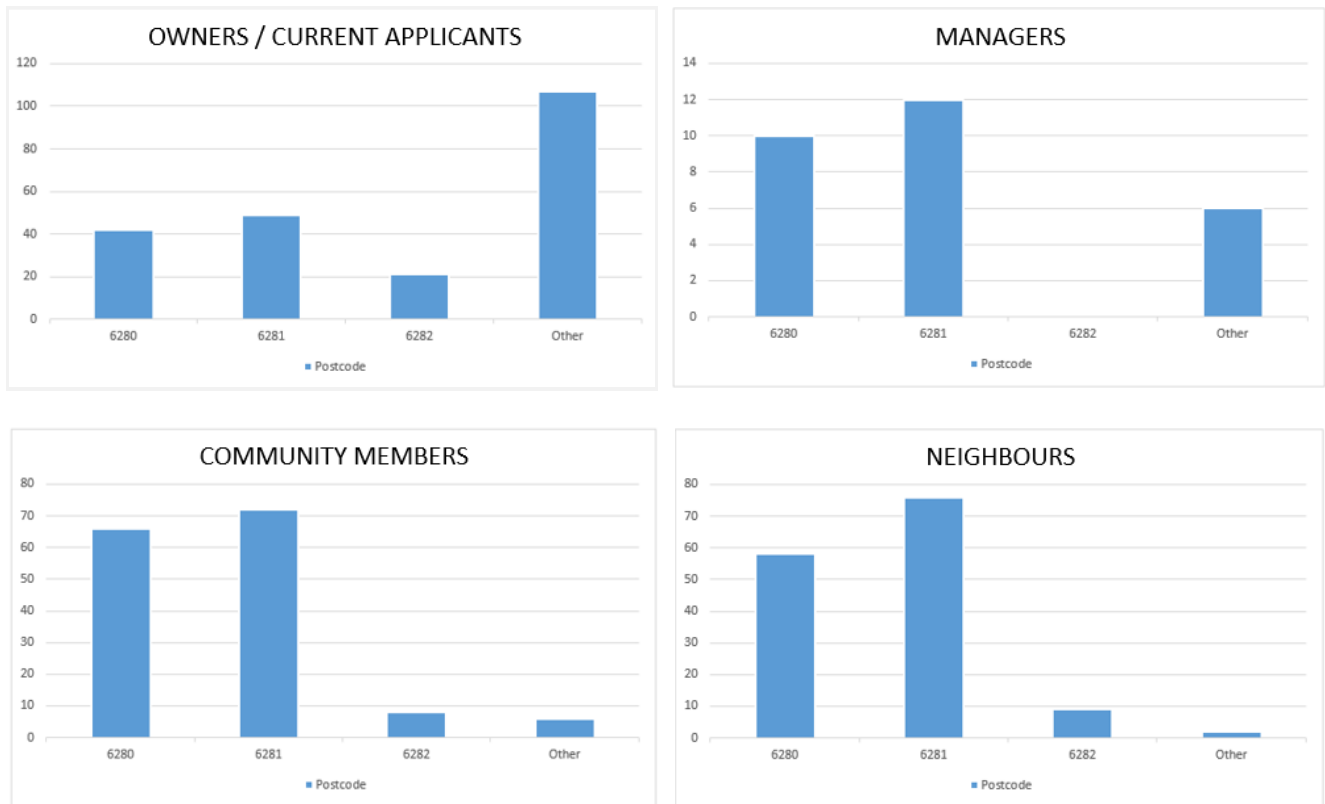


#### Observations:

- 200 participants (36.2%) identified most strongly as owners/current applicants. This sample group was relatively large and the responses differed from other sample groups. Therefore the responses have been analysed separately from any other sample group.
- 306 participants (53.7%) identified most strongly as community members or neighbours. Each of these sample groups were relatively large and the responses from both groups were in most cases similar, however each has been analysed separately from any other sample group.
- 29 participants (5.2%) identified most strongly as managers of single or multiple properties. Each of these sample groups were relatively small however the responses from both groups were similar. The responses from these sample groups were combined to provide more meaningful data, although in some instances the comments from managers of multiple properties (referred to as managing agencies) are provided below.
- Due to the small size of all other sample groups, meaningful data was unable to be extracted.

- For further analysis, data has been separated for four key stakeholder groups: owners/current applicants; managers; community members; and neighbours.

The final piece of general data information extracted from the surveys was the residential postcode of participants (rather than the postcode of the/a holiday home).



#### Observations:

- The overall majority of participants including managers, community members and neighbours, live within the District – primarily at postcode 6281 (Dunsborough, Eagle Bay, Naturaliste, Quedjinup, Quindalup, and Siesta Park) followed closely by the postcode 6280 (Ambergate, Busselton and suburbs, and Vasse).
- The majority of owners/current applicants (53.5%) live outside of the District, primarily in the Perth metropolitan area. Two participants reside interstate.

## 5 SURVEY RESPONSES TO PROPOSED CHANGES

As discussed in section 4.2, four key participant groups were identified: owners/current applicants; managers; community members; and neighbours. These four groups represented the views of 95% of all participants.

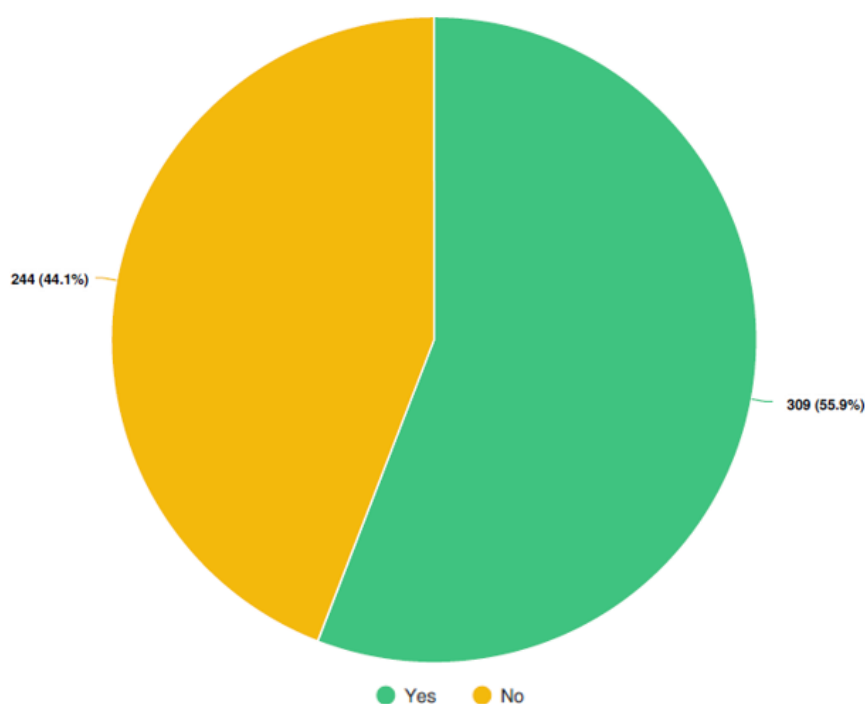
NUMBER OF RESPONSES FROM FOUR KEY STAKEHOLDER GROUPS				TOTAL
Owners/Current Applicants	Managers	Community Members	Neighbours	
200	29	152	145	526

The data from responses to each proposed change is presented firstly from the overall survey results (Attachment C), and then from each of the key stakeholder groups.

### 5.1 RE-INTRODUCTION OF EXCLUSION AREAS

*Proposed change no. 1: Introduce areas in the Residential zone where new holiday homes may not be permitted.*

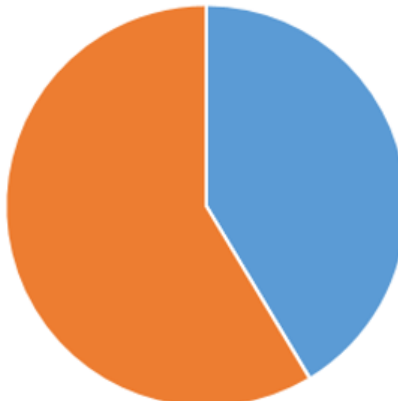
*Question 1: Do you generally support the change outlined in Opportunity 1? (Compulsory Y/N)*



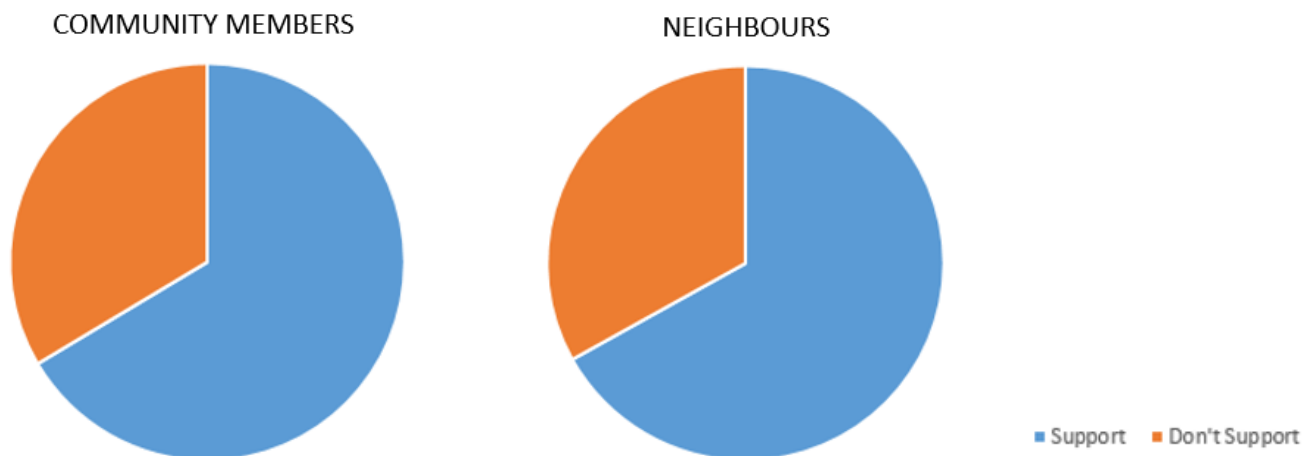
OWNERS / CURRENT APPLICANTS



MANAGERS



■ Support ■ Don't Support



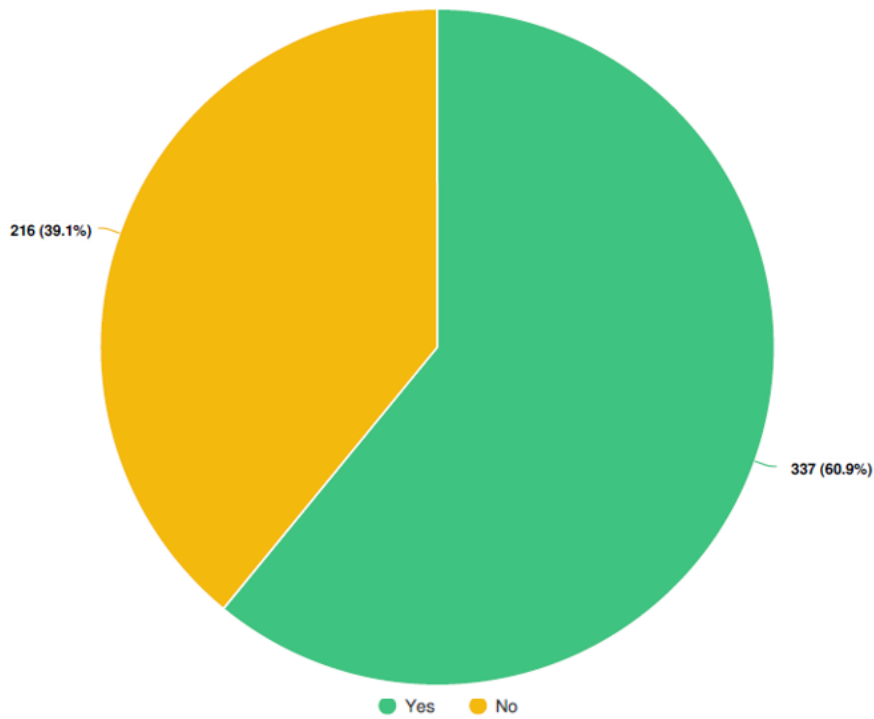
#### Observations:

- The majority of all participants (60%) support the re-introduction of exclusion areas.
- 55% of owners/current applicants (and 59% of managers) did not provide support.
- 2/3 of all neighbours and community members did support the measure.
- 68 participants who reside in Dunsborough Lakes, one of the areas proposed to be excluded, responded to the survey. Of these, 42 people or 61.8% support the re-introduction of an exclusion area.
  - Reasons for support included the maintenance of a permanent residential, community and neighbourhood environment; adverse amenity impacts (noise, parking, barking dogs etc.); and lack of long-term rental availability.
  - Reasons the proposal wasn't supported included lack of fairness through targeting a specific suburb; close proximity to the coast and golf course resulting to high tourism amenity; and that management should be a priority rather than restricting land use.
- Some comments indicated a desire for the inclusion of exclusion areas, in addition to those that were advertised – Cape Rise, Naturaliste Heights, and Port Geographe.
- There was a perception from some participants that if exclusion areas were introduced, they would lose their land use right.

5.2 REDUCED NUMBER OF OCCUPANTS

Proposed change no. 2: *Change the rules applying to how many occupants can stay in a holiday home in the Residential zone.*

Question 2: *Do you generally support the change outlined in Opportunity 2? (Compulsory Y/N)*



OWNERS / CURRENT APPLICANTS



MANAGERS



COMMUNITY MEMBERS



NEIGHBOURS



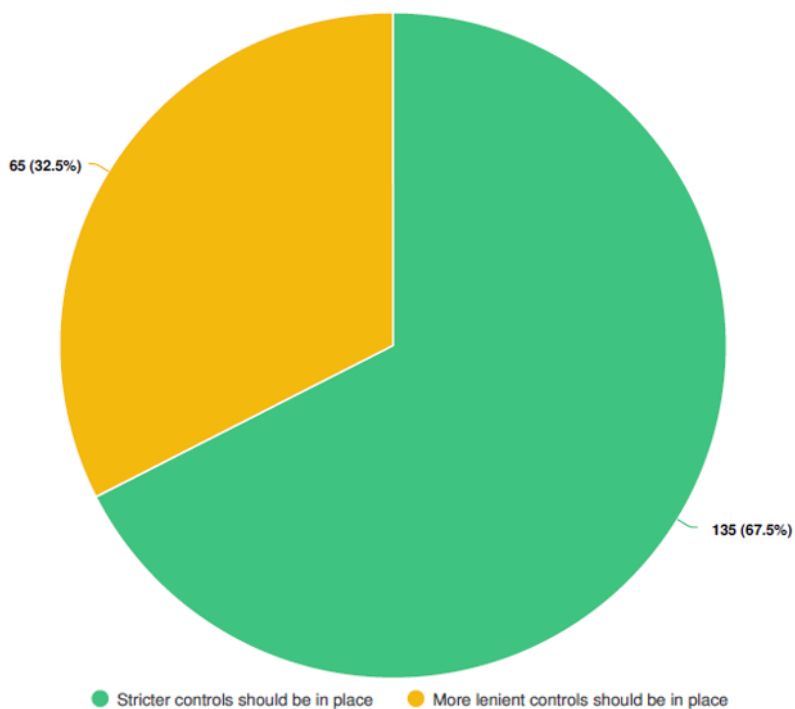
■ Support ■ Don't Support



As outlined in section 2, this proposed change included specific occupancy numbers relative to the type of dwelling or lot size.

While there was majority support from all participant groups for this change, it is notable that almost half of all neighbours didn't support it. To gain greater understanding around whether stricter or more lenient controls were supported, a non-compulsory question was posed to the participants who had answered no to question two.

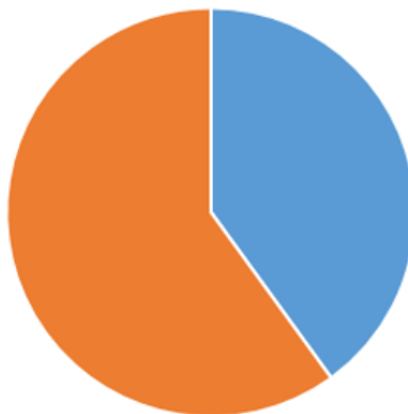
*Question 3: If no, do you think there should be stricter or more lenient controls? (Non-compulsory)*



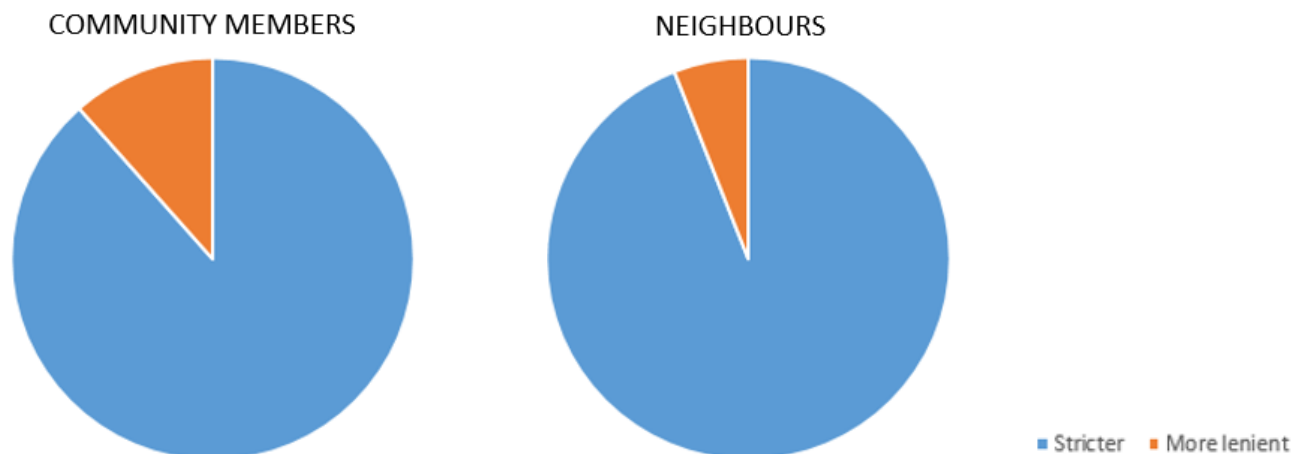
OWNERS / CURRENT APPLICANTS



MANAGERS



■ Stricter ■ More lenient



The number of respondents to this question was 200 (i.e. 36.2% of all participants), and there was a clear divergence of opinion between stakeholder groups as to whether stricter or more lenient controls should be introduced.

#### Observations:

- 52 individual respondents or 30.1% of all participants identifying most strongly as community members, would like to have stricter controls in place.
- 46 individual respondents or 43.4% of all participants identifying most strongly as neighbours, would like to have stricter controls in place.
- 67 individual respondents or 21.5% of all participants identifying most strongly as owners/current applicants, opted for more lenient controls than those proposed (mainly for grouped dwellings with 4+ bedrooms and/or on large sites).
- A number of participants commented that stricter controls should also be considered in rural residential areas, with noise cited as the main issue.
- Commentary was provided around the design of buildings and the location of outdoor living areas, relative to neighbouring property bedrooms.

5.3 MANAGER REQUIREMENTS/EXPECTATIONS

Proposed change no. 3: *Change the requirements and expectations for managers.*

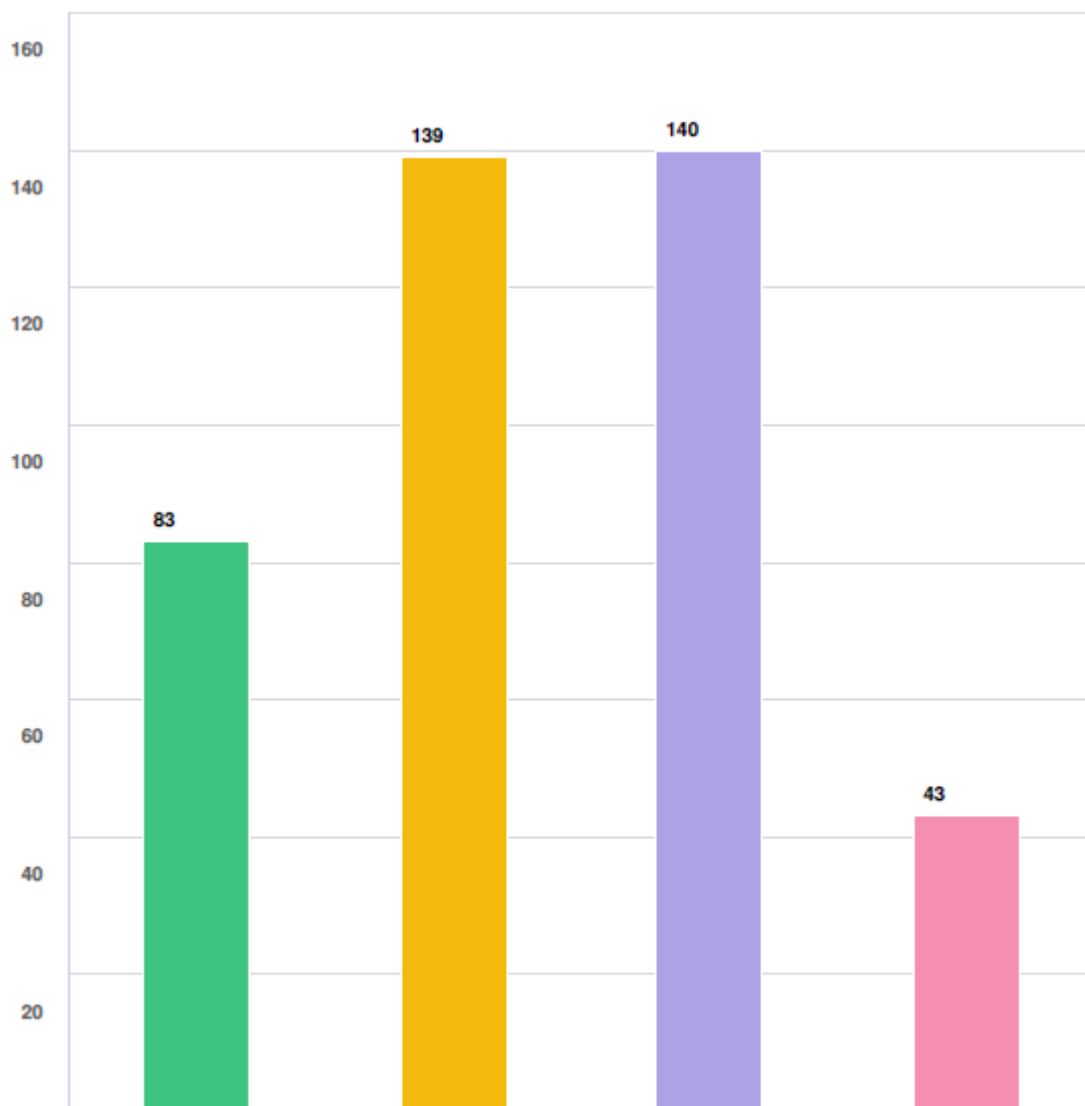
Question 4: *Do you generally support the change outlined in Opportunity 3? (Compulsory Y/N)*



As outlined in section 2, this proposed change included four different matters pertaining to the requirements and expectations for managers.

While there was majority support from all participant groups for this change, it is notable that the majority of owners/current applicants and managers did not support the proposal. To gain greater understanding around which measures were/weren't supported, a non-compulsory question was posed to the participants who had answered no to question four. Participants were able to select one or multiple options from A, B, C and D.

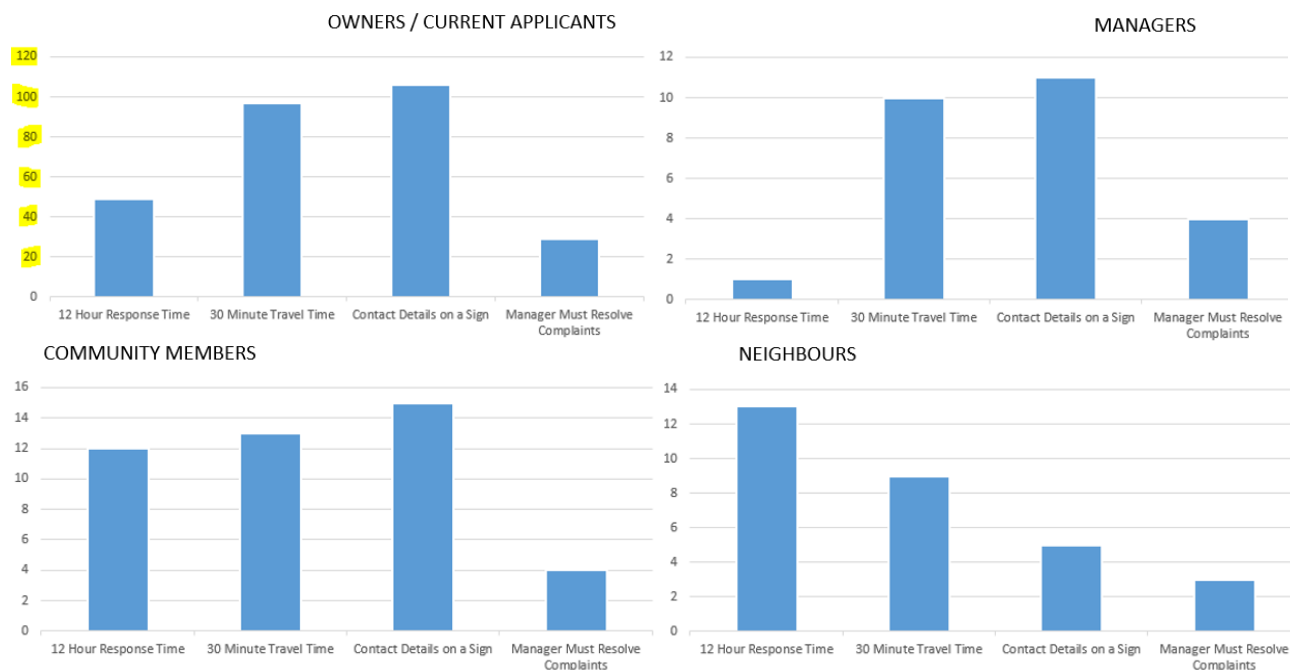
*Question 5: If no, which change/s don't you support? (Non-compulsory)*



**Question options**

- Reducing the amount of time in which a manager must respond to any contact relating to a holiday home, from 24 hours to 12 hours
- Requiring managers to live within a 30 minute travel time from the holiday home.
- Requiring that the contact details of the manager be displayed on a sign that can be seen from the street, so that the manager can be contacted directly if there is a reason to lodge a complaint.
- Requiring that the manager must resolve complaints and ensure that occupants follow the correct rules (e.g. not too many occupants, cars parked within the property boundary, not cause a nuisance to neighbours etc).

The number of respondents to this question was 140 (i.e. 25.3% of all participants) and the overall result indicates that the two different matters least supported were requiring managers to live within a 30 minute travel distance, and requiring that the manager's contact details be displayed on a sign that can be seen from the street. This is discussed in more detail below.



#### General observations:

- No more than 10% of all community member and neighbour participants showed 'no support' for any of these measures.
- The greatest response to this question was from owners/current applicants, however not all participants in this stakeholder group answered the question. Manager changes not supported as a percentage of all owners/current applicants respondents were:

TOTAL OWNER/CURRENT APPLICANT RESPONDENTS = 200	
12 hour response time	24.5%
30 minute travel time	48.5%
Contact details on a sign	53.0%
Manager must resolve complaints	14.5%

- While the majority of managers answered that they did not support this broad change (question four), the response to specific measures in question five does not provide evidence to reaffirm this view. Of all manager participants (total 29), only 37.9% indicated that they did not support the requirement for the manager's contact details be displayed on a sign; and only 34.5% indicated that they did not support the requirement that they reside within a 30 minute travel time.

#### Observations relating to specific measures:

##### 1. Reduced response time from 24 to 12 hours –

- The majority of all respondents in all stakeholder groups support this measure.
- Neighbours and community members commented that the response time should be reduced to less than 12 hours, commonly recommending 1 – 2 hours.

##### 2. Requirement for manager to live within a 30 minute travel time from the holiday home –

- 25.1% of all participants did not support this measure.
- Owners/current applicants were most strongly opposed. Primary reasons were that most issues can be resolved over the phone; police should be called in the case of serious disruption; and this would force the management of all holiday homes to be carried out by local entities (with further concern around lack of availability; increased cost).
- By contrast, neighbours and community members support this measure because it would align with the general response time of other tourism accommodation providers (e.g. caravan parks,

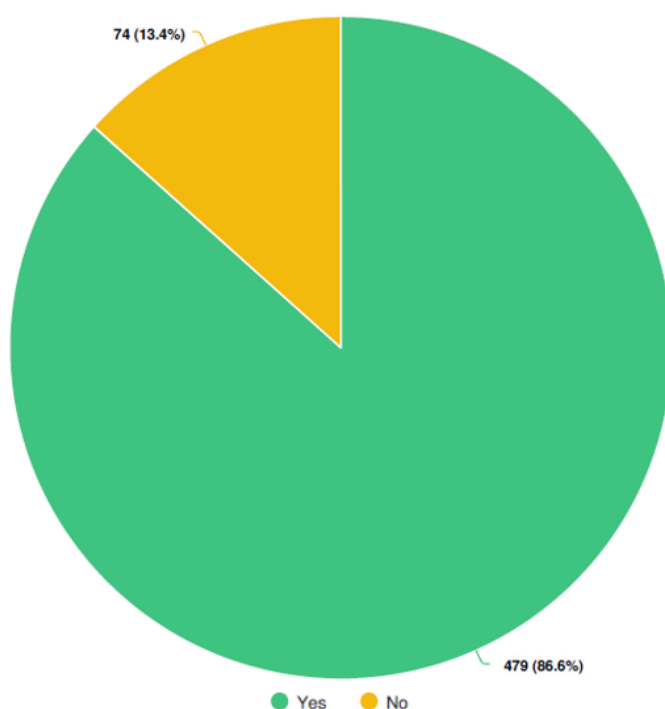
motels); it would be more likely that disturbances would be attended to by a local manager; and maintenance of the property could be carried out during the week rather than causing disturbance to local residents on the weekend.

3. Requirement for the manager's contact details be displayed on a sign that can be seen from the street –
  - 25.3% of all participants did not support this measure.
  - Owners/current applicants were most strongly opposed. Primary reasons were around the safety and security of a property and providing an obvious advertisement that it would be frequently vacant; and the possibility of an unnecessary volume of calls or vexatious complaints. Some commented that it should be sufficient to provide contact details to immediate neighbours only; and that contact details should be limited to an email address only.
  - While some managers did not support the measure, many managing agencies provided support because they already have contact details on signage outside of managed properties, but receive a large volume of calls that do not relate to the properties they manage – applying this requirement to all properties would therefore lead to a reduced volume of unnecessary calls. Managing agencies also commented that they have not experienced security and theft issues resulting from signage outside of properties.
  - Some community members and neighbours did not support the measure, commenting that a large volume of signs would be unsightly in the streetscape.
4. Requirement that managers must resolve complaints and ensure that occupants follow the correct rules - the majority of all respondents in all stakeholder groups support this measure.

## 5.4 OCCUPANTS – CODE OF CONDUCT

Proposed change no. 4: *Introduce a code of conduct for the management of behaviour of occupants and their guests.*

Question 6: *Do you generally support the change outlined in Opportunity 4? (Compulsory Y/N)*



OWNERS / CURRENT APPLICANTS



MANAGERS



COMMUNITY MEMBERS



NEIGHBOURS



■ Support ■ Don't Support

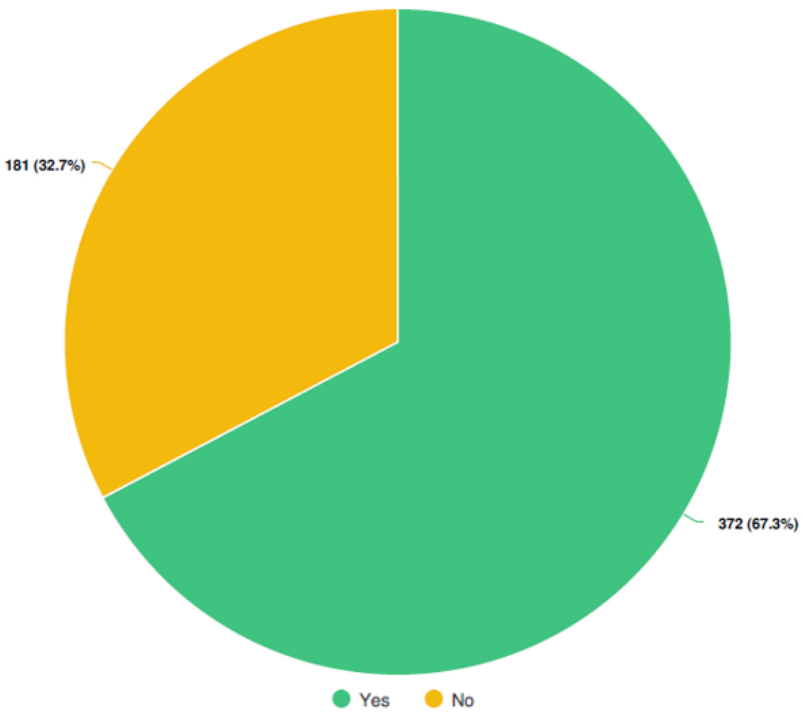
#### Observations:

- The majority of all participants (86.6%) support the introduction of a code of conduct for the management of behaviour of occupants and their guests.
- The majority of participants in all stakeholder groups support this change.
- 18% of owner/current applicant participants did not provide support, primarily commenting that booking platforms already have this requirement and it may lead to over-regulation.
- Managing agencies support the measure, commenting that it would assist them to have this in place if occupants did not follow 'house rules'.
- Generally it was commented that a standardised code of conduct would assist with the implementation of this change.

5.5 DOGS NOT LEFT UNATTENDED

Proposed change no. 5: *Require that dogs must not be left unattended at holiday homes.*

Question 7: *Do you generally support the change outlined in Opportunity 5? (Compulsory Y/N)*



OWNERS / CURRENT APPLICANTS



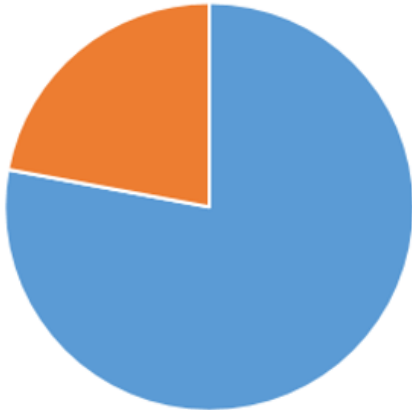
MANAGERS



COMMUNITY MEMBERS



NEIGHBOURS



■ Support ■ Don't Support

■ Support ■ Don't Support



## Observations:

- The majority of all participants (67.3%) agree that dogs should not be left unattended at properties.
- The majority of participants in all stakeholder groups support this change.
- Managing agencies commented that, over time, they have restricted the number of properties at which dogs are allowed, and there are already house rules in place requiring that dogs must not be left unattended.
- Neighbours and community members commented that barking dogs can be very distressing for both people and the animals.
- Some participants are concerned that more dogs will be taken to national parks, beaches, and other places that they are not normally allowed.

## 6 CONCLUSION

Broadly there was support for a review of the City's existing holiday home regulatory framework, and each of the five proposed changes were supported.

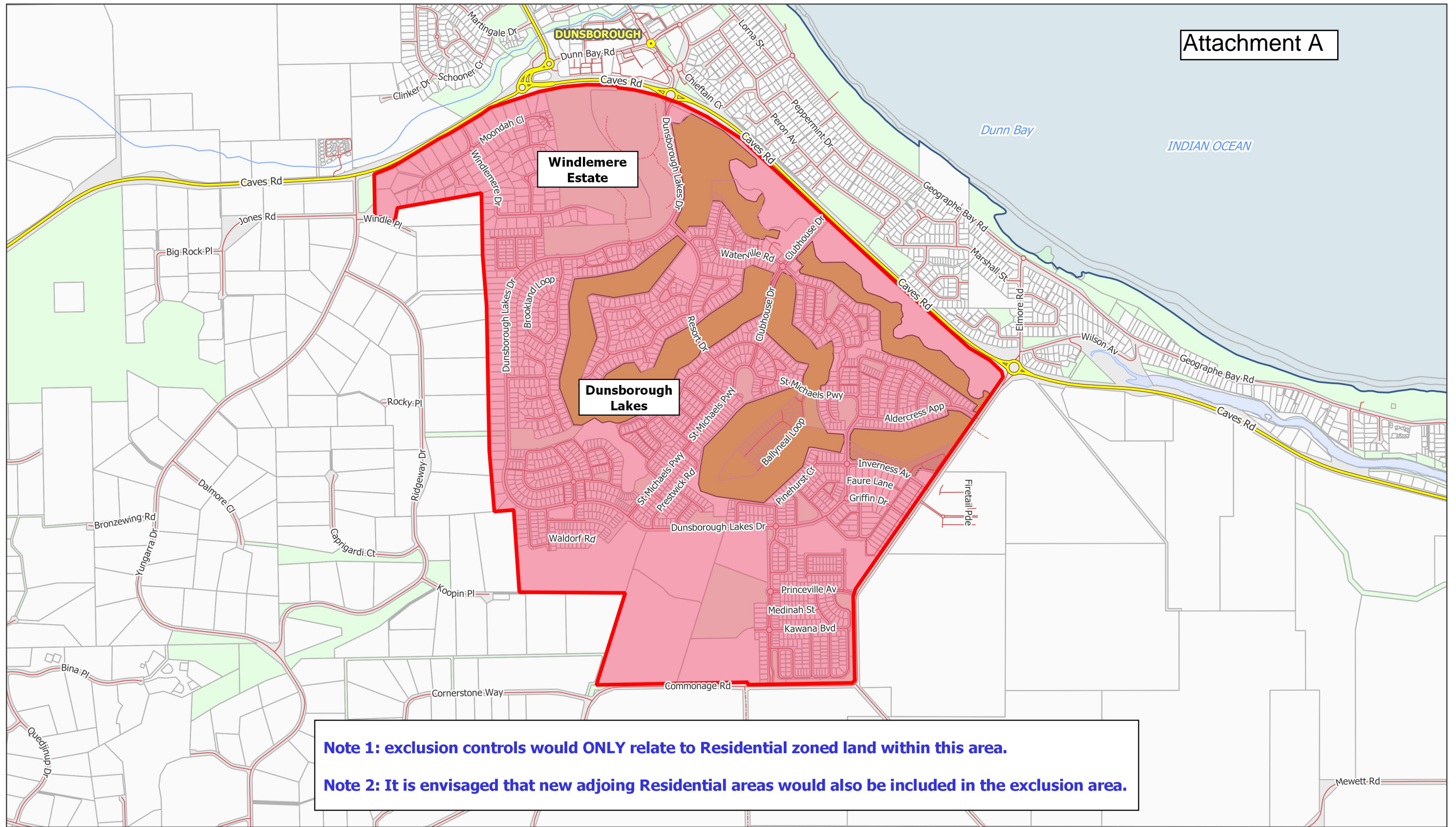
Survey results indicated however, that not all measures were supported by all stakeholder groups. Less complex changes tended to receive stronger support from all groups, e.g. the introduction of a code of conduct for occupants and not allowing dogs to be left unattended at properties. More complex changes were supported by a majority of all participants, but not by all stakeholder groups. Concern tended to be around the detail in the proposed change.

For example, the re-introduction of exclusion areas was supported, however some felt that additional areas should be included, and others felt that they were being unfairly penalised by the measure. While it was communicated through information sessions and other supporting material that existing, approved properties would retain the land use right (provided registration is maintained), this point did not reach some participants.

Lack of support for reduced occupancy numbers tended to be because the proposed measures were thought to be too lenient, despite being stricter than controls currently in place. Many grouped dwelling owners were concerned that property sizes can often be relatively large, and reduced occupancy regardless of lot size is an unfair penalty. Others expressed concern that the measures were not being applied outside of residential areas, particularly in rural residential areas where noise can carry across valleys. Building design measures were suggested, such as the location of outdoor entertainment areas relative to bedrooms in adjoining properties.

Changes to the expectations and requirements for managers were broadly supported, however owner/current applicant stakeholders were opposed to two of the measures. Of particular concern was the potential requirement for managers to reside within close proximity to the property, and security issues if compulsory signage were to be introduced. Managing agencies countered this concern, commenting that they generally always have signage and no security issues have arisen; and furthermore the display of manager details would reduce the number of unnecessary or irrelevant calls that they receive.

The results of the survey will be used to inform drafting of the five key development and management changes, to be considered by Council during 2022. Once drafted, these formal changes will be subject to further community consultation.

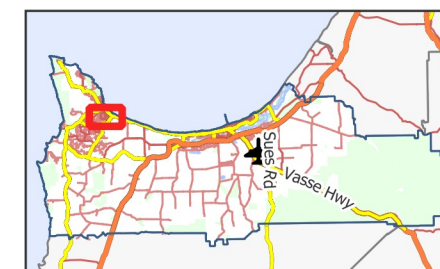


- Holiday Home Exclusion Area
- Highway
- Main Road
- Sealed Road
- Unsealed Road
- Cadastre

### Option 1 - Holiday Home Exclusion Area (Map 1)



Scale at A3 - 1:15,000



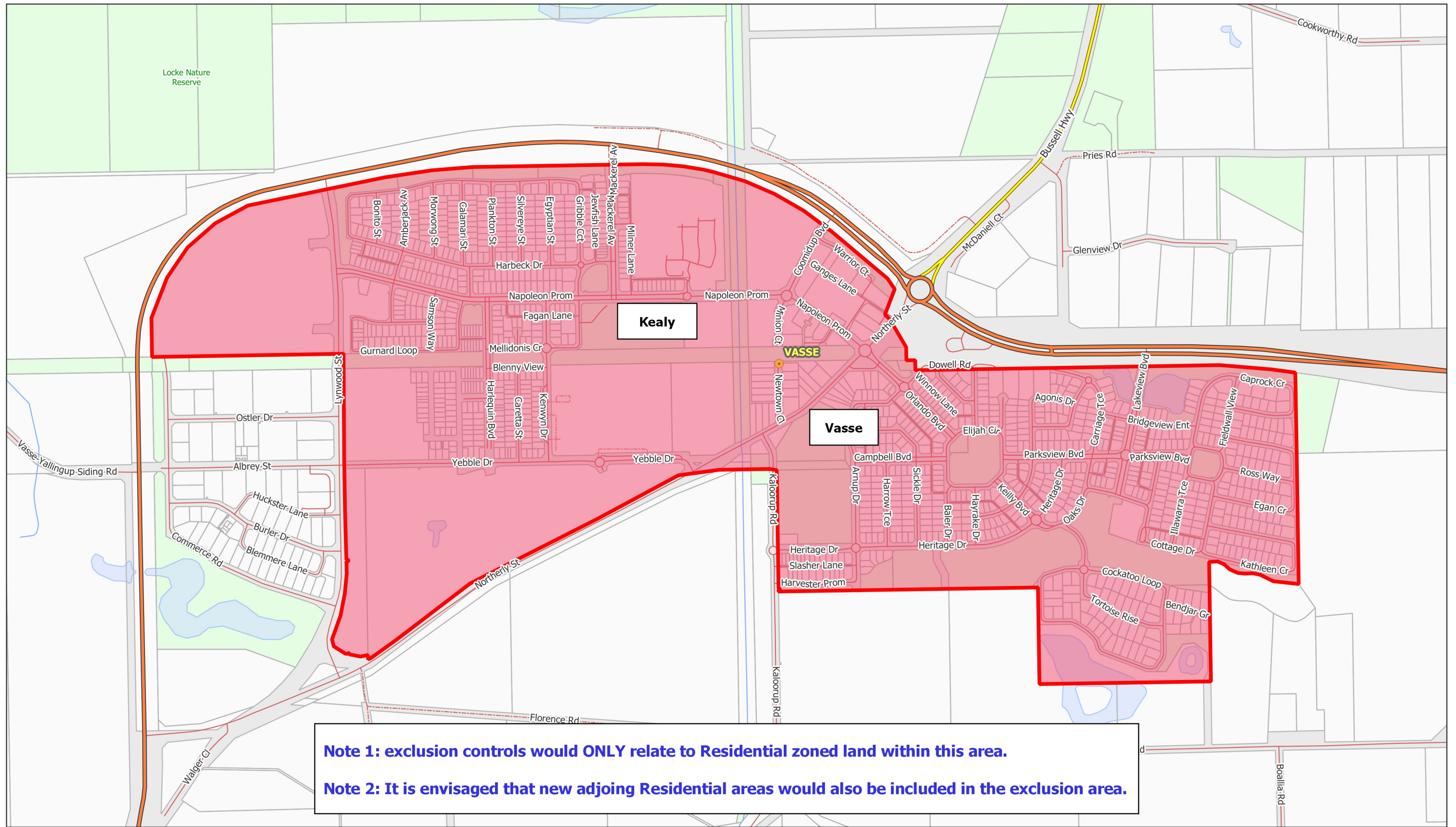
#### Disclaimer

The City of Busselton does not guarantee that this map is without errors and accepts no responsibility for consequences of actions that rely on this map.  
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Map Produced on 2/8/2021  
GIS Section, City of Busselton







- Holiday Home Exclusion Area
- Highway
- Main Road
- Sealed Road
- Unsealed Road
- Cadastre

### Option 1 - Holiday Home Exclusion Area (Map 2)



Scale at A3 - 1:10,000



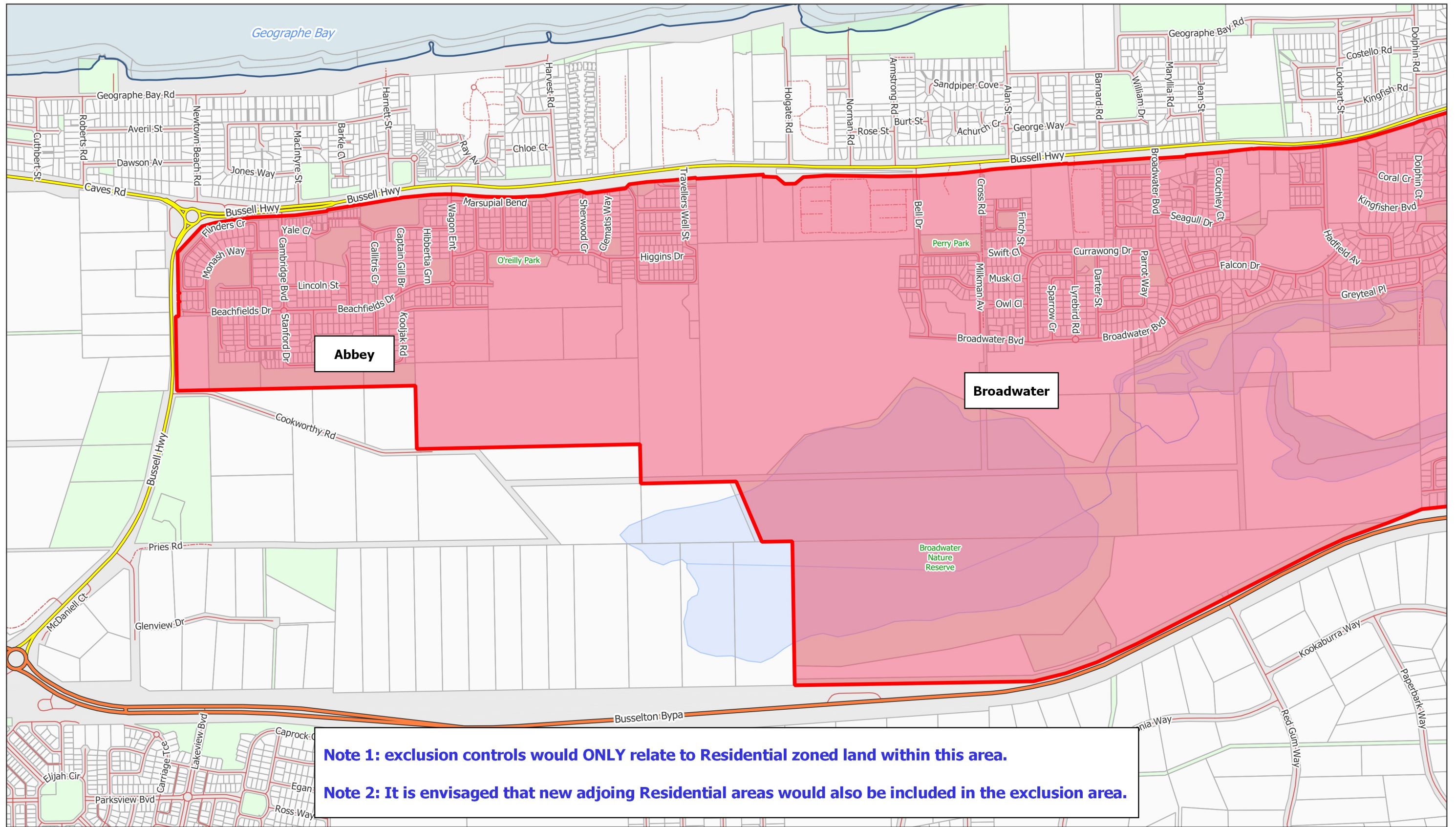
#### Disclaimer

The City of Busselton does not guarantee that this map is without errors and accepts no responsibility for consequences of actions that rely on this map.  
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Map Produced on 2/8/2021  
GIS Section, City of Busselton







- Holiday Home Exclusion Area
- Highway
- Main Road
- Sealed Road
- Unsealed Road
- Cadastre

### Option 1 - Holiday Home Exclusion Area (Map 3)



Scale at A3 - 1:12,000



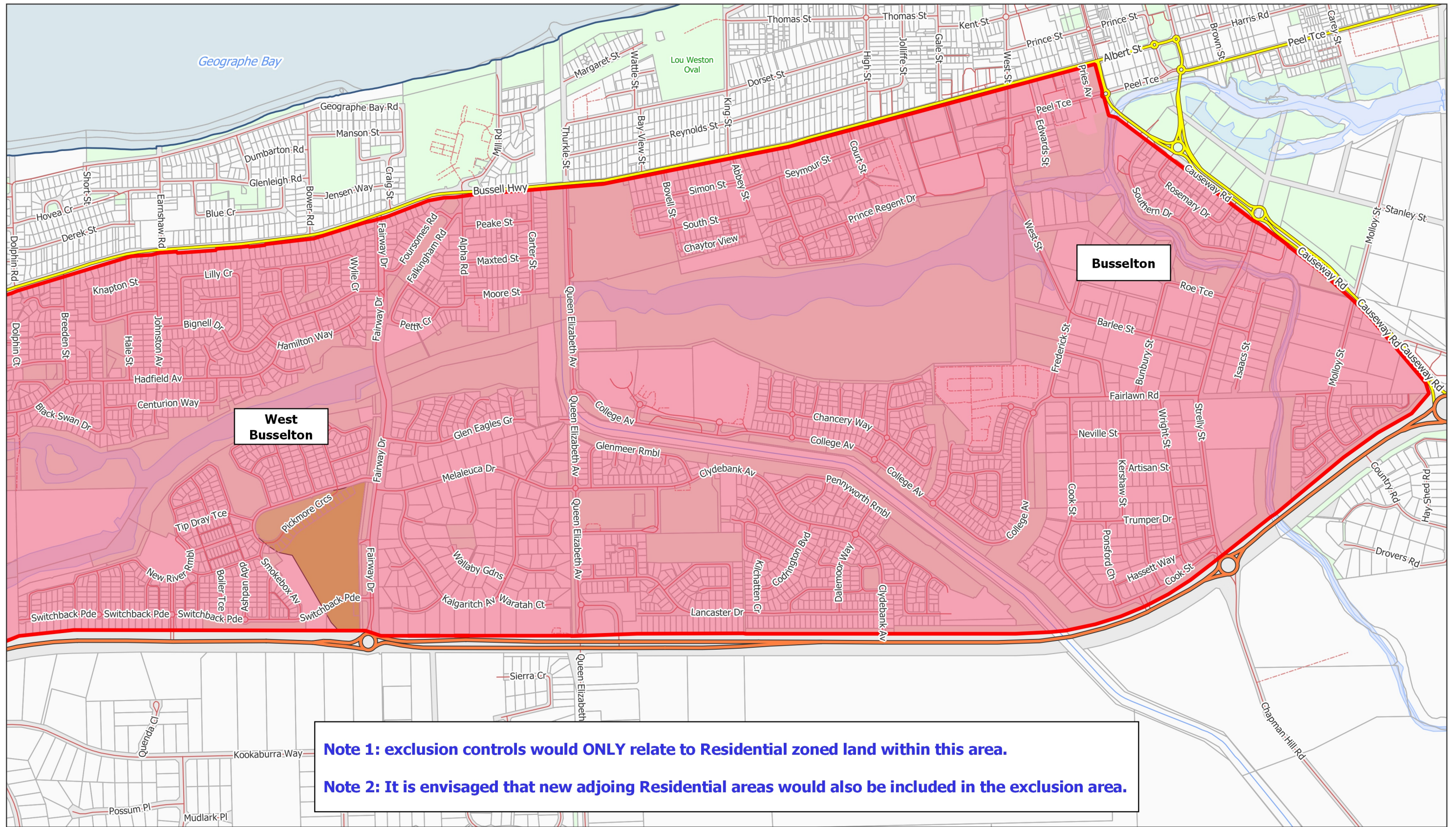
#### Disclaimer

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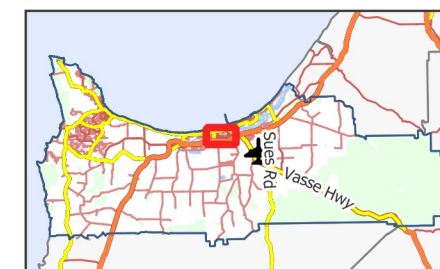
- Holiday Home Exclusion Area
- Highway
- Main Road
- Sealed Road
- - - Unsealed Road
- Cadastre

### Option 1 - Holiday Home Exclusion Area (Map 4)

0 0.5 1 km



Scale at A3 - 1:13,500



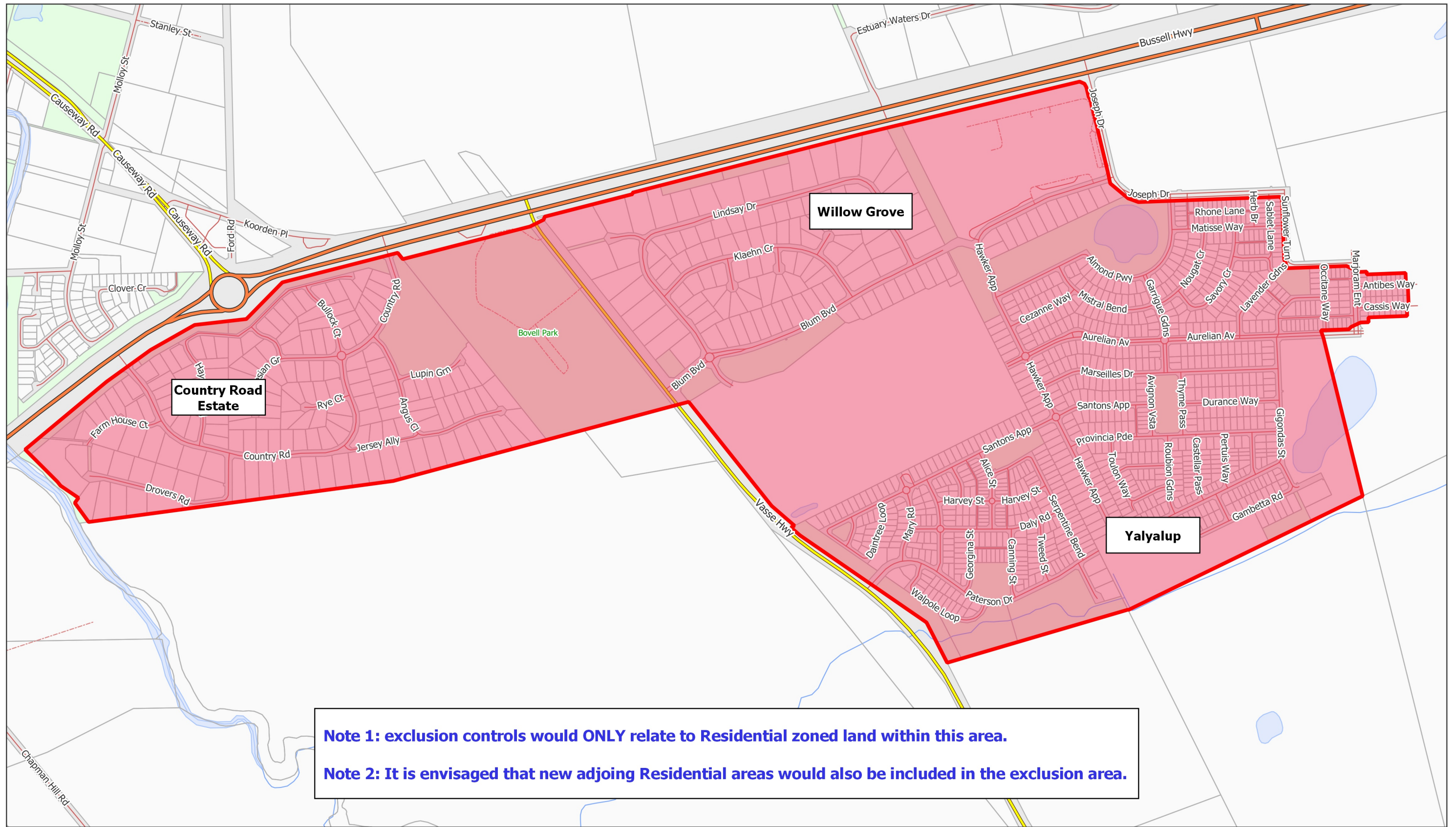
#### Disclaimer

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GIS Section, City of Busselton







- Holiday Home Exclusion Area
- Highway
- Main Road
- Sealed Road
- Unsealed Road
- Cadastre

### Option 1 - Holiday Home Exclusion Area (Map 5)



Scale at A3 - 1:10,000



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# HOLIDAY HOME REVIEW - SURVEY

Name

Residential address

Suburb

Postcode

Email address

Age range

18-24

☐

25-34

☐

35-44

☐

45-54

☐

55-64

☐

65-74

☐

75 and over

☐

Gender

Male

☐

Female

☐

I would rather not say

☐

Are you making a submission on behalf of another person, group or organisation?

Y / N

Choose one ‘Holiday Home’ option that best describes you

Owner (or current applicant)

☐

Manager (one HH only)

☐

Managing agency (multiple HHs)

☐

Online booking platform (e.g. Airbnb)

☐

Visitor

☐

Neighbour

☐

Community member

☐

Other tourism accommodation provider

☐

In regard to the following Opportunities for Change, please read each idea and then answer each question, including reasons why you do or don’t support each opportunity.

### OPPORTUNITY 1:

Introduce areas in the Residential zone where new holiday homes may not be permitted.  
Draft areas adopted by Council include:

- Parts of Dunsborough (including Windlemere Estate and Dunsborough Lakes);
- Parts of Vasse and Kealy (south of Bussell Highway/Busselton Bypass and zoned Residential);
- Parts of Abbey and Broadwater (south of Bussell Highway and north of the Busselton Bypass);
- West Busselton and Busselton (south of Bussell Highway and north of the Busselton Bypass); and
- Parts of Bovell (including Country Road Estate) and Yalyalup (including Provence, Via Vasse and Willow Grove)

Q1: Do you generally support the change outlined in Opportunity 1? Y / N

Please briefly explain why you do or don't support Opportunity 1:

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### OPPORTUNITY 2:

Change the rules applying to how many occupants can stay in a holiday home in the Residential zone, by introducing the following limits:

- a) In apartments, no more than 4 occupants.
- b) In units, no more than 4 occupants for lots less than 260m<sup>2</sup>.
- c) In free-standing houses no more than:
  - i. 10 occupants for lots greater than 350m<sup>2</sup>; or
  - ii. 7 occupants for lots 260m<sup>2</sup> - 350m<sup>2</sup>; or
  - iii. 4 occupants for lots less than 260m<sup>2</sup>.

***Note: no change is proposed outside of the Residential zone.***

Q2: Do you generally support the change outlined in Opportunity 2? Y / N

Q3: If no, do you think there should be stricter or more lenient controls?

Stricter / More lenient

Please briefly explain why you do or don't support Opportunity 2:

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### OPPORTUNITY 3:

Change the requirements and expectations for managers, by:

- a) Reducing the amount of time in which a manager must respond to any contact relating to a holiday home, from 24 hours to 12 hours.
- b) Requiring managers to live within a 30 minute travel time from the holiday home.
- c) Requiring that the contact details of the manager be displayed on a sign that can be seen from the street, so that the manager can be contacted directly if there is a reason to lodge a complaint.
- d) Requiring that the manager must resolve complaints and ensure that occupants follow the correct rules (e.g. not too many occupants, cars parked within the property boundary, not cause a nuisance to neighbours etc).

Q4: Do you generally support the change outlined in Opportunity 3? Y / N

Q5: If no, which change/s don't you support?

A B C D

Please briefly explain why you do or don't support Opportunity 3:

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### OPPORTUNITY 4:

**Introduce a code of conduct for the management of the behaviour of occupants and their guests. This would include the display of the code of conduct in the holiday home, and acknowledgement by the occupants that they are aware of the code of conduct.**

Q6: Do you generally support the change outlined in Opportunity 4? Y / N

Please briefly explain why you do or don't support Opportunity 4:

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### OPPORTUNITY 5:

**Require that dogs must not be left unattended at holiday homes.**

Q7: Do you generally support the change outlined in Opportunity 5? Y / N

Please briefly explain why you do or don't support Opportunity 5:

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# Project Report

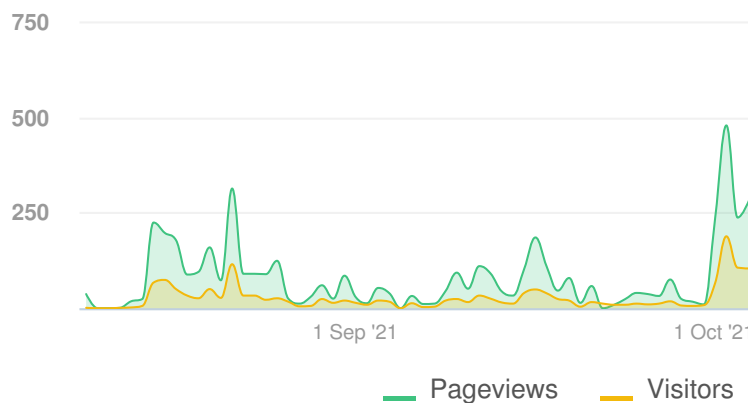
17 May 2016 - 04 October 2021

## Your Say Busselton

### Holiday Home Regulatory Framework Review



#### Visitors Summary

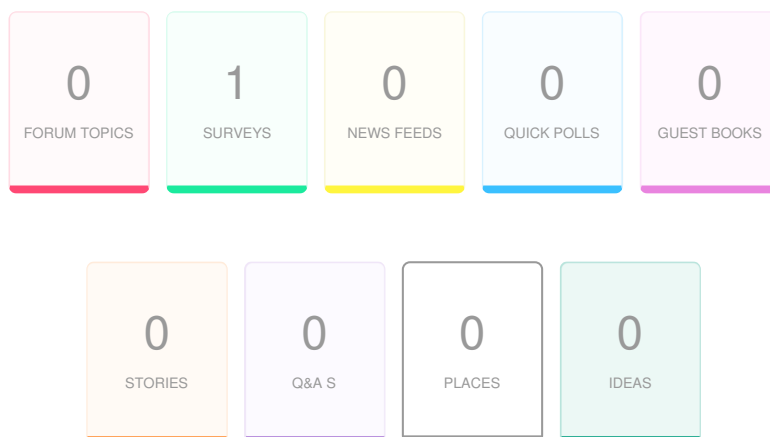


#### Highlights

TOTAL VISITS	MAX VISITORS PER DAY	
2.1 k	188	
NEW REGISTRATIONS		
0		
ENGAGED VISITORS	INFORMED VISITORS	AWARE VISITORS
535	984	1.6 k

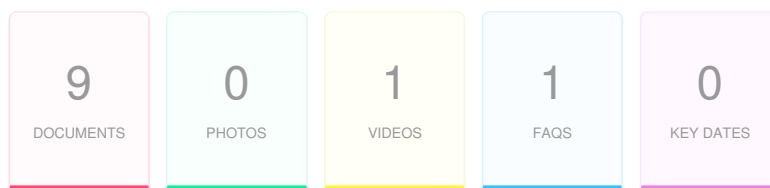
Aware Participants	1,630	Engaged Participants	535		
Aware Actions Performed	Participants	Engaged Actions Performed	Registered	Unverified	Anonymous
Visited a Project or Tool Page	1,630				
Informed Participants	984	Contributed on Forums	0	0	0
Informed Actions Performed	Participants	Participated in Surveys	23	0	512
Viewed a video	1	Contributed to Newsfeeds	0	0	0
Viewed a photo	0	Participated in Quick Polls	0	0	0
Downloaded a document	549	Posted on Guestbooks	0	0	0
Visited the Key Dates page	20	Contributed to Stories	0	0	0
Visited an FAQ list Page	112	Asked Questions	0	0	0
Visited Instagram Page	0	Placed Pins on Places	0	0	0
Visited Multiple Project Pages	420	Contributed to Ideas	0	0	0
Contributed to a tool (engaged)	535				

## ENGAGEMENT TOOLS SUMMARY



Tool Type	Engagement Tool Name	Tool Status	Visitors	Contributors		
				Registered	Unverified	Anonymous
Survey Tool	Holiday Home Review Survey	Published	989	23	0	512

## INFORMATION WIDGET SUMMARY



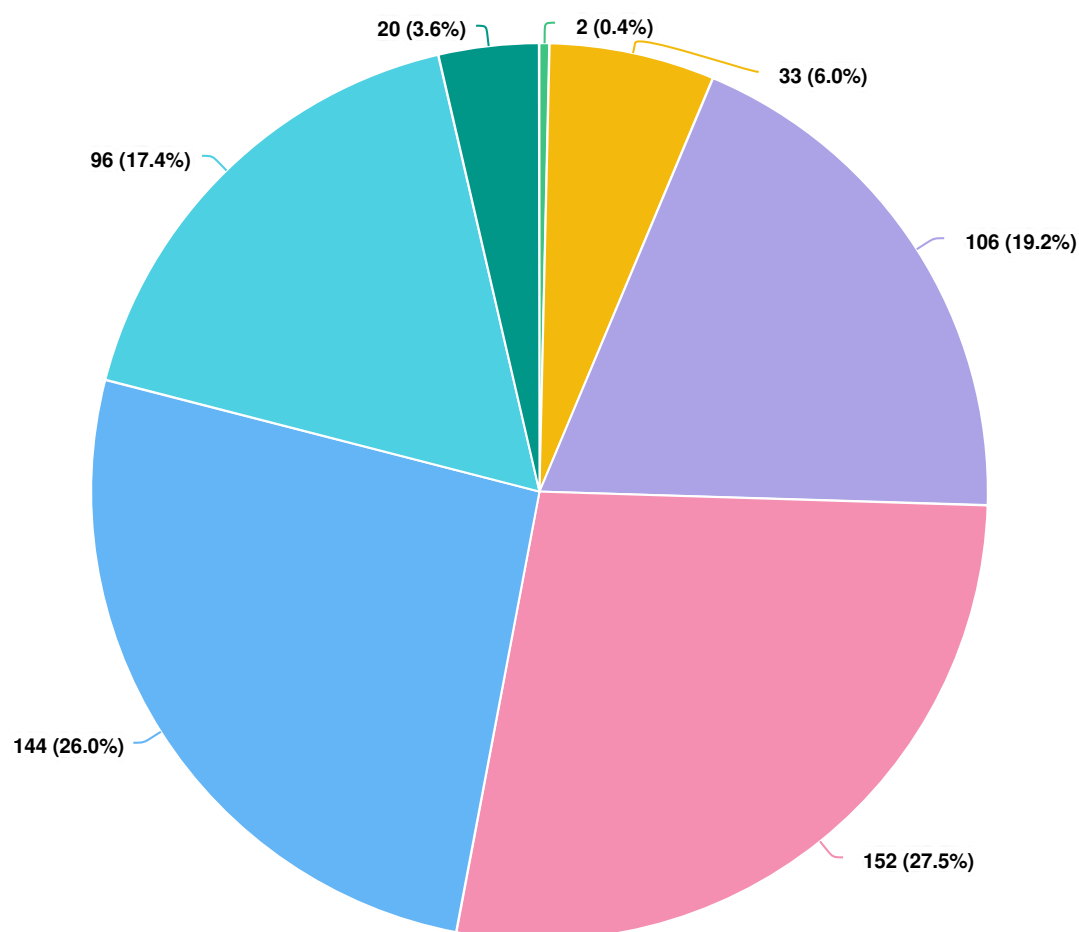
Widget Type	Engagement Tool Name	Visitors	Views/Downloads
Document	Holiday Home Potential Exclusion Areas Maps 1-5	422	462
Document	Holiday Home Review Directions Paper FINAL.pdf	170	269
Document	Holiday Homes - Web Information	14	15
Document	Council Minutes 9 June 2021	12	13
Document	Holiday Homes Local Law	10	11
Document	Local Planning Policy 4.1 - Holiday Homes	9	11
Document	Levelling the Playing Field: Managing the impact of the rapid incre...	8	8
Document	Local Planning Scheme No. 21	6	6
Document	Response of the Western Australian Government in relation to The In...	5	5
Faqs	faqs	112	121
Key Dates	Key Date	20	20
Video	Mayor's Message - Holiday Home Regulatory Framework Review	1	1

## ENGAGEMENT TOOL: SURVEY TOOL

### Holiday Home Review Survey

Visitors	989	Contributors	535	CONTRIBUTIONS	553
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Age Range



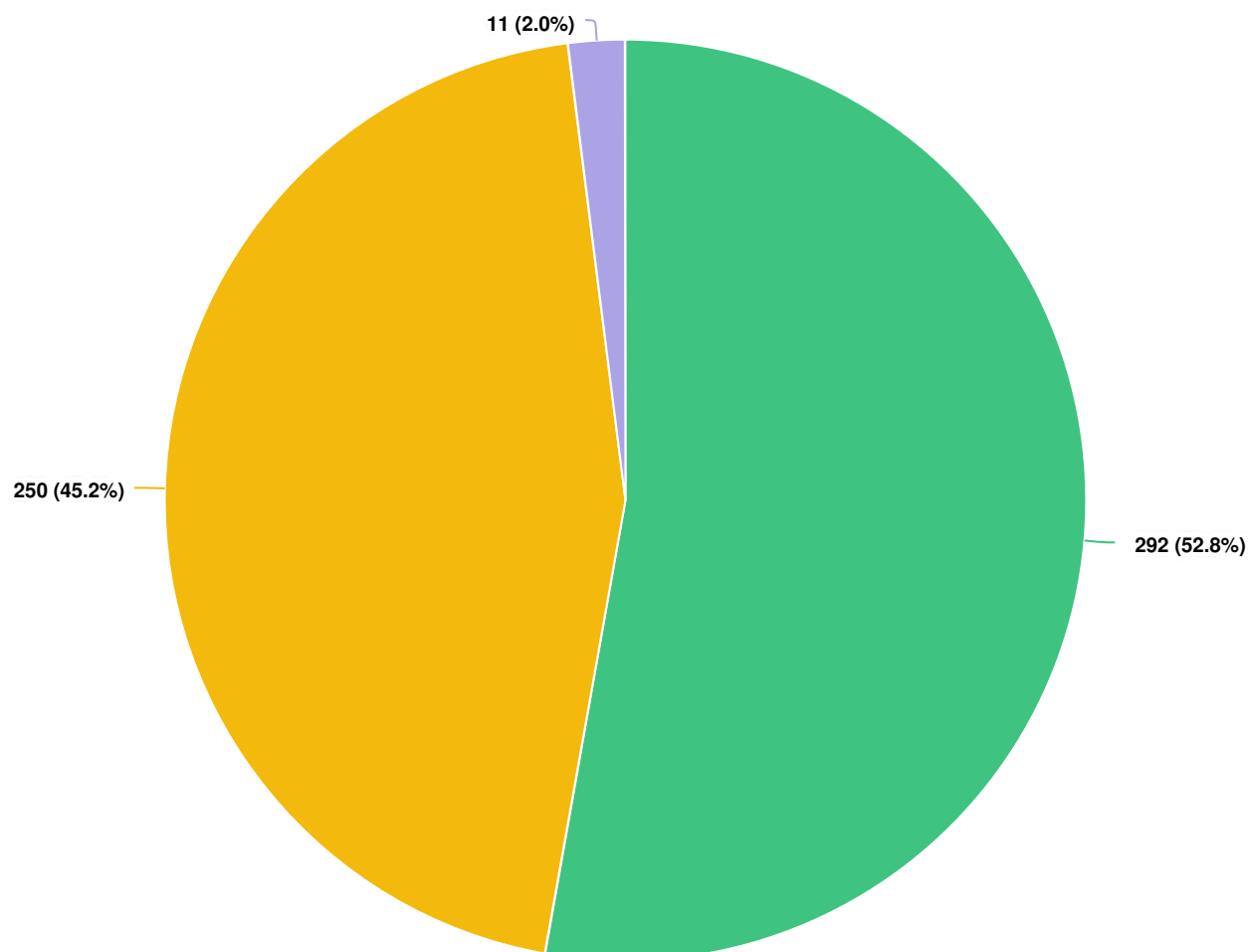
#### Question options

18-24 25-34 35-44 45-54 55-64 65-74 75 and over

Mandatory Question (553 response(s))

Question type: Radio Button Question

### Gender



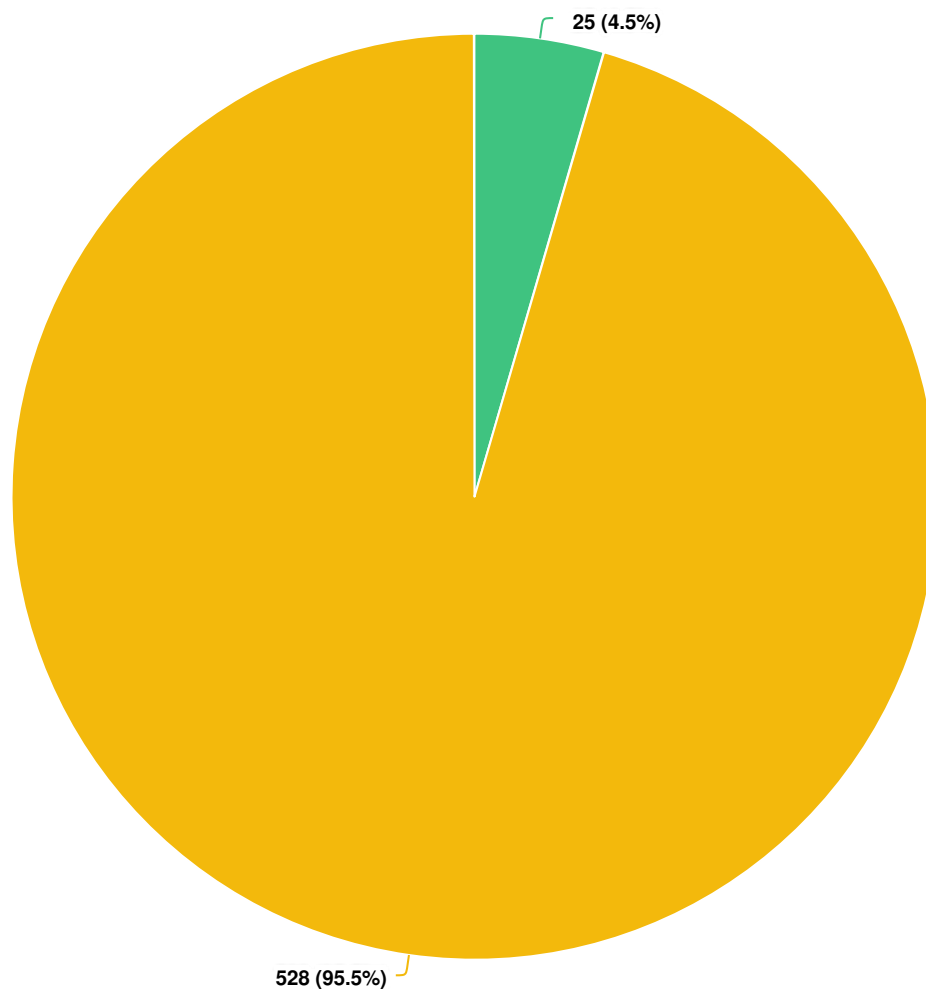
#### Question options

☒ Female ☒ Male ☐ I would rather not say

*Mandatory Question (553 response(s))*

*Question type: Radio Button Question*

**Are you making a submission on behalf of another person, group or organisation?**



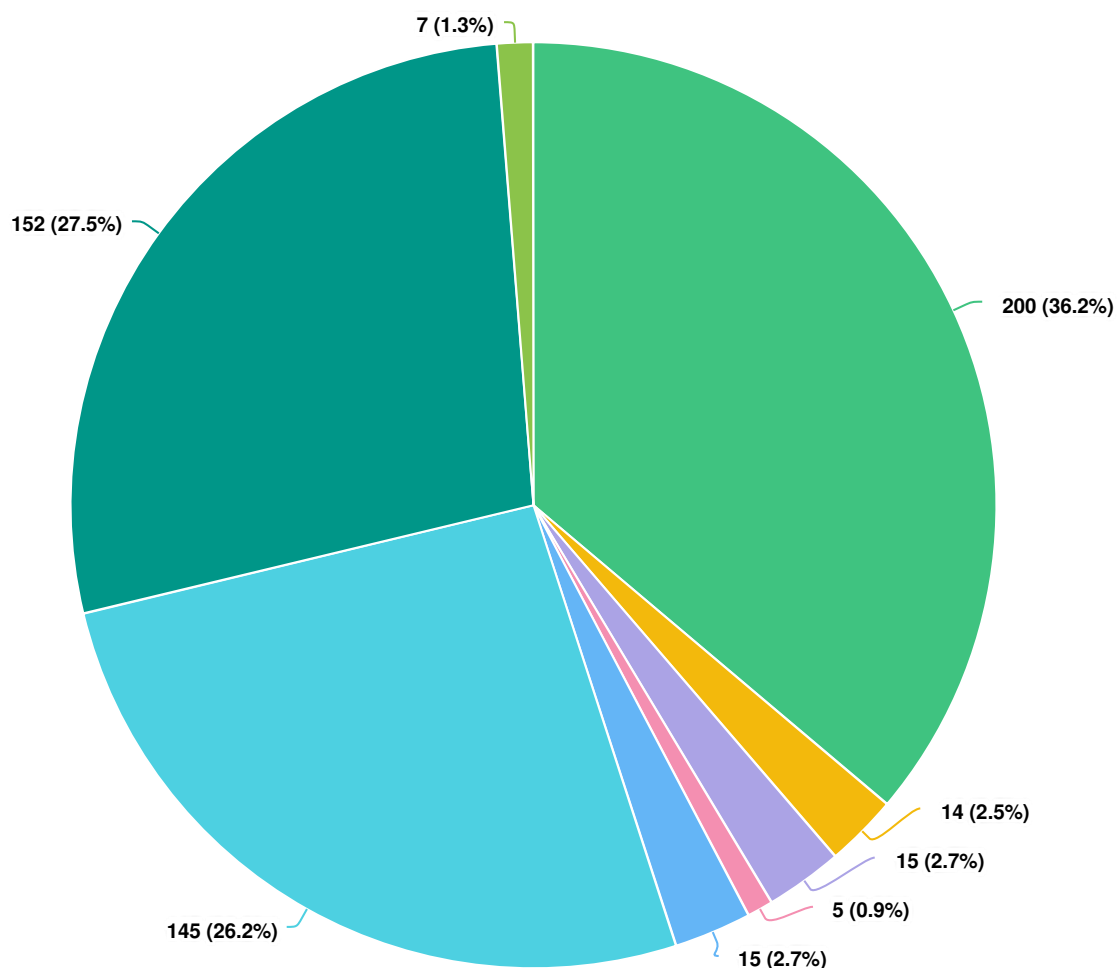
**Question options**

☒ Yes ☐ No

*Mandatory Question (553 response(s))*

*Question type: Radio Button Question*

Choose one option that best describes you:



**Question options**

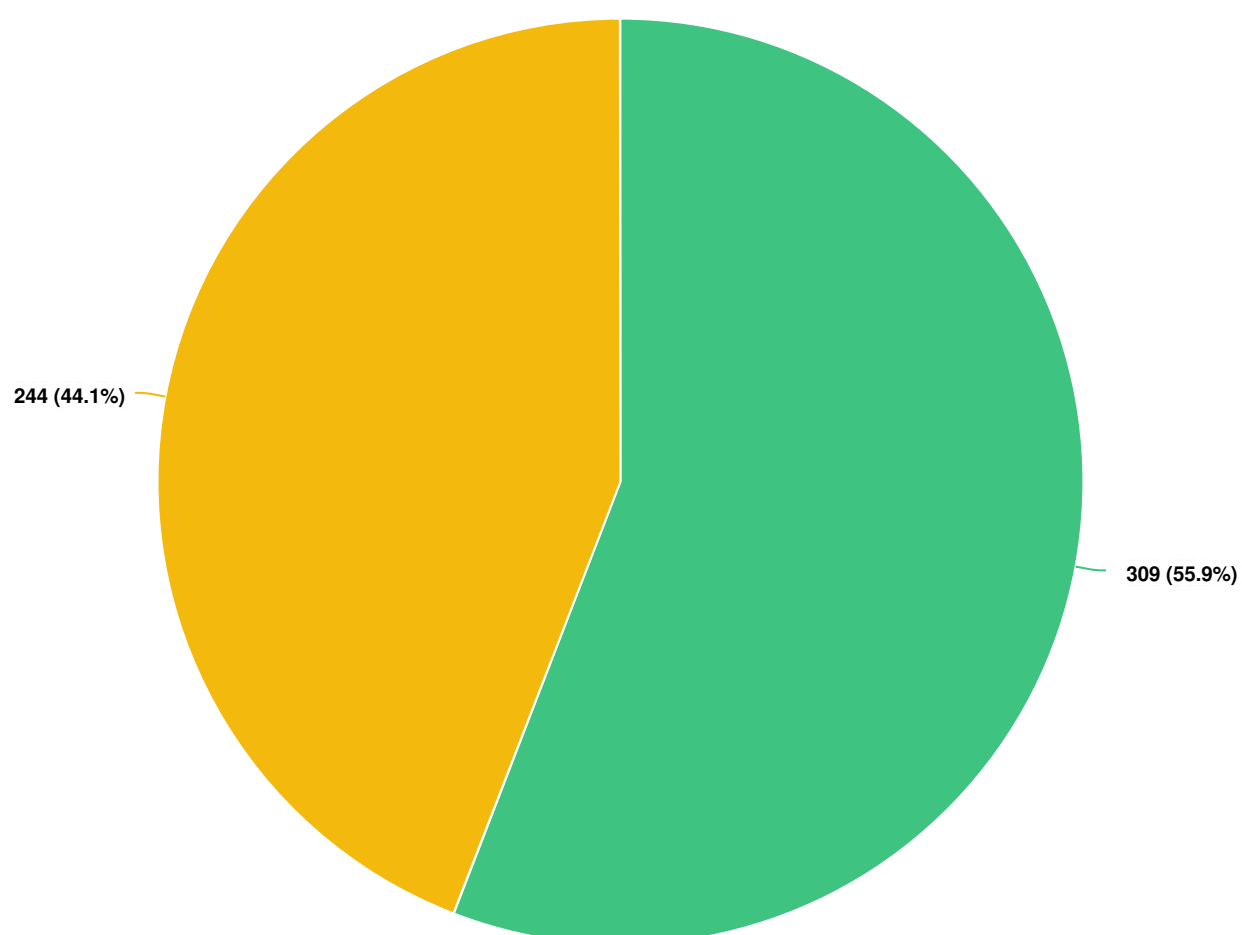
- Holiday home owner (or current applicant)
- Holiday home manager (single holiday home)
- Holiday home managing agency (multiple holiday homes)
- Online booking platform for holiday homes (e.g. AirBnB, Stayz, Booking.com etc)
- Visitor to holiday homes
- Neighbour of a holiday home
- Community member
- Other tourism accommodation provider

Mandatory Question (553 response(s))

Question type: Radio Button Question



### Do you support the change outlined in Opportunity 1?



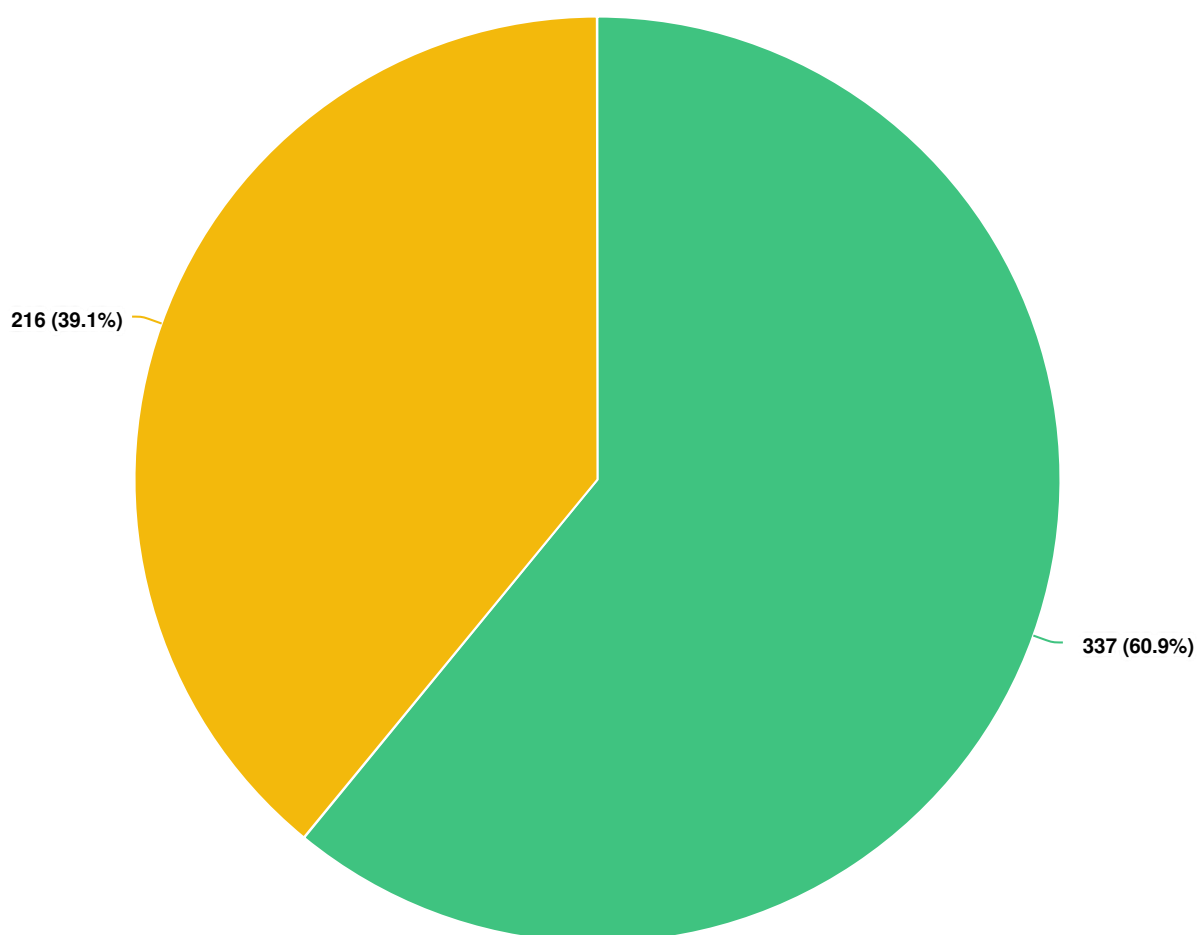
#### Question options

☒ Yes ☐ No

Mandatory Question (553 response(s))

Question type: Radio Button Question

### Do you support the change outlined in Opportunity 2?



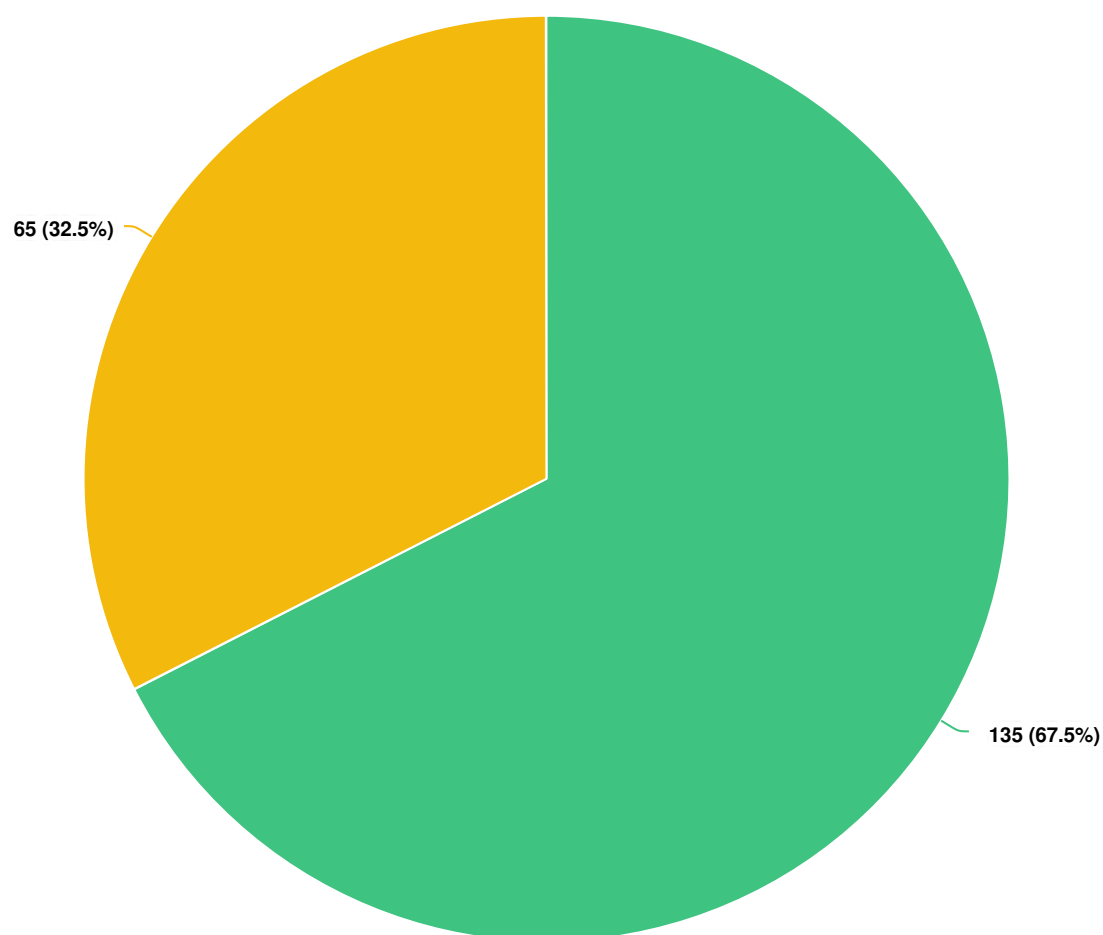
#### Question options

☒ Yes ☐ No

*Mandatory Question (553 response(s))*

*Question type: Radio Button Question*

**Do you think there should be stricter or more lenient controls?**



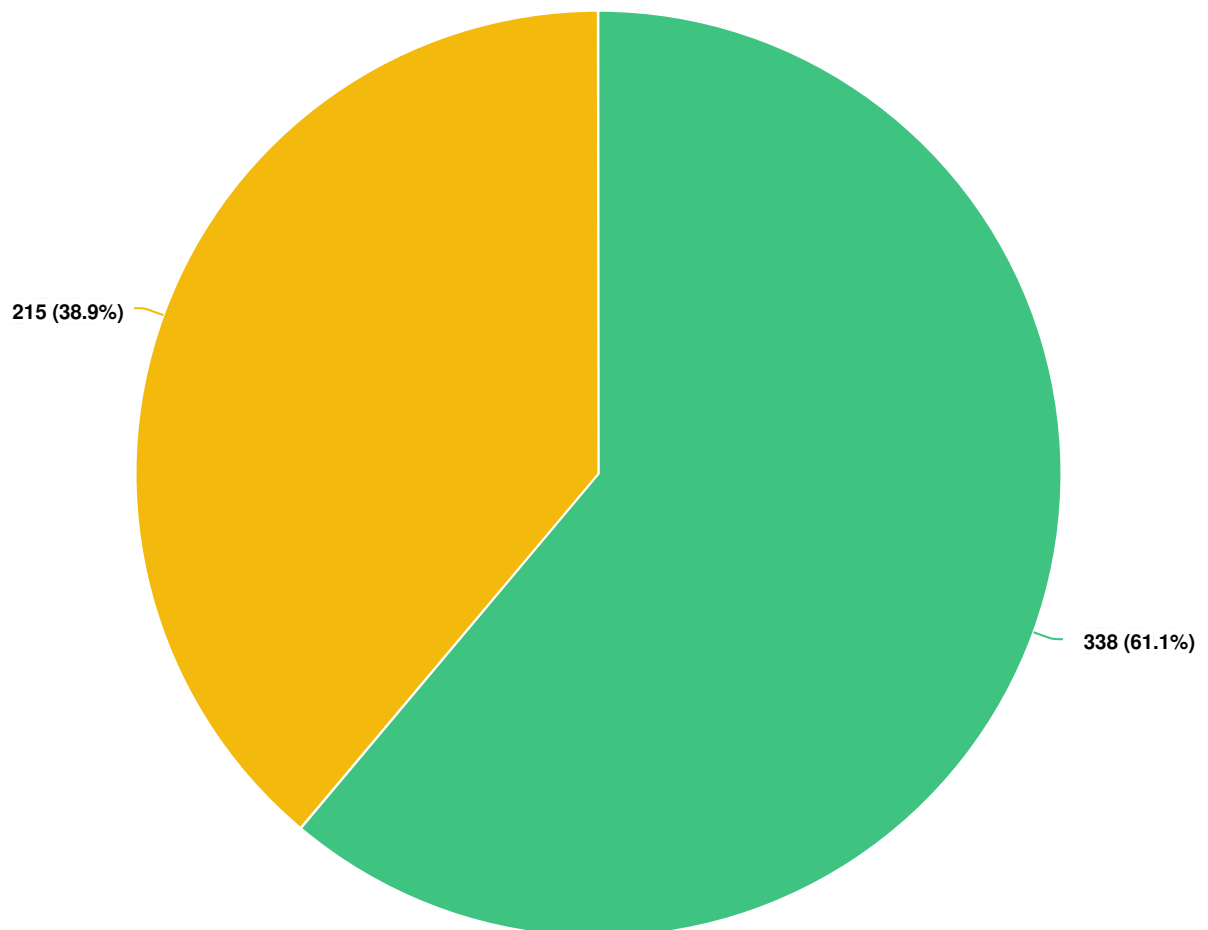
**Question options**

- ☒ Stricter controls should be in place    ☐ More lenient controls should be in place

*Optional question (200 response(s), 353 skipped)*

*Question type: Radio Button Question*

### Do you support the change outlined in Opportunity 3?



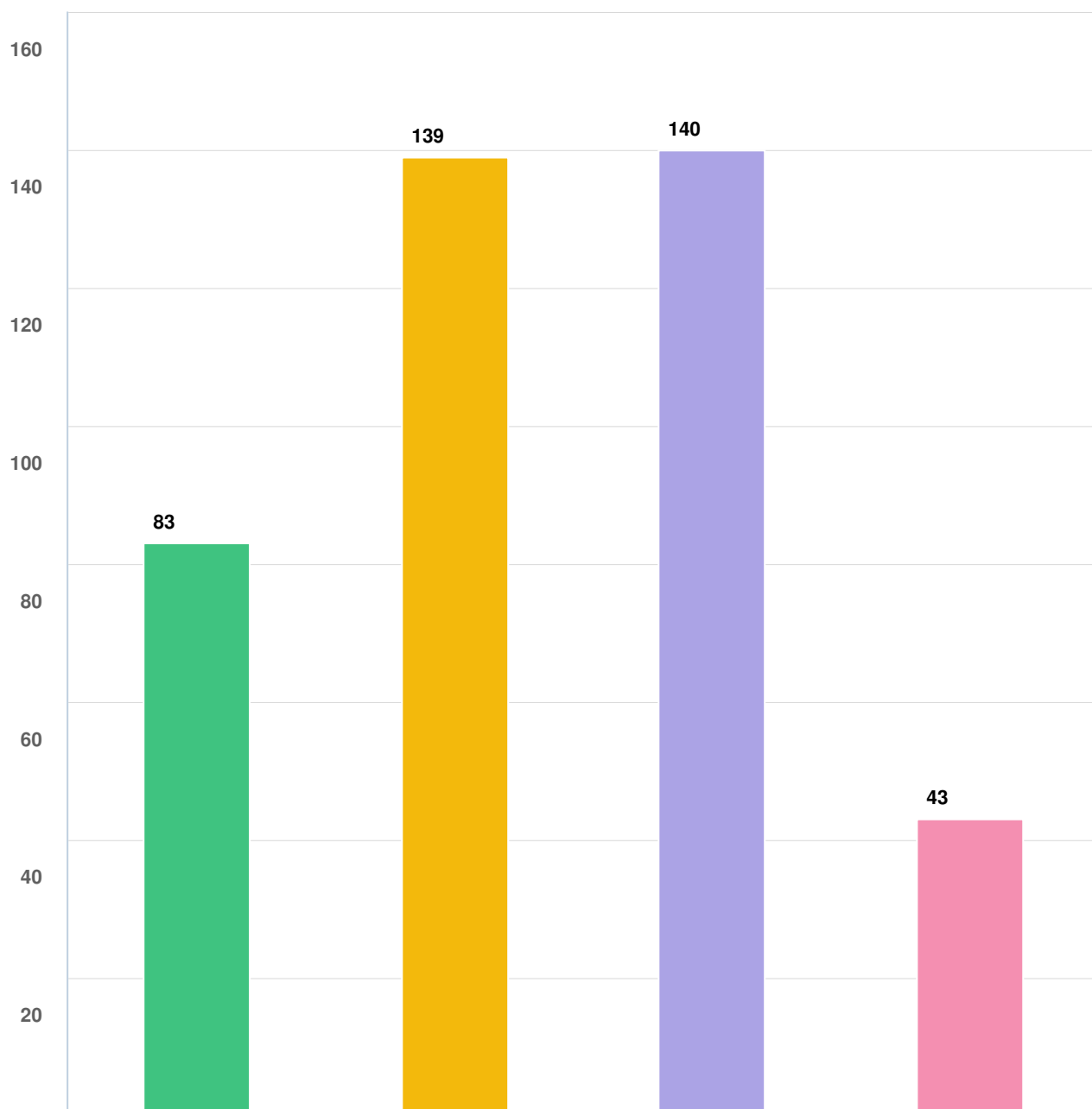
#### Question options

☒ Yes ☐ No

Mandatory Question (553 response(s))

Question type: Radio Button Question

### Which change/s don't you support?



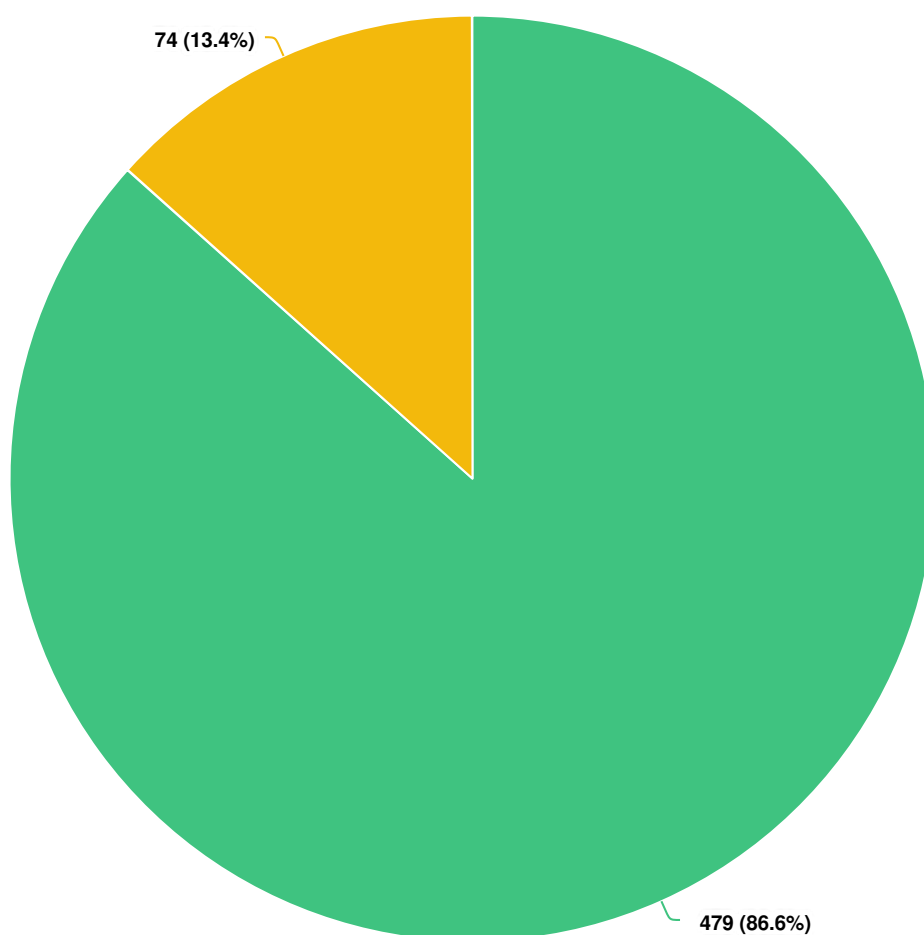
#### Question options

- Reducing the amount of time in which a manager must respond to any contact relating to a holiday home, from 24 hours to 12 hours
- Requiring managers to live within a 30 minute travel time from the holiday home.
- Requiring that the contact details of the manager be displayed on a sign that can be seen from the street, so that the manager can be contacted directly if there is a reason to lodge a complaint.
- Requiring that the manager must resolve complaints and ensure that occupants follow the correct rules (e.g. not too many occupants, cars parked within the property boundary, not cause a nuisance to neighbours etc).

Optional question (204 response(s), 349 skipped)

Question type: Checkbox Question

**Do you support the change outlined in Opportunity 4?**



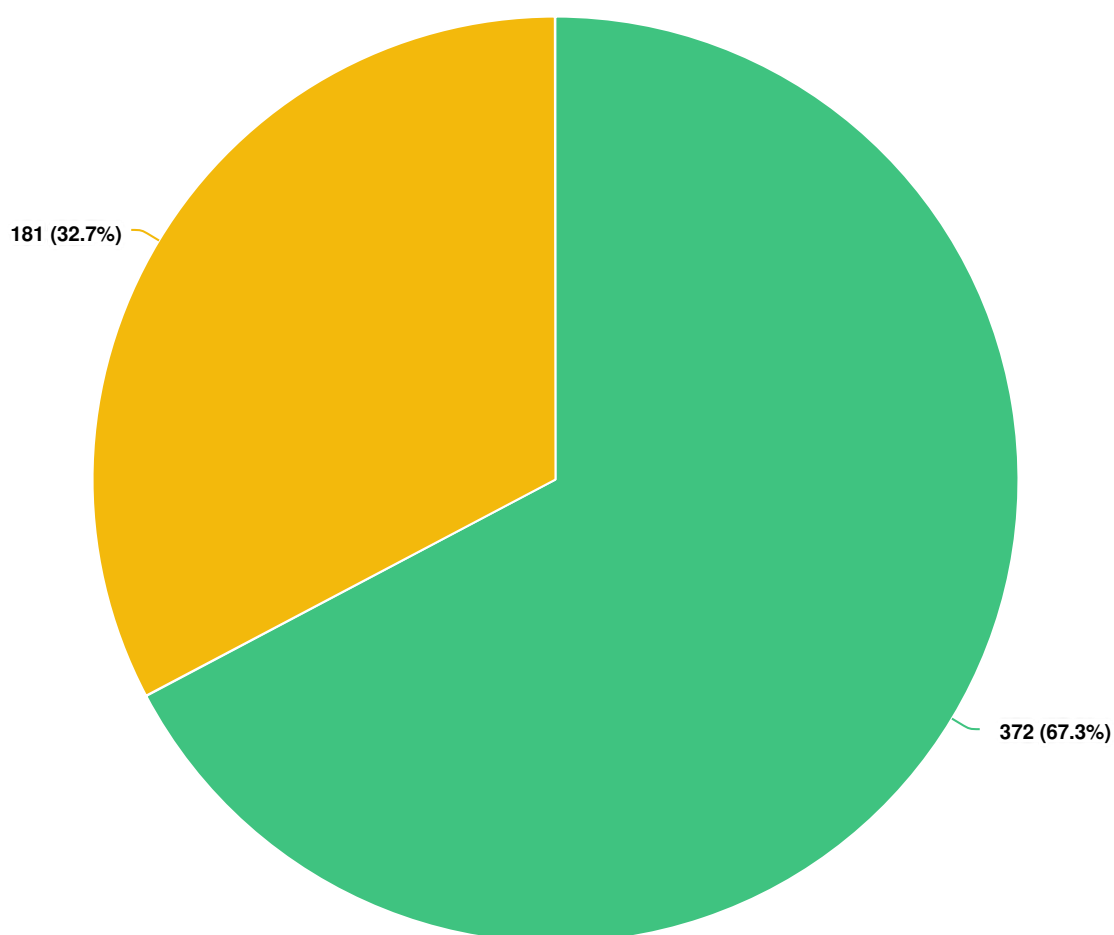
**Question options**

☒ Yes ☐ No

*Mandatory Question (553 response(s))*

*Question type: Radio Button Question*

**Do you support the change outlined in Opportunity 5?**



**Question options**

☒ Yes ☐ No

*Mandatory Question (553 response(s))*

*Question type: Radio Button Question*