

APPENDIX B: Unhosted STRA Operational Management Plan



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

The Manager is responsible for ensuring the Unhosted STRA operates in accordance with the Operational Management Plan at all times.

PROPERTY ADDRESS:			
House number:		Street:	
Suburb:		Postcode:	
MANAGERS CONTACT DETAILS:			
Name:			
Address:			
Phone:			
Email:			
Signature:			
Disclaimer: By signing this OMP, the Manager acknowledges and agrees that they are responsible for ensuring the Unhosted STRA will be managed and operated in full compliance with the OMP at all times.			

COMPLAINTS PROCEDURE:	
Provide details on how complaints will be processed including: • Response time to complaints • Complaint registration record • Complaint resolution process • Termination of Guest stays/ as applicable	a) A dedicated Manager will be available and contactable during reasonable hours to receive and respond to complaints. b) If a complaint is made by a neighbouring property resident, member of the public, or the City, it will be acknowledged immediately and addressed as soon as possible, with a direct, non-automated response provided within 12 hours. c) If necessary, the Manager will attend the premises to resolve the matter. Misconduct may result in the Manager terminating the booking. <u>Complaints Register</u> All complaints will be documented in a Complaints Register which includes: a) Date and time of complaint b) Complainant's name and contact (if provided) c) Nature of the complaint

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	d) Action taken and resolution time e) Any follow-up communication with the complainant.
ACCOMMODATION DETAILS:	
Maximum numbers of Occupants to be accommodated at the Unhosted STRA is to be limited to:	The maximum number of Occupants shall be in accordance with development approval and shall be limited to a maximum of ____. Other than Occupants staying under the Unhosted STRA reservation, no other person(s) shall occupy the Dwelling after 10pm.
Provide details of arrival and departure procedure for Occupants including: • Arrival time • Departure time • Advice on how the property can be accessed on arrival • Information emailed to guests prior to stay: – Copy of Code of Conduct – Parking Map – Reminders on respecting neighbours	a) The Manager will encourage Occupants to arrive and depart outside the hours of 10:00pm and 7:00am. Where Occupants are intending to arrive or depart during these times they should notify the Manager in advance and the Manager is to advise that they shall enter the property quietly and respectfully to minimise disturbance to neighbouring residents. b) The Manager is to advise Occupants that excessive noise, including loud conversations, music, vehicle noise and gatherings outside are not permitted during 10.00pm - 7.00am. c) A copy of the Code of Conduct and Parking Map is to be provided to Occupants prior to their arrival.
SIGNAGE:	
The location of signage (0.2m ²) visible from the street, identifying the premises and Manager contact details.	At all times the Unhosted STRA is in operation, a sign shall be displayed at the premises that: a) is legible from the street; b) displays contact details of the Manager; c) is located solely within the subject site; and d) is no larger than 0.2m².
PARKING:	
Location of onsite parking bays (within property boundary):	A minimum number of ____ car parking bays shall be provided on site. All Occupants must park vehicles within the designated parking bays shown on the Approved Development Plans. Any boats, caravans, or trailers associated with the Unhosted STRA must be approved by the Manager prior to arrival. The Manager is responsible for ensuring that a suitable parking

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	area is available wholly within the property boundaries for the duration of the stay. The Manager is responsible for enforcing all parking requirements and ensuring that all vehicles, boats, caravans, and trailers associated with the Unhosted STRA including Guests, do not obstruct footpaths, sightlines, accessways, or public safety.
NOISE:	
Provide details on what measures will be in place to minimise noise impact to neighbouring properties including: • Directions given to Occupants regarding conduct. • Management of non-compliance (may reference complaints procedure). • The use of any audio monitors (as applicable).	a) The Manager shall provide the Occupants with a copy of the Code of Conduct upon booking confirmation and upon arrival. b) The Manager shall remind Occupants that noise levels must comply with the <i>Environmental Protection (Noise) Regulations 1997</i>. c) The Manager shall remind Occupants to be mindful of neighbours and to keep noise to a minimum, particularly during the hours of 10:00pm and 7:00am. d) Outdoor entertaining areas, including the backyard, are not to be used for loud gatherings or parties. e) The Manager will respond to any noise complaints in a timely manner and, if necessary, attend the property to address the issue as per the complaints procedure.
PET PERMISSIONS AND REQUIREMENTS:	
Maximum number of pets:	A maximum number of ____ pets shall be permitted at the premises at any one time.
Management:	If pets are permitted: a) animals may not be left unattended; b) animals must be controlled to ensure they do not cause nuisance (including noise); and c) breaches may lead to early termination of stay.
WASTE MANAGEMENT PROCEDURE:	
Provide details of waste management procedure:	a) The Manager must ensure that all rubbish and recycling kerbside bin are placed on the kerb on the designated collection days and that any excess waste or recycling which will not fit inside the receptacles is promptly removed from the property by alternative means. b) Once emptied, the Manager is responsible for ensuring all bins are returned to their

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	proper storage locations on the premises without delay. c) Where collection is undertaken by private contractor, details shall be provided to the Occupants in relation to relevant procedures.
BUSHIRE EMERGENCY PLAN PROCEDURE:	
Where a Bushfire Evacuation Plan is required by the City as part of the development approval it shall displayed in a prominent position within the dwelling at all times.	
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	

Unhosted STRA: Code Of Conduct



Unhosted Short-Term Rental Accommodation (STRA) – Code of Conduct for Occupants & Guests

PROPERTY ADDRESS: _____

1) Occupants to act lawfully

- a) All Occupants and Guests must not engage in conduct at the Unhosted STRA that is unlawful or inconsistent with this Code of Conduct.

2) Number of Occupants and guests

- a) The maximum number of Occupants permitted at this Unhosted STRA is *_____.
- b) No Guests are permitted after 10pm.
(* please insert number)

3) Vehicles

- a) All Occupants must park cars within the designated parking bays shown on the approved car parking plans.
- b) The maximum number of cars for Occupants parked at the Unhosted STRA must not exceed *_____. (* please insert number)
- c) All boats, caravans, and trailers associated with the Unhosted STRA must be approved by the Manager prior to arrival. When parked at the premise any such vehicles shall be parked in accordance with the Manager's directions and be wholly contained within the property boundaries for the duration of the stay.
- d) All Guest vehicles must be parked in a manner that does not obstruct footpaths, sightlines, accessways, or the safe movement of pedestrians and vehicles.

4) 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.

5) General obligations

- a) Each Occupant and Guest who enters, uses or occupies the Unhosted STRA, including any outdoor areas, for example an outdoor entertainment area, deck, balcony, tennis or basketball court, 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-
 - i. Violence or threats;
 - ii. Loud aggressive behaviour including yelling, screaming or arguing;
 - iii. Excessively loud noise nuisance; and
 - iv. Overlooking or light spill.

Unhosted STRA: Code Of Conduct



- b) An Occupant or Guest of the Unhosted STRA must not sleep or camp on the site in a tent, caravan, campervan or similar.
- c) All rubbish must be stored in a waste container, and removed weekly.
- d) Noise impacts, including loud conversations, music, vehicle noise and gatherings outside are not permitted between the hours of 10.00pm - 7.00am.
- e) Occupants arriving or departing between the hours of 10.00pm and 7.00am must notify the Manager in advance and ensure noise is kept to a minimum.
- f) An Occupant must notify the Manager of any dispute or complaint about an Occupant's behaviour as soon as possible after the dispute or complaint arises.

6) 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.

Definitions

The terms "Occupant" and "Guest" are defined under Local Planning Policy 4.1 Unhosted STRA as follows:

Occupant means a person (including any child or infant) who stays, or is booked to stay, overnight at the Unhosted STRA.

Guest means a person who is at the Unhosted STRA for social purposes, at the invitation or with the permission of the occupant of the Unhosted STRA.

Disclaimer:

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