

Re: Application for Development Approval for 9/54 Glenview Street, Mt Tarcoola, WA 6530

General

The property comprises a two-storey, two-bedroom unit within a Strata-managed unit complex. We have been providing medium to long-term accommodation at the unit since purchase in January 2022. Typically the guests are professional/specialist workers on temporary contracts in Geraldton, with repeat bookings from Geraldton Regional Hospital, Midwest Ports and the Walkaway Wind Farm. Bookings have ranged from one to nine months and are closer to fixed-term leases of furnished accommodation than holiday homes. However, employers are increasingly utilising Air BnB for visiting staff and as such, the property is currently advertised via Air BnB.

The unit is set up with a double or queen bed in each bedroom, resulting in a maximum of four guests, although it is rare that more than two individuals book the property. Stays are a minimum of one week; such short bookings only occur during the Christmas/New Year period when tourists are seeking holiday accommodation for visiting friends and family.

Location

The unit is located in a predominantly residential area, which is appreciated by visiting professionals/specialists who seek a homelier accommodation style given the length of their contracts. However, the property also has several tourist amenities; Paringa Park is 200m away, while the unit is located just 800m (two minutes' drive) from Tarcoola Beach (Glendinning). The property is also located seven minutes from the significant windsurfing/kiteboarding site at Separation Point or eight minutes to the Foreshore and city centre.

4.3 On-going Management

a) The amenity of adjoining / nearby land uses

The property comprises a two-storey, two-bedroom unit that is part of a duplex (adjoining Unit 10). The property has its own private access via a shared driveway. The unit is fully fenced at the rear, while landscaping features and adjoining units clearly demarcate the area for usage. The unit owner is a member of the Council of Owners within the unit complex and as such all unit owners have been provided with email and telephone contact details. Other owners have been strongly encouraged to contact in the event of any concerns regarding the occupants of the unit.

b) Managing noise impacts of visitors

At the time of booking and within the welcome pack within the units, tenants are provided with "house rules" including a no events/parties requirement and noise curfew (9pm weeknights, 10pm Weekend nights). If a complaint occurs, the owner and the property manager live less than 10 minutes from the holiday home and one or both individuals can attend in person as soon as practicable. However, since most tenants have been engaged in full-time employment during their occupation of the property, they are typically ideal guests and there have been no complaints to date.

c) Management on a day-to-day basis

Check-in is set for 15:00 and check-out for 10:00. Check-in/out instructions are sent within the booking system and procedures are via a coded key lock box that the guests have access to after booking.

The owner and property manager are readily available for assistance, with a 24-hour contact number provided to guests at the time of booking. As stated previously, both individuals live within 10 minutes of the property. In the event that both individuals are unavailable, a close friend with extensive property management experience is also located within 10 minutes of the property and tenants/guests are provided with their details in case of emergency.

Cleaning will occur on the day of check-out and the owner or property manager will be present for each vacate clean. Additional cleaning by the owner/property manager may be provided at the request of the guest. Cleaning will typically occur 10:00-15:00 to align with check-in/out procedures and not more than once per week. No maintenance works or use of power tools will be undertaken on public holidays unless urgently required to ensure safety.

Rubbish and waste disposal will occur as per the CGG waste disposal procedures. All guests are advised of the appropriate refuse collection days and the wheelie bin is located in a prominent position. The owner and property manager conduct regular checks to ensure that the bin is put out (and returned) in a timely manner. If excess rubbish is present at check-out, this is removed from site and disposed of appropriately.

d) Relevant site-specific matters

AirBNB requires a house manual; an electronic copy of which is available to guests when they book, while a hard copy is located within the unit. The manual includes emergency numbers and details of various emergency services. Storm damage (water ingress) is the main risk at the property, and the fact that both the owner and property manager are members of the SES, there is a particular emphasis on minimising/mitigating storm damage.

The unit is equipped with smoke detectors and has multiple points of entry/egress in the case of an emergency. The unit underwent extensive electrical safety checks at the time of purchase (January 2022) and appropriate electrical compliance standards met.

e) The handling of complaints

As stated previously, the owner and property manager are readily available for assistance, with a 24-hour contact number provided to guests at the time of booking. Both individuals live within 10 minutes of the property and can attend the property as soon as is practicable. The owners of all units within the complex have been provided with the owner's contact details. Through the booking agency, the property manager also has direct communication with guests.

4.4 Access and Car Parking

All car parking is contained on site, within the unit area of use, with no parking to occur on the verge area. Tenants are advised at the time of booking that there is sufficient parking for two vehicles at the unit, with a carport and space for a secondary vehicle. Tenants are advised that there is minimal parking for ancillary vehicles (e.g. boats, trailers etc.) beyond the allocated spaces, although there is a limited amount of visitor parking on the complex perimeter that may be suitable.

4.5 Signage

In the event of the approval of the development, a sign will be erected on site, displaying the property manager's name and contact details. At the time of booking, tenants/guests are provided with a map to the property as well as the address, ensuring that they are not reliant on signage.