

**DEVELOPMENT APPLICATION – DA57-2023-2024 – 16 EDWARD STREET, TAMBO****EXECUTIVE SUMMARY**

The Applicants, Michele Frost and Kirri Charters, seek a Development Permit for Material Change of Use for Short-term accommodation over land at 16 Edward Street, Tambo, formally described as Lot 3 on RP619346. The subject site contains an existing dwelling house and flat that will be used to provide accommodation.

The dwelling house contains two bedrooms and one bathroom and can cater for up to four (4) people, and the flat contains one bedroom and an ensuite and can cater for up to two (2) people. The total of guests onsite at any one time will therefore be a maximum of six (6) guests. The site contains an existing two bay carport that can be utilised for parking.

Under the *Blackall-Tambo Region Planning Scheme 2020* (the Planning Scheme), the subject site is in the Township Zone. The defined use that has been applied for, being 'Short-term accommodation, is subject to Code Assessment in the Township Zone where contained within an existing building and with a maximum of six guests at any one time.

Based on an assessment of the proposal in accordance with the Code Assessment process articulated in the *Planning Act 2016*, this decision report recommends approval of the development application, subject to the conditions stated herein.

**RECOMMENDATION**

THAT Blackall-Tambo Regional Council approves the application for a Development Permit for Material Change of Use for Short-term accommodation over land at 16 Edward Street, Tambo, formally described as Lot 3 on RP619346, subject to the following conditions:

**1.0 PARAMETERS OF APPROVAL**

- 1.1 The Developer is responsible for ensuring compliance with this development approval and the conditions of the approval by an employee, agent, contractor or invitee of the Developer at all times unless otherwise stated.
- 1.2 Where these conditions refer to "Council" in relation to requiring Council to approve or be satisfied as to any matter, or conferring on the Council a function, power or discretion, that role of the Council may be fulfilled in whole or in part by a delegate appointed for that purpose by Council.
- 1.3 All conditions, works, or requirements of this development approval must be undertaken and completed prior to commencement of the use and to Council's satisfaction, unless otherwise stated in a development condition.
- 1.4 The cost of all works associated with the construction of the development including services, facilities and/or public utility alterations required are met at no cost to the Council or relevant utility provider, unless otherwise stated in a development condition.
- 1.5 The developer is required to have repaired any damage to existing infrastructure that may have occurred during any works carried out for the development. To the extent the damage is deemed to create a hazard to the community, it must be repaired immediately.
- 1.6 Unless otherwise stated, all works must be designed, constructed and maintained in accordance with the relevant Council policies, guidelines and standards.

## 2.0 APPROVED PLANS AND DOCUMENTS

- 2.1 The approved development must be completed and maintained generally in accordance with the approved plans and documents, except where amended by the conditions of this permit:

Plan/Document Name	Plan/Document Number	Revision Number	Date
Site Plan	DA57-2023-2024	-	07/06/2024 (Received date)
Operational Management Plan for Short-term Accommodation	-	-	22/04/2024

- 2.2 Where there is any conflict between the conditions of this approval and the details shown on the approved plans and documents, the conditions of approval must prevail.

## 3.0 LIMITATIONS OF USE

- 3.1 The total number of guests at any one time must not exceed six (6).
- 3.2 Guests of the Short-term accommodation are limited to a maximum stay of three (3) consecutive months at any one time.
- 3.3 Two onsite car spaces are to be available at all times to guests.

## 4.0 SITE MANAGEMENT PLAN

- 4.1 Carry out the development in accordance with the Operational Management Plan for Short-term Accommodation dated 22/04/2024.

## 5.0 ENVIRONMENTAL HEALTH

- 5.1 Undertake the approved development so there is no environmental nuisance or detrimental effect on any surrounding land uses and activities by reason of the emission of noise, dust, vibration, odour, fumes, smoke, vapour, steam, soot, wastewater, waste products, oil or otherwise.
- 5.2 In accordance with the Environmental Protection (Waste Management) Regulations, all waste storage areas must be kept in a clean, tidy condition, and sufficient waste containers and services are to be provided to cater for the containment and removal of all waste generated on the site. Waste must be removed to a lawful landfill.

## 6.0 ASSET MANAGEMENT

- 6.1 Any alteration necessary to electricity, telephone, water mains, sewerage mains, and/or public utility installations resulting from the development or in connection with the development, must be undertaken and completed at no cost to Council.

## ADVISORY NOTES

- A. Prior to commencing any construction activities, the applicant/developer will be required to obtain further development permits for building work, and plumbing and drainage work, and potentially for operational work, as required under relevant legislation for this work.

- B. This approval does not negate the requirement for compliance with all other relevant Local Laws and other statutory requirements. Any provisions contained in this approval relating to the enforcement of any of the conditions shall be in addition to all other rights, powers and privileges that the Council may possess or obtain, and nothing contained in these conditions shall be construed so as to prejudice, affect or otherwise derogate or limit these rights, powers and privileges of the Council.
- C. General environmental duty under the Environmental Protection Act 1994 and subordinate legislation prohibits unlawful environmental nuisance caused by noise, aerosols, particles, dust, ash, fumes, light, odour or smoke beyond the boundaries of the development site during all stages of the development including earthworks, construction and operation.
- D. This development approval does not authorise any activity that may harm Aboriginal cultural heritage. It is advised that under section 23 of the Aboriginal Cultural Heritage Act 2003, a person who carries out an activity must take all reasonable and practicable measures to ensure the activity does not harm Aboriginal cultural heritage (the "cultural heritage duty of care").

## 1.0 DEVELOPMENT APPLICATION SUMMARY

TABLE 1 – OVERVIEW OF THE DEVELOPMENT APPLICATION

PROPERTY DETAILS	
Site address	16 Edwards Street QLD 4478
RPD	Lot 3 on RP619346
Site Area	2,529m <sup>2</sup>
Landowners	Michele Frost and Kirri Charters
Existing use of land	Dwelling house
Existing development approval	N/A
APPLICATION DETAILS	
Application No.	DA57-2023-2024
Applicant	Michele Frost and Kirri Charters
Application description	Development Application for a Development Permit for Material Change of Use for Short-term accommodation
Decision due date	26 July 2024
Main Issues/Resolution	Nil
STATUTORY DETAILS	
Planning Scheme	Blackall-Tambo Region Planning Scheme 2020
Overlays	Nil
Zone	Township Zone
Land use definition	Short-term accommodation
Category of Assessment	Code Assessment

## 2.0 PROPOSAL BACKGROUND

TABLE 2 – OVERVIEW OF DEVELOPMENT ASSESSMENT PROCESS

Application lodged	07 June 2024
Decision due	26 July 2024

## 3.0 SITE AND SURROUNDS DESCRIPTION

The subject site is located at 16 Edward Street, Tambo, formally described as Lot 3 on RP619346. The subject site has an area of 2,529m<sup>2</sup>, and has frontage Edward Street. The site contains an existing dwelling house and ancillary granny flat.

The site is adjoined by dwelling houses to the east, west and south and Edward Street to the north. The immediate vicinity is made up of predominantly residential uses.



Figure 1 – Aerial of subject site (Source: QLD Government DAMS Mapping)

#### 4.0 DESCRIPTION OF PROPOSAL

The proposal involves the reuse of the existing dwelling and ancillary granny flat to provide Short-term accommodation. The dwelling house contains two bedrooms and one bathroom and can cater for up to four (4) people, and the flat contains one bedroom and an ensuite and can cater for up to two (2) people. The total of guests onsite at any one time will therefore be a maximum of six (6) guests. The site contains an existing two bay carport that can be utilised for parking.

Attachment A provides a copy of the proposal plan referenced in the recommendation.

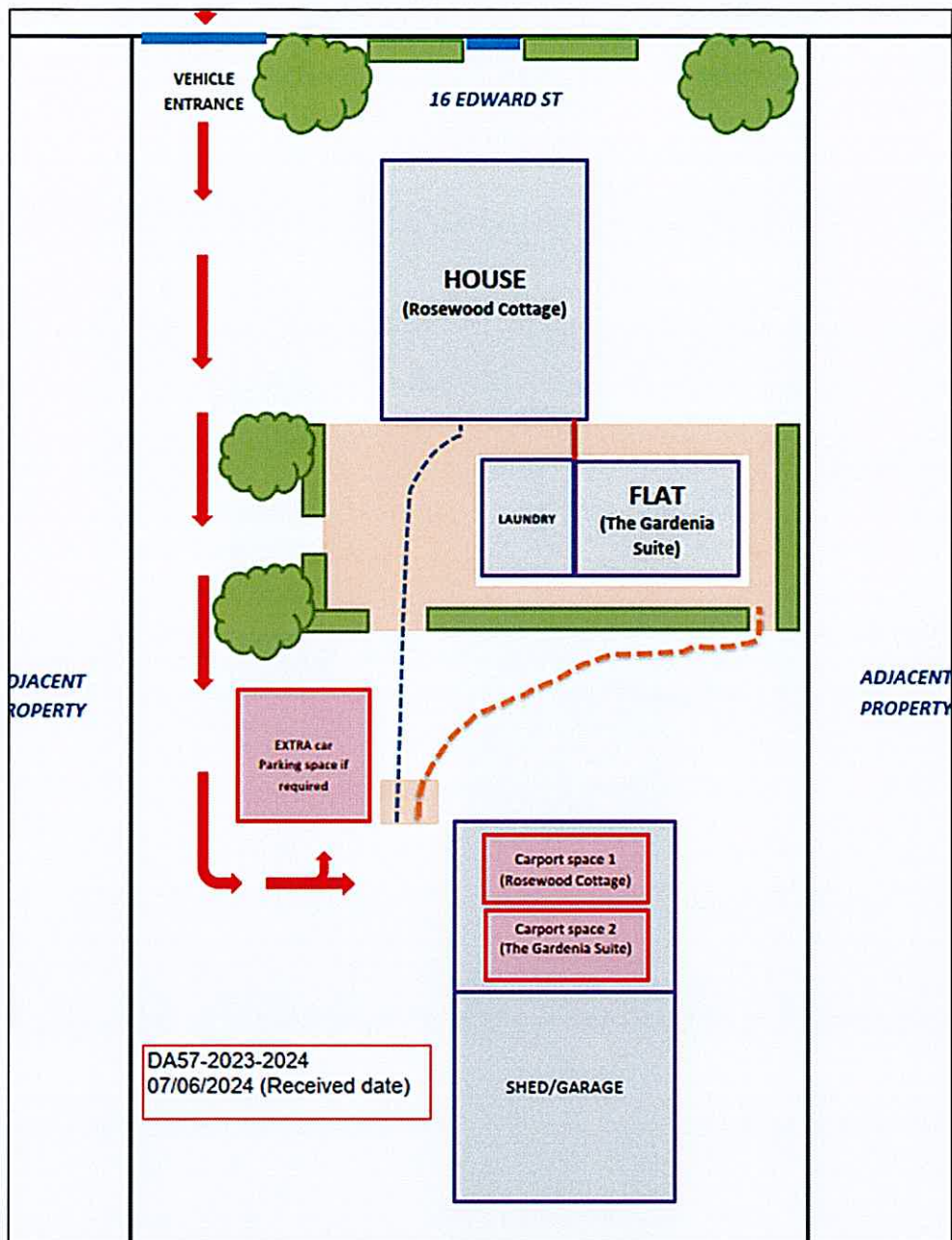


Figure 2 – Site Layout (Source: Applicant supplied)

## 5.0 PLANNING ASSESSMENT

In accordance with section 45 (3) of the *Planning Act 2016*, Code Assessment is an assessment that must be carried out only –

- (a) Against the **assessment benchmarks in a categorising instrument** for the development; and
- (b) Having regard to **any matters prescribed by regulation** for this paragraph.

This framework for assessing Code assessable applications is explained as follows –

Code assessment is a 'bounded assessment' which means only the applicable assessment benchmarks and matters can be considered by Council in deciding the application.

The categorising instrument for the development is the *Blackall-Tambo Region Planning Scheme 2020*, under which the applicable assessment benchmarks are the Township Zone Code and General Development Code.

### The Central West Regional Plan and the State Planning Policy

The Regional Plan and SPP are identified as being appropriately integrated in the Planning Scheme and therefore do not require further assessment. The assessment of the proposal against the Planning Scheme in section 5.2 below also functions as an assessment of these State Planning Instruments.

### The Local Government Infrastructure Plan

By Council resolution, there is no Local Government Infrastructure Plan in place for the Council Area and Council ceases to charge Adopted Infrastructure Charges for any new development. In turn, this assessment benchmark does not apply to the development and an Infrastructure Charges Notice does not form part of this recommendation.

### Schedules 9 and 10 of the Planning Regulation

Schedule 9 relates to building work under the Building Act, which is not relevant to this application for material change of use but may be relevant to a subsequent building work application for the construction of the development.

### Approval history / lawful use of the premises and adjoining premises

The site contains an existing dwelling and ancillary granny flat that has existing use rights.

### Common material

The application material and subsequent correspondence with Council officers and the applicant has been considered in the preparation of this recommendation.

The planning assessment of the development considers the above assessment benchmarks and matters to the extent that the assessment benchmark and matter is relevant to the development.

#### **5.1.1 Internal Officer Comments**

The application was not referred to any internal Council officers as the proposal results in the reuse of existing buildings with no external works or infrastructure works required.

## **5.2 BLACKALL-TAMBO REGION PLANNING SCHEME 2020**

Under the Planning Scheme the development constitutes a Material Change of Use, which is defined in the Planning Act as:

- a) *the start of a new use of the premises;***
- b) *the re-establishment on the premises of a use that has been abandoned;***
- c) *a material increase in the intensity or scale of the use of the premises.***

The proposal for Short-term accommodation will result in the start of a new use. Under the Planning Scheme, the defined use relevant to the use is:

#### ***“Short-term accommodation***

- (a) means the use of premises for—**
  - (i) providing accommodation of less than 3 consecutive months to tourists or travellers; or**
  - (ii) a manager’s residence, office, or recreation facilities for the exclusive use of guests, if the use is ancillary to the use in subparagraph (i); but**
- (b) does not include a hotel, nature-based tourism, resort complex or tourist park.**

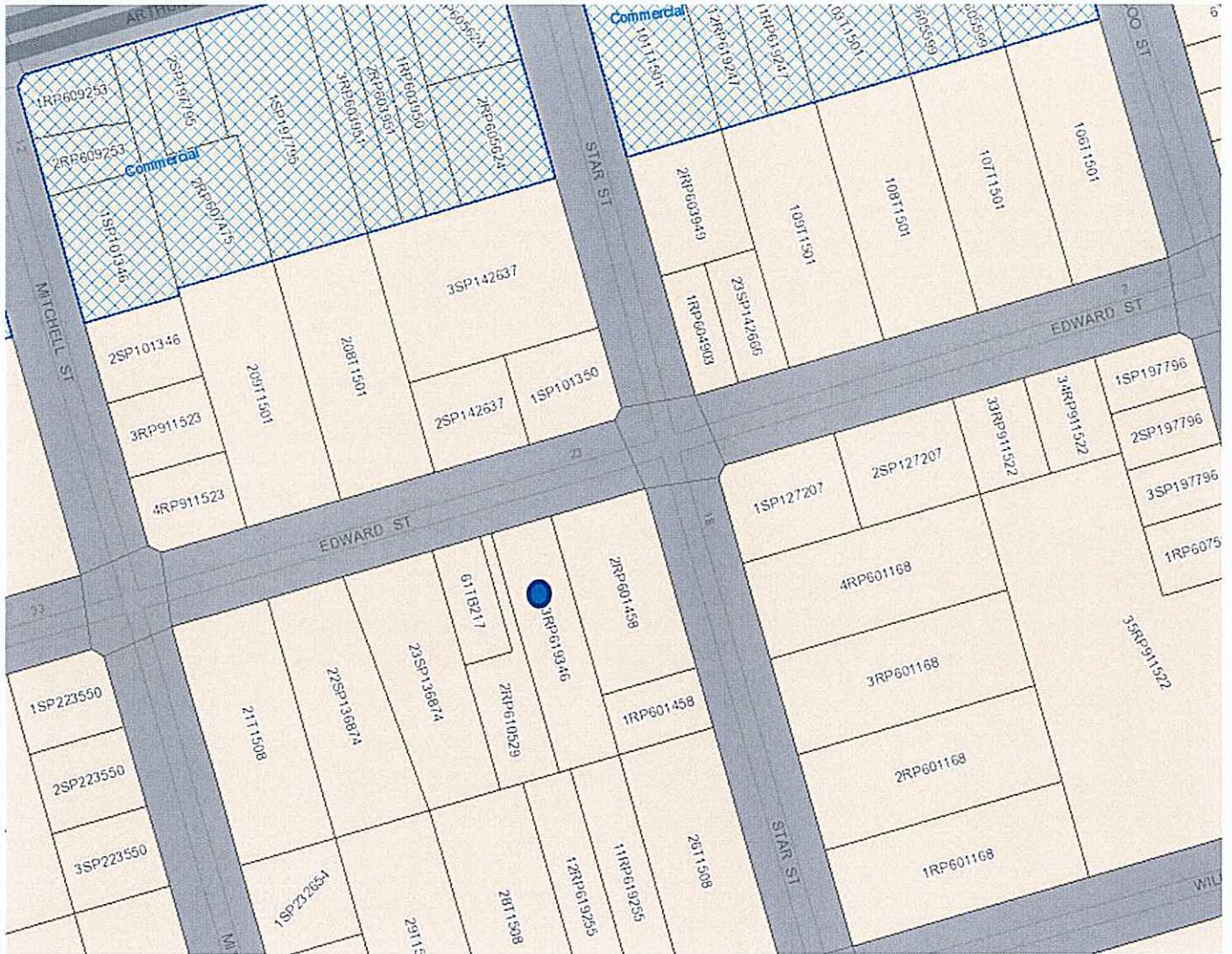
In accordance with Table 4.4.1 of the Planning Scheme Short-term accommodation in the Township Zone is subject to Code Assessment where contained within an existing building and with a maximum of six guests.

#### **5.2.1 Assessment of Codes**

The following codes are relevant to the proposed development.

## Township Zone Code

The site is in the Township Zone, as shown on the Zone Map for Tambo in Figure 3.



**Figure 3:** Site (denoted in blue) located within Township Zone (Source: Blackall-Tambo Regional Planning Scheme)

The development complies or can be conditioned to comply with the purpose, performance criteria and acceptable solutions of the Township Zone Code. In particular:

- The Short-term accommodation will be carried out in an existing dwelling house and ancillary granny flat which is serviced by all necessary services
- The proposal involves the reuse of existing buildings which are consistent in form and scale of surrounding buildings
- With the imposition of conditions, the development will not cause adverse impacts on residential amenity in terms of privacy, safety, noise, odour and fumes, lighting and traffic generation
- The development will provide accommodation that is of a good standard
- The proposal includes onsite parking in the form of a double carport, a condition has been included to ensure that onsite parking is provided for guests at all times
- Conditions have been included to manage any impacts.

## General Development Code

The development complies or can be conditioned to comply with the purpose, performance criteria and acceptable solutions of the General Development Code. In particular:



- The proposal involves the reuse of existing buildings which are one storey and provide complaint setbacks and site cover
- The existing dwelling house and ancillary granny flat which will be reused is consistent in terms of character, built form and scale of nearby buildings
- The development is connected to necessary services.

In summary, this planning assessment demonstrates that the development is consistent with the relevant assessment benchmarks of the Planning Scheme. Conditions of approval reflect the elements of the assessment benchmarks to ensure on-going compliance in terms of land use, amenity and servicing.

## 6.0 CONCLUSION

Development Permit for Material Change of Use for Short-term accommodation over land at 16 Edward Street, Tambo, formally described as Lot 3 on RP619346, is recommended for approval, subject to the conditions outlined in this report.

This recommendation is based on an assessment of the proposal in accordance with the Planning Act for applications requiring Impact assessment, which demonstrates the proposal's consistency with the Planning Scheme and other relevant assessment matters.

In accordance with the requirements for a decision notice under section 63 the Act, the notice must state the reasons for the decision. For this development, the statement of reasons, being the grounds for approval, will feature on the decision notice as follows:

- Short-term accommodation is an appropriate use in the Township Zone;
- The proposal involves the reuse of existing buildings which are of a scale and character that is compatible with buildings in surrounding area;
- The development is adequately serviced by vehicle access, reticulated water, onsite sewer and electricity and telecommunications services;
- Development does not conflict with the State Planning Policy 2017 and Central West Regional Plan 2009.

<p>Assessment Officer (Author):</p> <p>Tim O'Leary  <b>Principal Planner (Reel Planning)</b>  09 July 2023</p>	
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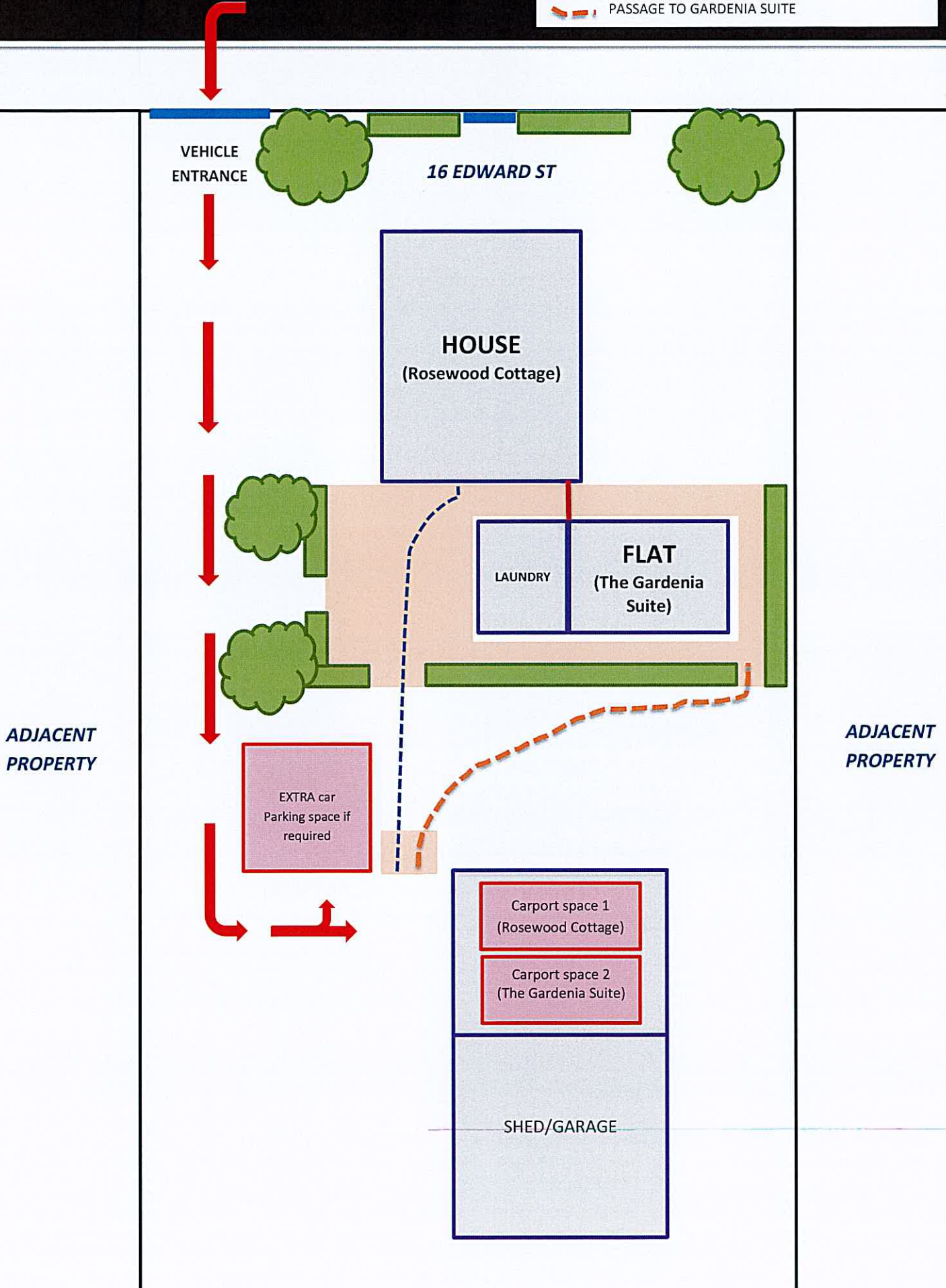
Attachment A – Proposal Plan

Attachment B - Operational Management Plan for Short-term Accommodation

# SITE PLAN

16 Edward street, Tambo, QLD.

- PROPERTY BOUNDARY
- GATE
- BUILDING/STRUCTURE BOUNDARY
- VEHICLE ACCESS/ PARKING SPACE
- PETITION/PRIVACY BARRIER
- PATIO AREA/ PATHWAY
- PASSAGE TO ROSEWOOD COTTAGE
- PASSAGE TO GARDENIA SUITE
- GARDEN/TREE



16 EDWARD ST TAMBO

ROSEWOOD COTTAGE

&

THE GARDENIA SUITE



OPERATIONAL MANAGEMENT  
PLAN FOR  
SHORT-TERM ACCOMMODATION

22. 4. 24

PROPERTY ADDRESS:  
16 EDWARD ST, TAMBO QLD 4478

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16 EDWARD ST  
TAMBO

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### 3. BACKGROUND & OVERVIEW

16 Edward street Tambo was purchased in 2021 by Michele & Kirri Frost, a mother-daughter team, who have a love for old houses and history. The property needed some long awaited TLC and now after almost 3 years, it stands proud as a property fit to airbnb!

#### ROSEWOOD COTTAGE

Guests can take a step back in time when they stay in this quaint 150 year old cottage. Filled with rustic charm and period features, utilising modern conveniences and optimised for guest comfort, Rosewood Cottage has two bedrooms, with a queen bed, double bed, and spare camp stretcher, available for up to 4 guests (ages 12+) per booking. Guests can enjoy free WiFi, a spacious, modern kitchen and bathroom and air conditioning throughout. Winter time is a treat with the electric fireplace. Lay back on the recliner lounge to enjoy a cinema-like experience with the large wall mounted TV, a Telstra TV box and a NETFLIX subscription with unlimited shows and movies. The bathroom is equipped with both shower and separate bath for those who want to lay back and soak in all the tranquility with a complimentary bath pamper pack.

And a 19th century cottage wouldn't be complete without its iconic front verandah for those who enjoy a cuppa in the fresh country air, or a breakfast watching the sun rise. It's also an excellent vantage point to spot the native birds in the nearby bottle trees. On the opposite side of the house, the "sun lounging" patio allows guests the opportunity to catch some extra sun, a luxury pastime in the colder months. And the giant bottle trees scattered around the property offer the most beautiful shade any time of the day.

#### THE GARDENIA SUITE

Tucked away behind the cottage, a garden suite named "The Gardenia Suite", is the perfect little hide-away for singles or couples who want to enjoy some peace and tranquility in a quiet street. The Suite has its own private ensuite and patio and offers guest a kitchenette for simple meals. Guests are able to use the shared laundry for washing, drying and ironing clothes, and the grounds and garden offer plenty of space to sit and relax under the bottles trees.

A large 2 bay carport allocates parking for both the cottage and the suite, and plenty of space for maneuvering large vehicles. The property is conveniently located just less than 500m (5 minute walk) from the CBD, local tennis courts, pool and the parks.

For simple contact and availability of the hosts, Michele & Kirri Frost are contactable via the below contact details:

M: 0408463976

E: [rosewoodcottage@outlook.com.au](mailto:rosewoodcottage@outlook.com.au)

Our contact details are made available to all guests. We (or a dedicated caretaker) are contactable 24/7 and typically able to attend the property in person within 2 minutes in the case of an emergency.

Short-term accommodation is a unique experience, and the guiding principles of our Code of Conduct are to treat this property as your own home, respect your neighbours & leave it as you find it.

Airbnb and short-term accommodation deliver a great economic contribution to the Blackall-Tambo region and are of enormous benefit to local businesses, residents, guests, and the tourism sector.

Part of our management procedures & guest handbooks include providing local recommended tips for nearby shops, restaurants, cafes, entertainment, sights, attractions & much more. This local spending allows local business in the council area to thrive and continue or expand their operations. We find from speaking with the business owners and staff they are very grateful for this contribution we provide.

## 4. OBJECTIVES & MANAGEMENT PLAN

To clearly outline and demonstrate the professional management procedures implemented by Michele and Kirri to ensure the smooth operational management of the subject property whilst mitigating perceived disruptions to the local amenity & surrounding areas.

## 5. BOOKING REQUIREMENTS

We anticipate an occupancy rate of a 50% and above

We do not specify a mandatory minimum stay length, however we encourage guests to stay additional nights with promotional specials and discounts for multiple night stays.

We also have a booking cut-off time after 7:00pm to prevent last minute and late-night bookings to occur from opportunistic and likely undesirable guests.

## 6. GUEST SCREENING PROCEDURES

When a guest requests or books a stay at this property, we can view or determine whether the guest's profile includes their required verification steps:

- Contact details including full name(s), phone number & e-mail address
- Acceptance of our stipulated house rules
- Confirmed payment
- Profile photo (if set)
- Government issued ID (such as driver's licence or passport)
- Written reviews/recommendations from other hosts
- Their overall star rating which can be categorised for items such as observance of house rules, cleanliness & communication
- Total number of guests & location based
- Their reason for visiting Tambo & booking the property

We can then further screen the potential guest by cross referencing linked social media accounts, obtaining names of all guests, requiring government issued ID that all guests are required to submit upon successful booking confirmation. We have set a "pre-booking questionnaire" requesting applicable responses in relation to the above.

Once we have carried out a thorough check of the prospective guest, we then have a right to refuse, accept or cancel the reservation. Prior or after acceptance of the booking, we also send our "party screening" message which essentially reiterates our stance on no parties to be hosted at the premises and encourages guests to cancel their booking if that is their intent.

Our set of house rules are displayed both on the online listing and in our comprehensive guest handbook which is located inside the property in the kitchen. A copy of the house rules are also sent to the guest via online/email Three (3) times. First time with the initial welcome message, the second time 3 days prior to check in, and the third time on the day of check in. We can add additional house rules to suit the property, location, neighbourhood, or councils desires.

The Airbnb platform is one of the main platforms we will list on and most of our communication is done through the application itself as we are backed by Airbnb's platform, "professional host" support and \$1m USD host guarantee & \$1m USD host protection insurance underwritten by Lloyd's of London. The cottage and suite will also be available on Booking.com.au, Vrbo.com.au, Tripadvisor.com.au and our own website We also have a separate private insurance policy for the property and business.

Once a guest is confirmed, our direct phone numbers are automatically exchanged for any further required communication. We privately message our guests before, during and after their stays and all the correspondence is saved for our own records.

For peace of mind and assurance of how rare significant issues are, Brent Thomas, former Head of Public Policy of Airbnb Australia has said on record that just a mere 0.004% of claims through Airbnb are for amounts exceeding \$1000.

## 7. CHECK IN & CHECK OUT PROCEDURE

Check-in is from 3:00pm until 8pm. We obtain from the guests their arrival time so we can then match it with the security cameras so we can keep track of the correct number of guests entering the property and cars also.

The property includes detailed visual and written easy check in instructions and guests find them extremely easy to follow and do not cause any disruption in checking in or out of our property.

Check-out is at 10am or earlier on their departure date.

A secured tamper resistant lockbox is installed onsite at the property for guests to check-in and check-out with ease. We also offer a 'meet & greet' service and like to find out when their estimated time of arrival will be and may offer to meet the guest from time to time to welcome them to the property if required.

Our check-in instructions are issued to guests three (3) days prior to their arrival and are issued through the relevant online booking platform for safety & security. The guests will be issued with detailed check-in instructions to guide them through the whole process, they will receive a photo of the property, how to access the lockbox, how to access the front/back door, a photo of the parking space and where the council bin is located.

## 8. GUEST HANDBOOK

When a guest checks in, they are encouraged to read our 'Guest Handbook' which provides them with all the important information they need to know to have an enjoyable, safe & respectful stay. This handbook lists the property owners/hosts contact details, emergency contact details, emergency plan, house rules, parking rules, bin collection day, public transport, nearby amenities, sights, and attractions in the area and more.

Guests will also always have access to the relevant online booking platform during their stay (through the use of free WiFi) and are required to communicate with their property owners/hosts on this platform so all details pertaining to their booking are documented. The online booking platform also provides guests with the hosts contact details. The guest handbook which we have created is very comprehensive which significantly mitigates any risk and issues regarding the stays.



## 9. MITIGATION & COMPLAINTS PROCEDURE

We are contactable 24/7 and our phone numbers and e-mail addresses are provided to our guests upon confirmation of booking and are also advertised in the property for easy access.

We are more than happy to provide these contact details to nearby neighbours for us to be even more effective in managing our property. In all our online listings, which the guest(s) must agree to before, or just after booking (depending on the booking platform) with us and the also included in the guest handbook, we have extensively listed our house rules in respect to the property and other nearby residents of the surrounding area & amenity. Priority is given to adherence of our noise and parking policy.

If guests fail to adhere to our house rules, they will be at risk of having their booking cancelled immediately. We, police, security, or other engaged professionals may attend in person to have the guest/s removed, lockbox code and door lock/s may also be required to be changed depending on the circumstances.

If we receive any complaints about guests, they will be dealt with immediately upon receipt of said complaint. We will contact the guests informing them of the situation and any breach of house rules and based on severity of the breach then the reservation may be terminated.

Guests and visitors must not create noise which is offensive and excessive to occupiers of neighbouring properties especially between 8pm and 7am Monday to Saturday and 8pm – 9am on Sunday and public holidays, during arrival, and during departure, and at any time throughout the occupancy.

- Offensive and excessive noise is prohibited and may result in termination of permission to occupy the property, eviction, and extra charges for damage, security, and other expenses, which may be deducted under the terms and conditions.
- Guests and visitors must not engage in any anti- social behaviour and must minimize their impact upon the residential amenity of neighbours and local community.

Professionals and/or police may be engaged to attend during & after normal business hours to minimise disruptions to neighbours.

Any complainant will be kept informed throughout the process and will be encouraged to provide evidence to support the cause of us taking swift action. From receipt of a complaint, it is extremely rare for an issue to extend beyond just a few minutes, and we aim to resolve all issues within 30 minutes – 1 hour total. Real time noise monitoring may also be installed in the property for noise mitigation.

This technological device will enable three important criteria to appease non-conformance to the House Rules outlining “excessive noise after 8pm”.

- Peaceful Night's Sleep - Assurance that if a noise nuisance is created by guests, the management is aware before complaint calls need to be made.
- Protection Against Complaints - Time stamped data allows management to quickly validate or invalidate a complaint about noise, in real-time or post check-out of guests are often easy targets for false, perceived, or real noise complaints.
- Proactive Prevention - With early awareness of a noise issue, management can proactively prevent larger problems. This can always be done in a friendly, positive manner. Guests generally want to follow the rules and appreciate friendly outreach

## 10. USE & MAINTENANCE

The owners/hosts of the property have real-time access of the bookings calendar and may regularly schedule maintenance works in between guests stays to ensure the property is kept up to our property and guest's expectations. Property maintenance is monitored regularly and if reported is resolved swiftly either during or after guest's stays depending on the severity so that the appearance of the property meets or exceeds the standard of neighbouring properties and strata by-laws. The property is well maintained and looked after by the owners and the appropriate contractors are engaged to carry out works when necessary.

## 11. SAFETY

The property includes compliant circuit breakers and Smoke Alarms. A licenced electrician may be required to provide an electrical safety certificate from time to time to make sure the property is compliant and safe. We also offer a standard first aid kit, snake bite kit, and a fire blanket in the kitchen nearby the stove.

If required by the Blackall-Tambo regional council, we can consider fire extinguishers, extra fire blankets and implementing an emergency safety plan in case of a fire.

In our detailed guest handbook, guests are provided with the contact details for the local police station, hospitals & fire station, other important contacts and that our emergency contact number is '000'.

A list of the emergency contacts is situated on the wall beside the landline phone for ease of use and navigation in the case of an emergency.

Battery operated lanterns are distributed throughout the property (in each bedroom and in the kitchen and living area) in the case of a power outage. All important safety information is sent to the guest 3 days prior to check in and are included in the guest guidebook

## 12. HYGEINE, COMFORT & WASTE MANAGEMENT

Rubbish is to be disposed in accordance with the local council policies, strata by-laws & procedures for weekly collection on Wednesday. Any excess rubbish must not be left in sight of a public area and is removed by housekeeping. Guests are notified & reminded to place all rubbish in bins at the property.

The cleaning & housekeeping team are also asked to attend and assist with rubbish disposal at checkout and if the property is vacant. Bin location & contents are monitored by housekeeping at each check-out and we may gather photo/evidence of this so we can effectively & efficiently maintain the bins to mitigate risk of problems.

The property includes a fully functional kitchen/kitchenette with fridge and pantry for food storage in each dwelling and there has never been problems with vermin or pests – if this changes then we can send professional pest control companies to rectify this swiftly and implement measures to prevent occurrence in future.

The linen and towels are washed onsite between every guest stay, following strict hygiene/sanitary guidelines, using water 60 degrees or greater. The linen/towels are hung out to dry, before being ironed, folded and stored in our lockable linen storage cupboard.

Exhaust fans & air conditioning/heating appliances are regularly checked by the housekeeping teams and repaired or replaced if required, guests are also encouraged to report maintenance to us immediately upon discovery so that swift resolution can be made.

A washing machine and clothes line are provided for guest convenience to use during their stay to wash their clothes as required.

## 13. SECURITY

We have installed 4 WiFi surveillance cameras around the exterior of the premises. one (1) by the front door, Two (2) by the back door showing 2 different angles and one (1) pointed at the driveway.

Footage provides an expansive view of the front door/yard and back door/yard of the property which are the only entry points, this is to further ensure compliance and observance of house rules.

These Surveillance cameras also have the ability for real time audio capture (although due to state law we have this feature disabled), inter com system for conversing with guests, as well as siren alarm which can be activated by the owners through the mobile app, live video and motion sensor recordings stored in the cloud for 30 days.

All camera functions are managed through the mobile app on the owners phone.

## 14. CAR PARKING

The property comes with four (4) allocated car-bays. Both are undercover. One (1) bay for each dwelling, and Two (2) extra.

Short-term tourist guests will often have just one car between them. However during the booking process, guests will be able to provide us with further information regarding the number of vehicles. Although there is street parking, we do not advertise this as being available for guests and certainly do not expect any parking issues from our experience as short term guests typically have less cars than long term residents.

Further, we provide details for local taxi and bus companies.

As stated in our online listing, in the house rules section under 'Things to Know' is our parking information, it is also listed again in the 'Space' section of the listing

As the property will be used for residential purposes, we expect no excessive number of trips to and from the property and we further request that consent is granted for visitors and guests to further mitigate and monitor the usage of the property & parking.

## 15. HOUSE RULES

Guests are required to follow house rules during their stay. These rules are able to be viewed on our listing, in which the guest must agree to prior to booking. Upon booking, an automatic message is forwarded to the guest with a copy of the full house rules again with a message requesting that the guest follows the rules as a condition of their stay.

The house rules are sent again three (3) days before arrival, and a third time on the day of arrival.

A framed set of house rules are also displayed on the wall in a prime position in the house, and included in the guest hand book situated on the kitchen counter bench.

The rules are designed primarily to prevent disruptions in the house, neighbourhood and environment, encourage respectful behaviour and stipulate what is not permitted such as pets, smoking, parties/events, candles, etc. If rules are observed to be broken, then we may ask the guest/s to leave.

The house rules are as follows...

# HOUSE RULES

- ❖ Please Note: There are surveillance cameras in use on the outside of premises.

## FORBIDDEN ACTIVITIES

- ❖ Parties/events are not permitted
- ❖ No smoking inside
- ❖ Strictly no candles or campfires/bonfires
- ❖ No illegal substances allowed on premises
- ❖ No illegal activities permitted
- ❖ No Pets allowed
- ❖ Please respect the noise curfew. This is a residential area. Please keep noise to a minimum between 6pm and 7am. Furthermore, please refrain from unreasonably loud noise at any time. i.e revving up of vehicles, subwoofers, loud music, etc.

If forbidden activities are observed during/after your stay you may be asked to leave with no refund given and/or reported to the relevant authorities and booking website for guest misconduct. You will also have to pay any compensatory costs that may be incurred.

## UNAUTHORISED GUESTS

- ❖ We do not allow unauthorised guests to stay or use the property. Only guests, who have been booked, paid for and names provided are authorised to use the house.

Otherwise, for each unauthorised guests who uses the house, regardless of whether or not the guest sleeps the night, will incur a \$50 fee per day/night, which will be charged to you via the booking platform.

## CHECK IN/CHECK OUT TIMES

- ❖ Please respect the check in and check out times. Check in is from 3pm to 9pm. Check out is until 10am.

You may request early or late check in/check out. A \$50 early check in/late check out fee applies.

## HOUSEKEEPING

- ❖ A maximum of one (1) bed is allocated per guest. You are welcome to choose any bed you wish. It may be appropriate to shut off doors to any rooms not being used. If more beds (than the total number of guests) are used or disarrayed, then an additional linen fee of \$25 per extra bed will apply.
- ❖ Please leave furniture and decor in place. Otherwise an additional staging fee may apply, starting at \$25.
- ❖ You will need to pay for any damages or breakages.
- ❖ Please leave the house in a decent condition. While we do not expect the house to be left in the exact condition you found it, we do kindly request the following:
  - Please be kind & clean up after yourself.
  - Please clean the stove/oven after use.
  - Please ensure dishes are washed, dried & put away in the place you found them.
  - Please don't eat or drink in the bedrooms
  - Please pack up used board games, card decks & books & return to the cabinet.
  - Please take care and do your best to keep dining chair upholstery, sofa fabric and bed linen free of stains.
  - Please take rubbish out upon checkout

Otherwise an additional cleaning fee may apply, starting at \$25.

- ❖ Please take extra care of your keys. Lost keys will incur a replacement fee of \$100.
- ❖ Please use the check-out checklist provided upon checking out.
- ❖ Last but not least... Enjoy your stay ☺

## 16. DEVELOPMENT APPROVAL

The site is subject to development approval which can be reviewed on the Blackall-Tambo Regional councils website.

The site has been approved by council for material change of use to operate as an Airbnb as of June 2023.

Any future developments will require council approval, and the appropriate steps will be taken for any such development.

## 17. SUMMARY

We are committed to implementing the careful, safe and professional management procedures of our Airbnb/short term stay business to ensure the smooth operational management of the subject property. We are fully prepared for mitigating perceived disruptions to the local amenity & surrounding areas.

We have made efforts to prevent the neighbourhood, environment, residents and guests from encountering any potential hazards or disruptions that could possibly arise as a result of the short term stay, no matter how rare an occurrence or how unlikely it may be.

In summary, we are fully committed to actively implementing the management procedures outlined in this management plan to ensure the smooth operational management of the subject property whilst mitigating perceived disruptions to the local amenity & surrounding areas.