City of Bayswater

Unhosted Short-Term Rental Accommodation

Management Plan and Guest Code of Conduct - City of Bayswater application form

THIS FORM IS YOUR MANAGEMENT PLAN

Once approved, this completed form is the approved Management Plan for the property.

You may attach your own management plan or house rules as supporting information, but the City will assess and enforce the commitments in this form. If anything in an attached document is inconsistent with this form, this form prevails.

This form is to also be completed in applications to renew or amend a time-limited approval.

How to use this form

Complete every field in Parts A to K. Answers such as "to be advised", "as required" or "a compliant register will be kept" are not accepted - the City needs the actual names, numbers, times and locations. If a field does not apply, write "N/A" and say why.

The City's standard conditions of approval repeat the key commitments in this form - guest numbers, quiet hours, car parking, manager availability and response times, the notice to neighbours, the complaints register, noise monitoring and bins - so that each one can be enforced directly. The approved form is stamped and listed as an approved document on the determination notice.

Once approved, this form is your approved Management Plan. Operating the property other than as set out here is a breach of your development approval and may result in compliance action by the City and a certificate to the Commissioner for Consumer Protection under section 29 of the Short-Term Rental Accommodation Act 2024, which can lead to your STRA registration being suspended or cancelled.

Lodgement checklist

Applications missing any of the items below will be returned without assessment.

☐	Development application form signed by all registered owners (company owners: signed by a director and include an ASIC extract)
☐	This form, fully completed and signed by the owner AND the manager in Part L
☐	Site plan showing lot boundaries, every car parking bay to be used by guests (numbered and dimensioned, minimum 2.4 m x 5.4 m), outdoor living areas, external lighting, pool/spa and any sign
☐	Floor plan showing each bedroom with its length, width and ceiling height (or cubic metres), the beds in each room, and any areas guests may not enter
☐	Cover letter explaining why the location is suitable for unhosted STRA against clause 1(b) of the Policy (activity centre / station precinct / urban corridor / high-frequency public transport / adjoining non-residential uses) and how neighbour amenity will be protected
☐	Strata or community title lots only: a copy of the scheme by-laws (or a statement from the strata company or strata manager that no by-law restricts short-term letting) and, where a by-law requires it, the written consent of the strata company or community corporation
☐	Bushfire prone land only: guest bushfire evacuation plan (map, routes, evacuation destination, what to do) and details of directional signage

Part A - Property, owner and manager

A1 Property details	
Property address	
Lot / plan no.	
Title	☐ Green title ☐ Strata / survey-strata ☐ Community title
Dwelling type	☐ Single house ☐ Grouped dwelling ☐ Multiple dwelling (apartment) ☐ Ancillary dwelling
Number of bedrooms	
Bushfire prone area?	☐ No ☐ Yes - See Part I

A2 Owner(s)	
Full name(s)	
Postal address	
Phone	
Email	

A3 Manager	
Full name	*A person, not a company. This is who guests and neighbours will deal with.*
Company / agency (if any)	
24-hour phone number	*Neighbours will be given this number. A person must answer it whenever guests are staying.*
Email	
Residential or business address	*Where the manager will travel from to reach the property.*
Travel time to the property	*City default position: the manager is within 30 minutes drive of the property.* ☐ I meet this standard. Travel time: ≤ 30 minutes. ☐ I propose a longer travel time: _____ minutes. My cover letter explains how I will still meet the response times in F2.
Manager relationship	☐ Owner ☐ Family member / friend ☐ Professional STRA manager ☐ Real estate agent ☐ Other:

A4 Backup contact	
Full name	
24-hour phone number	
When does the backup contact step in?	*e.g. "If the manager does not answer within 15 minutes"; "When the manager is on leave".*
Travel time (minutes)	

A5 Registration and booking platforms	
STRA Register number	*From the WA STRA Register. Write "not yet registered" if you do not have one.* *Note: You must register before your first booking and show the number on every listing.*
Booking platforms used	☐ Airbnb ☐ Stayz / Vrbo ☐ Booking.com ☐ Own website / direct ☐ Other:
Listing name(s)	

Part B - Guests, bedrooms and stays

B1 Bedroom and bed configuration

List every room guests may sleep in. The City calclates the maximum number of guests from bedroom size:

- *14 cubic metres for each person over 10 years of age and;*
- *8 cubic metres for each person aged 1 to 10 years (Health Local Law 2023, clause 3.4).*
- *Infants under 1 are not counted.*

A room with no window or door to the outside cannot be a bedroom.

Room	Bed type(s) e.g. 1 x queen, 2 x single bunk	Room dimensions Length x width x ceiling height (m)	Total guests (all ages)	Guests over 10 years
Bedroom 1				
Bedroom 2				
Bedroom 3				
Bedroom 4				
Bedroom 5				
Other (specify)				

Maximum guests at any one time	*Both numbers will be conditions of your approval.* Total guests Guests over 10 years

B2 Areas guests may NOT enter	*e.g. locked storeroom, garage, owner's cupboard. Mark these on the floor plan.*
B3.1 Minimum stay	*Nights. If weekend bookings have a longer minimum, say so.*
B3.2 Maximum stay	☐ I confirm no booking will exceed 3 months. Anything longer is not short-term rental accommodation and is not covered by this approval.
B3.3 Whole dwelling only	☐ I confirm the whole dwelling will be let to one booking at a time. Rooms will not be let separately.
B4 Check-in and check-out	*No check-in or check-out during quiet hours: 7 pm to 7 am Monday to Friday, and 9 pm to 7 am on Saturdays, Sundays and public holidays (see E1).* ☐ I confirm this, and will state it in the listing, the booking confirmation and the Code of Conduct.

B5 How guests get access	☐ Key safe / lockbox (must not be visible from the street) ☐ Smart lock with unique code ☐ Met in person by the manager ☐ Other:
B6 Visitors (people who do not stay overnight)	☐ Not permitted ☐ Permitted - maximum visitors at a time.
B7 Parties, functions and events	Not permitted at any time. This includes hens and bucks nights, birthdays, wedding gatherings, and any gathering with more people on site than the approved guests plus permitted visitors. ☐ I confirm parties, functions and events will not be permitted.
B8 Pets	☐ Not permitted ☐ Permitted - maximum pets. Pets must not be left alone at the property and must be kept under control.
B9 Pool or spa	☐ None ☐ Yes. Not used during quiet hours. Pool barrier compliance certificate is current.

Part C - Car parking

City standard (Policy clause 1(c)). The number of on-site bays depends on the maximum number of guests over 10 years of age:

- *1 to 3 guests over 10 years: 1 bay*
- *4 to 6: 2 bays*
- *7 to 9: 3 bays*
- *10 to 12: 4 bays*

Children aged 10 years and under are not counted. Every bay must be on the lot. Shared visitor bays on strata common property do not count.

C1 Number of on-site bays available to guests	*Each bay must be shown and numbered on the site plan.* *Number of bays:* ☐ I confirm the bays meet the City standard above and are all on the lot.
C2 Type of bays	☐ Garage (cars) ☐ Carport (cars) ☐ Driveway / hardstand (cars) ☐ Allocated strata bay(s) no.
C3 How guests are told where to park	☐ In the listing ☐ In the booking confirmation ☐ In the house manual / Code of Conduct ☐ Signage on site
C4 Boats, trailers, caravans	☐ Not permitted ☐ Permitted only within the bays shown on the site plan
C5 Verge and street parking	☐ I confirm guests will be told that parking on the verge, on the street, or in neighbouring or common property is not permitted, and that the manager will direct guests to move vehicles that are parked in breach.

Part D - Guest screening and bookings

D1 How you screen bookings	☐ Government ID verified by the platform ☐ No "instant book". The manager reviews every request ☐ Previous reviews checked ☐ Minimum age of booking guest: years ☐ Guests are asked why they are staying before the booking is accepted ☐ Security bond / deposit of $ ☐ Other:
D2 How guests receive the Code of Conduct	*At a minimum, the Guidelines require the Code to be given online before arrival and displayed at the property.* ☐ In the listing ☐ With the booking confirmation (before arrival) ☐ Displayed inside the dwelling ☐ Guests must acknowledge it before arrival

D3 Cleaning and turnover	*Who cleans between bookings, and when?* ☐ I confirm there will be no cleaning during quiet hours.

Part E - Noise, outdoor areas and lighting

E1 Quiet hours	7 pm to 7 am Monday to Friday, and 9 pm to 7 am on Saturdays, Sundays and public holidays. During quiet hours: guests making any noise must be inside with doors and windows closed; no music or television audible outside the dwelling; no use of outdoor areas, pools or spas; no arrivals, departures or visitors. ☐ I confirm these quiet hours will apply and be enforced.
E2 Amplified music outdoors	Not permitted at any time. ☐ I confirm amplified music will not be played outdoors.
E3 External lighting	Lights to outdoor living areas must be switched off by 9 pm. Sensor or security lights may stay on if they point away from neighbours. ☐ I confirm outdoor living area lights will be switched off by 9 pm.
E4 Outdoor living areas guests may use	*Name each area (e.g. rear alfresco, front balcony). For each one, say roughly how far it is (in metres) from the nearest neighbouring bedroom window or outdoor area. Mark each area on the site plan.*
E5 Shared walls	☐ No shared walls with another dwelling ☐ Shared wall(s) with:
E6.1 Noise monitoring device	*City default position: a noise monitoring device is installed and working before the first booking. The device must measure noise level only (not record audio) and send real-time alerts to the manager and backup contact (e.g. Minut, NoiseAware).* ☐ Installed ☐ Will be installed and operating before the first booking
E6.2 Device brand / model and alert threshold	*e.g. "Minut. Alert sent to manager and backup contact if noise is above 70 dB for more than 10 minutes."*
E7 What you do when you get a noise alert or complaint	*List the steps and times. e.g. "Message guests straight away. Phone within 10 minutes. Attend within 60 minutes if noise continues. End the booking on the second alert."*

Part F - Complaints: who responds, how fast, and what is recorded

This Part sets out how complaints are handled. Neighbours call the manager first, not the City.

F1.1 Phone number neighbours will call	*A person must answer this number at any hour whenever guests are staying. Usually this is the manager's number from A3.*
F1.2 Backup number	*From A4.*
F2.1 Response standard (City default position)	**Acknowledge:** a person replies to every complaint by phone or message within 30 minutes, day or night. **Guest behaviour (noise, parties, anti-social behaviour, too many people, parking in breach):** contact the guests straight away. If the problem is not fixed within 30 minutes, the manager or backup contact goes to the property within 2 hours of the complaint. **Other matters (waste, maintenance, non-urgent parking):** fixed within 24 hours. **Feedback:** tell the complainant what you did within 24 hours, unless they asked not to be contacted. ☐ I agree to meet this response standard. ☐ I propose different times, set out in F2.2 and explained in my cover letter.
F2.2 Your own times (if the second box in F2.1 was ticked).	Acknowledge within ____ minutes; attend within ____ minutes.

F3 What happens to guests who breach the Code	**First breach:** a warning by phone and by message, recorded in the complaints register. **Second breach, or any serious breach (party or event, violence or threats, police attendance, more people than approved, noise during quiet hours after a warning):** the booking ends, guests must leave within 2 hours, and the guest is reported to the booking platform. ☐ I confirm this is in my booking terms and the Code of Conduct.
F4.1 Who keeps the complaints register	*Name. Record every complaint, whoever it comes from (neighbour, City, police, platform or noise device).*
F4.2 Where the register is kept	☐ Spreadsheet / cloud document ☐ Property management software ☐ Paper register at the property ☐ Other:
F4.3 Register contents	For each complaint record: (a) date, time and how it was received; (b) complainant's name and contact details, if given; (c) what the complaint was about; (d) when and how the manager responded; (e) whether the manager attended, and when; (f) what was done with the guests; (g) outcome and feedback given to the complainant; (h) date closed. Keep records for 2 years. Give them to the City within 5 business days if asked. A blank register is provided in Appendix 1. ☐ I confirm the register will record these details, be kept for 2 years and be given to the City within 5 business days if requested.
F5 Neighbour notification (City default position)	Give written notice to the owners and occupiers of every adjoining property and every property directly opposite (or, in a strata or community title scheme, every lot). Do this before the first booking, and again within 14 days of any change of manager or phone number. The notice must include: (a) the property address; the manager's name and 24-hour number; (b) the backup contact number; (c) the approved maximum guests and vehicles; (d) the quiet hours; (e) a copy of the Guest Code of Conduct; and (f) the development approval number. A template is provided in Appendix 2. ☐ I will use the Appendix 2 notice, record each delivery in the Appendix 2 delivery log, and give the log to the City if requested.

Part G - Waste

G1 Bins provided	☐ General ☐ Recycling ☐ FOGO / garden organics ☐ Additional bin service:
G2.1 Bin collection day	
G2.2 Recycling / FOGO weeks	☐ I confirm the manager or cleaner will follow the City's bin collection calendar and put out the correct bins each week (recycling and FOGO are collected on alternate weeks).
G3 Who puts bins out and brings them in	The manager and/or cleaner is responsible for putting the bins out and bringing them in. Guests are not to be relied on for bins. ☐ Manager ☐ Cleaner – on *Bins must be returned from the verge within 24 hours of collection.* ☐ I confirm bins will be placed on the verge no earlier than the day before collection and be returned within 24 hours of collection, and no waste is to be left outside bins or on the verge.
G4 Excess rubbish	☐ I confirm the manager or cleaner will remove any excess rubbish at each turnover, so no bags are left beside the bins or on the verge.

Part H - Strata and community title lots (if applicable)

H1 Consent	☐ Written consent of the strata company / community corporation attached (required only where a by-law makes short-term letting subject to consent) (dated)
H2 By-laws	☐ No by-law restricts short-term letting ☐ A by-law applies - copy attached and its requirements are included in the Code of Conduct
H3 Parking	☐ Guest parking is entirely within the lot's own bay(s) - common property visitor bays are not relied on
H4 Common property rules guests must follow	*e.g. lift and pool hours, intercom use, no bins in corridors.*

Part I - Bushfire prone land (if applicable)

I1 Evacuation plan	☐ Guest bushfire evacuation plan attached (map of the area, property identified, access routes, evacuation destination, what to do) ☐ Plan displayed inside the dwelling and included in the Code of Conduct
I2 Directional signage	☐ Signs showing evacuation direction installed / will be installed before first booking

Part J - Signage

J1 Sign identifying the STRA	☐ No sign ☐ One sign, m x m (maximum 0.2 m²), incorporated into the front fence / wall / building

Part K - Guest Code of Conduct (City of Bayswater)

This Code applies to every guest and visitor. It must be shown on the listing, sent to guests before arrival, and displayed inside the dwelling. Fill in the blanks to match Parts A to G. You may add house rules at K18 but you may not remove or weaken any rule below.

Property	Address: City of Bayswater development approval no. STRA Register no.
Manager	Name: 24-hour phone: Backup contact:
1. Who may stay	Only the guests named in the booking may stay overnight. Maximum guests, including no more than persons over 10 years of age. The booking guest is responsible for the behaviour of everyone in the group and any visitors.
2. Quiet hours	7 pm to 7 am Monday to Friday and 9 pm to 7 am on weekends and public holidays. During quiet hours: stay inside with doors and windows closed if making noise, no music or TV audible outside, no use of outdoor areas, pool or spa, no arrivals, departures or visitors.
3. Noise at all times	Noise must not be heard inside a neighbouring home with its windows closed. No amplified music outdoors at any time. No shouting, yelling, screaming or loud gatherings in outdoor areas.
4. No parties or events	Parties, functions, hens/bucks nights and events of any kind are not permitted. Advertising the property for an event, or the arrival of more people than the approved maximum, will end the booking immediately.
5. Visitors	No visitors during quiet hours. Visitors: ☐ not permitted ☐ maximum visitors between am and pm.
6. Vehicles and parking	Maximum vehicles (one per bay in C1), parked only in the bays shown in the house manual ( ). No parking on the verge, on the street, or in neighbouring or common property. Boats, trailers and caravans: ☐ not permitted ☐ only in the bays shown.
7. Check-in and check-out	No check-in or check-out during quiet hours (7 pm to 7 am Monday to Friday, and 9 pm to 7 am on Saturdays, Sundays and public holidays). Do not use the driveway or street for loading or unloading during quiet hours.
8. Outdoor areas and lighting	Outdoor areas may be used outside quiet hours only. External lights are switched off by 9 pm. Pool/spa (if any) is not to be used during quiet hours and children must be supervised.
9. Smoking and vaping	Not permitted inside the dwelling. Outside, only in the area shown in the house manual and away from neighbouring properties. Butts go in the bin.
10. Pets	Pets: ☐ not permitted ☐ maximum pets. Pets must never be left alone at the property, must be kept under control, and any mess must be picked up.
11. Rubbish	Bin day is . The manager or cleaner puts the bins out and brings them in - please leave them where they are. Use the correct bins (general / recycling / FOGO) and do not leave bags or extra rubbish beside the bins.
12. Security and damage	Lock doors and windows when you leave. Do not copy keys or share access codes. Report any damage or fault to the manager within 24 hours.
13. Strata rules (if applicable)	The strata by-laws and common property rules in the house manual form part of this Code.
14. Emergencies	Emergency (police, fire, ambulance): 000. Police assistance (non-emergency): 131 444. SES: 132 500. Manager: .
15. Bushfire Prone Area	☐ No ☐ Yes - the evacuation plan is displayed at .
16. Complaints about you	Neighbours have the manager's number and are asked to call it, day or night. The manager will contact you immediately and may attend the property.
17. Breaches	First breach: a warning. Second breach, or any serious breach (party, violence or threats, police attendance, more people than approved, noise during quiet hours after a warning): your booking ends, you must leave within 2 hours, no refund is given, and you will be reported to the booking platform.
18. Additional house rules	

Part L - Declaration and undertakings

To be signed by the registered owner(s) and by the manager named in A3. Tick each box.

☐	The information in this form is true and complete, and the property will be operated in accordance with it. I understand that, if approved, this form is the approved Management Plan and that operating otherwise is a breach of the development approval.
☐	The manager named in A3 (or the backup contact in A4) will be contactable by phone by a person at all times guests are staying, lives or works within the travel time stated in A3, and will meet the response standard in F2.
☐	A complaints register in the form of Appendix 1 will be kept for every complaint, retained for 2 years, and provided to the City within 5 business days of a request.
☐	Neighbours will be notified in accordance with F5 before the first booking and within 14 days of any change of manager or phone number.
☐	The City will be notified in writing within 14 days of any change of owner, manager or backup contact. If there is no manager meeting A3, the property will not be let until one is appointed.
☐	The property will be registered on the WA Short-Term Rental Accommodation Register before the first booking, the registration kept current, and the registration number shown on every listing.
☐	The Guest Code of Conduct in Part K will be shown on every listing, sent to every booking before arrival and displayed inside the dwelling, and guests will be required to accept it before arrival.
☐	Guests' vehicles will be kept within the on-site bays shown on the approved site plan; the number of guests and vehicles will not exceed the approved maximums; and the dwelling will be let as a whole under one booking at a time.
☐	I understand that, if the property does not comply with its development approval, a designated officer of the City may issue a certificate under section 29 of the Short-Term Rental Accommodation Act 2024, which the Commissioner for Consumer Protection may rely on to suspend or cancel the property's STRA registration.
☐	If the City notifies me that the premises or their use do not comply with the development approval, I will notify the Commissioner for Consumer Protection in writing within 30 days, as required by section 28 of the Short-Term Rental Accommodation Act 2024.

Owner name		**Signature**	
Owner name		**Signature**	
Manager name		**Signature**	
Date			

Appendix 1 - Complaints register

Keep one line per complaint from any source (neighbour, City, police, platform, noise device). Keep for 2 years. Provide to the City within 5 business days of a request. Attach the full register to any application to amend or extend the approval.

Date & time received; how (phone/SMS/ email/City/police/ device)	Complainant name & contact (if given)	Nature of complaint	Time manager responded & how	Attended? Time of arrival	Action taken with guests (warning / booking ended)	Outcome & feedback to complainant (date)	Closed (date & initials)

Appendix 2 - Notice to neighbours

Deliver to the owners and occupiers of every adjoining property and every property directly opposite (and every lot in a strata or community title scheme) before the first booking, and again within 14 days of any change of manager or phone number. Record each delivery in the delivery log below.

Date:

Short-term rental accommodation at

Dear neighbour,

The City of Bayswater has approved the use of the above property for unhosted short-term rental accommodation (development approval no.). Guests will stay for short periods and the property is managed under a Management Plan and Guest Code of Conduct approved by the City.

If guests are causing a problem - at any hour - please call the manager:

Manager: 24-hour phone:

Backup contact: 24-hour phone:

The manager will acknowledge your call within 30 minutes, contact the guests immediately, and attend the property within 2 hours if the problem continues. Guests who breach the Code are warned once; on a second or serious breach their booking is ended and they must leave.

What has been approved: maximum guests; maximum vehicles, all parked on the property; no parties or events; quiet hours 7 pm to 7 am Monday to Friday and 9 pm to 7 am on weekends and public holidays; no visitors during quiet hours; external lights off by 9 pm.

If you cannot reach the manager, call the backup contact. Noise, parties and anti-social behaviour in progress can be reported to WA Police on 131 444.

A copy of the Guest Code of Conduct is attached.

Owner / manager:

Neighbour notice delivery log

Record every notice you deliver, including any notice sent again after a change of manager or phone number. Give this log to the City if asked and attach it to any application to renew or amend the approval.

Address	Owner or occupier	Date delivered	How delivered (letterbox, email, in person)	Reason (first notice, or change of manager or phone number)

City of Bayswater

Privacy Collection Notice: The City of Bayswater collects the personal information provided in this form to assess and administer your application for unhosted short-term rental accommodation, monitor compliance with any approval, manage complaints and undertake related regulatory activities. Relevant information may be disclosed to government agencies, regulatory or law enforcement bodies, neighbouring properties where required by the approved Management Plan, or where otherwise authorised or required by law. If you do not provide the required information, the City may be unable to process your application. For more information about how the City handles personal information, including access, correction and privacy complaints, refer to the City's Privacy Statement.