

Specialised Accommodation Local Planning Policy

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1. Citation

This is a local planning policy prepared under Schedule 2 of the *Planning and Development (Local Planning Schemes) Regulations 2015*. This policy may be cited as the *Specialised Accommodation Local Planning Policy*.

2. Purpose and Application

2.1. Purpose

The purpose of this policy is to:

- (a) Guide appropriate design outcomes for specialised accommodation within the City of Perth.
- (b) Detail the management requirements for specialised accommodation to balance appropriate standards of amenity for occupants and the long-term residents of the City of Perth.

2.2. Application

This policy applies to all applications for development approval for tourist and visitor accommodation, unhosted short-term rental accommodation (unhosted STRA) and student accommodation on land zoned on the Scheme Map.

2.3. Relationship to other Planning Documents

This policy should be read in conjunction with the City of Perth *Local Planning Scheme No. 3* (LPS3) and other relevant local planning policies including:

- General Design Local Planning Policy
- Building Heights and Setbacks Local Planning Policy
- Heritage Local Planning Policy
- Heritage Area Local Planning Policies
- Character Area Local Planning Policies

Where this policy is inconsistent with LPS3, the provisions of LPS3 prevail to the extent of any inconsistency.

Where this policy is inconsistent with other relevant local planning policies, the provisions of this policy prevail to the extent of any inconsistency.

3. Objectives

To ensure specialised accommodation:

- (a) maintains the amenity and character of the area through ensuring the location, scale, design and operation is appropriate for its location and setting.
- (b) provides a high level of amenity for occupants.
- (c) does not adversely affect the significance of heritage places.
- (d) maintains residential amenity when located near residential uses.

4. Provisions

4.1 Student Accommodation

4.1.1 Objectives

- (a) To provide a high level of amenity for building occupants.
- (b) To ensure private rooms are of a size and layout that is liveable and functional.
- (c) To ensure shared facilities are of a size and layout that is functional and fit for purpose.
- (d) To ensure sufficient communal space is provided to meet the needs of the building occupants.
- (e) To ensure a balance of quiet and active, internal and external communal spaces that meet the needs of occupants whilst protecting the amenity of private rooms.

4.1.2 Provisions

4.1.2.1. Private Room Design

- (a) Every bedroom shall have direct access to daylight from at least one window in an external wall visible from all parts of the bedroom.
- (b) Every bedroom shall be capable of being naturally ventilated.
- (c) Private rooms without kitchenettes and bathrooms shall have a minimum dimension of 2.5m and a minimum internal floor area of 9m². Refer to Figure 1.
- (d) Private rooms with kitchenettes and bathrooms shall have a minimum dimension of 3.0m and a minimum internal floor area of 18m². Refer to Figure 2.
- (e) Private rooms shall have a layout and design to accommodate:
 - i. a bed accessible from at least one long side;
 - ii. a desk and chair; and
 - iii. a robe/storage unit.
- (f) Private kitchenettes (where provided) shall have sufficient space and dimensions to accommodate a sink, microwave, fridge, storage, food preparation space and waste/recycling storage.
- (g) Private bathrooms (where provided) shall have sufficient space and dimensions to accommodate a shower, toilet, sink and storage space.

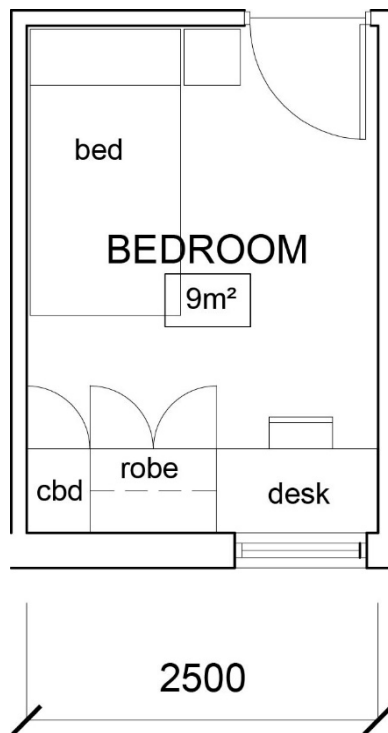


Figure 1. Minimum dimension and internal floor area for private rooms.

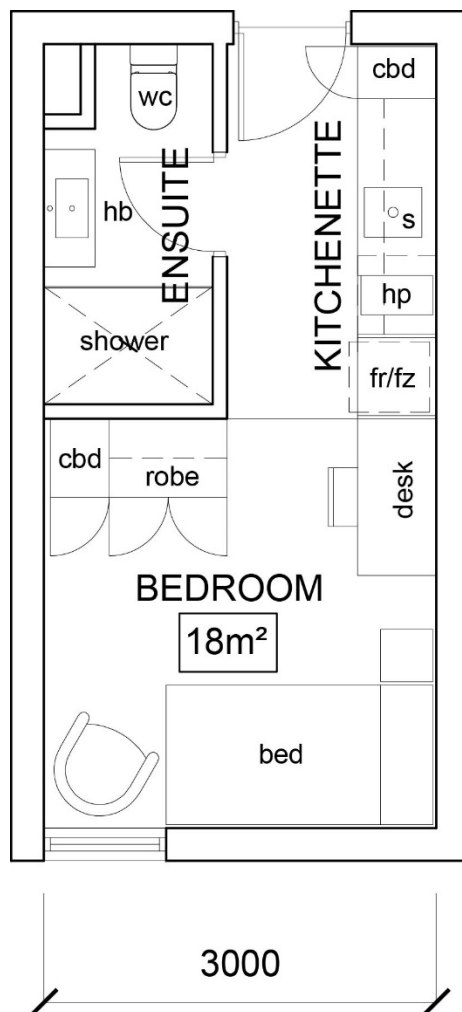


Figure 2. Minimum dimension and internal floor area for private rooms with a kitchenette and bathroom.

4.1.2.2. Shared Facility Design

- (a) Shared kitchen facilities shall be provided commensurate with the number of occupants without private kitchenettes and shall include sufficient space and dimensions to accommodate stove top cookers, ovens, refrigerators, freezers, storage, food preparation space, sinks and waste/recycling storage together with dining areas.
- (b) Shared laundry facilities shall be provided commensurate with the number of occupants and shall include sufficient space and dimensions for washing and drying such as washing machines, clothes dryers and laundry sinks.

Note. Student accommodation must comply with the City of Perth *Health Local Law 2000*.

4.1.2.3. Communal Space Design

- (a) Internal communal space shall:
 - i. be accessible from the shared facilities where possible;
 - ii. be universally accessible;
 - iii. have sufficient space and dimensions to create a functional useable space commensurate with the number of occupants;
 - iv. have a design and layout that demonstrates both quiet and active uses can be accommodated; and
 - v. be capable of being used at night without creating noise or light spill into private rooms.
- (b) External communal space (where provided), shall:
 - i. be accessible from the internal communal space where possible;
 - ii. have adequate solar access;
 - iii. include landscaping (where appropriate);
 - iv. be able to be serviced and maintained; and
 - v. be capable of being used at night without creating noise or light spill into private rooms.

4.1.3 Management

- (a) Applications for development approval are to be accompanied by a management plan. This shall include matters such as:
 - i. details of the property manager;
 - ii. safety and security arrangements including for the occupants and their guests;
 - iii. management of the shared facilities and communal spaces;
 - iv. cleaning and laundry facility services/arrangements;
 - v. complaints management procedure; and
 - vi. control of noise and other disturbances; and
 - vii. an Emergency Response Plan and Evacuation Plan.
- (b) The complaints management procedure shall include:
 - i. property manager's contact details and how these are made available occupants;

- ii. details of how the property manager will respond to complaints in a timely manner;
- iii. details of how complaints will be recorded. Recorded information shall include:
 - name, address, and contact details of complainant;
 - details of complaint.
 - record of response (date, name and contact of responder, response details)
 - further details of any follow up actions.

4.2 Tourist and Visitor Accommodation

4.2.1 Management

4.2.1.1. Management Plan

- (a) Applications for development approval are to be accompanied by a management plan. This shall include matters such as:
 - i. details of the property manager;
 - ii. check in and check out hours and booking procedure;
 - iii. type or extent of additional services to be offered (e.g. food, beauty treatments, child care);
 - iv. safety and security arrangements including for the occupants and their guests;
 - v. management of and access to any shared facilities and communal spaces;
 - vi. cleaning and laundry facility services/arrangements;
 - vii. control of noise and other disturbances;
 - viii. complaints management procedure;
 - ix. Code of Conduct; and
 - x. an Emergency Response Plan and Evacuation Plan.
- (b) The complaints management procedure shall include:
 - i. property manager's contact details and how these are made available to guests and nearby owners and occupants;
 - ii. details of how the property manager will respond to complaints in a timely manner;
 - iii. details of how complaints will be recorded. Recorded information shall include:
 - name, address, and contact details of complainant;
 - details of complaint.
 - record of response (date, name and contact of responder, response details)
 - further details of any follow up actions.
- (c) A Code of Conduct shall be provided for guests, including details of the property manager, emergency procedures and any other important information guests may need.
- (d) With any change of operator, the relevant new details must be provided to the local government and incorporated into an updated revised management plan.

4.2.1.2. Registration

All applications are to include written evidence demonstrating that the operator has valid membership to an appropriate professional board or body, which operates within a code of practice or licensing system. This may be the Tourism Council of WA, or another appropriate organisation.

Where the operator of the use is unknown when the application for development approval is submitted, written evidence of membership will be required prior to occupation.

4.3 Unhosted Short-Term Rental Accommodation

4.3.1 Provisions

4.3.1.1. Occupancy

- (a) Unhosted STRA shall have a maximum occupancy of two persons per bedroom and a maximum of six occupants per dwelling.

4.3.1.2. Parking

- (a) Where car parking is provided for a dwelling, it shall be available for the unhosted STRA.

4.3.1.3. Signage

Signage should be minimised. Where signage is proposed, it shall comply with the following:

- (a) be affixed to the front/entrance door of the unhosted STRA;
- (b) not greater than an A4 sheet of paper;
- (c) not illuminated;
- (d) be of high quality material;
- (e) include the current telephone number for the property manager; and
- (f) for multiple and grouped dwelling developments, signage shall not be visible from the public realm.

4.3.1.4. Strata Properties

- (a) For properties located within a strata scheme, applications for development approval are required to provide the following additional information:
 - i. a letter from the strata company (or strata management company on behalf of the strata company):
 - a. confirming there is no by-law effecting a prohibition on unhosted STRA within individual apartments.
 - b. confirming there is no by-law effecting a prohibition or management controls on the use of common property by the unhosted STRA.
 - ii. a site and floor plan clearly indicating any areas that are proposed to be accessed by guests. This includes the strata lot, and any common property, for example: car parking area, lifts, pool and gym.
- (b) Where a lock box is proposed, the lock box shall not be visible from the public realm. A strata scheme should consider a centralised location to reduce visual clutter.

4.3.2 Management

4.3.2.1. Management Plan

(a) Applications for development approval are to be accompanied by a management plan. This shall include matters such as:

- i. details of the property manager;
- ii. check in and check out hours and booking procedure;
- iii. minimum and maximum stay requirements;
- iv. maximum number of guests;
- v. management of visitors;
- vi. confirmation of designated on-site parking bays;
- vii. alternate transport options to on-site car parking, such as public transport details, and/or nearby paid car parking locations where on-site car parking is not provided;
- viii. access to any communal facilities (if allowed), and how guest and visitor usage is managed;
- ix. waste management information;
- x. cleaning arrangements;
- xi. complaints management procedure;
- xii. Code of Conduct; and
- xiii. an Emergency Response Plan and Evacuation Plan.

(b) The complaints management procedure shall include:

- i. property manager's contact details and how these are made available to guests and nearby owners and occupants;
- ii. details of how the property manager will manage and respond to complaints in a timely manner;
- iii. details of how complaints will be recorded. Recorded information shall include:
 - name, address, and contact details of complainant;
 - details of complaint;
 - record of response (date, name and contact of responder, response details); and
 - further details of any follow up actions.

Note. Nuisance behaviour that may trigger a complaint include:

- violence or threats.
- loud aggressive behaviour including yelling, screaming, or arguing.
- excessively loud noise nuisance.
- light spill.
- barking dogs.
- smoke or odours.

(c) A Code of Conduct shall be provided for guests, including details of the property manager, emergency procedures and any other important information guests may need.

- (d) With any change of operator, the relevant new details must be provided to the local government and incorporated into an updated revised management plan.

4.3.2.2. Registration

Whilst it is not a requirement at application stage, all STRA require Registration in accordance with the State Government Short-Term Rental Accommodation (STRA) Register.

4.3.3 Approval Period

- (a) Development approval for unhosted STRA may be granted for an initial period of twelve months. This will be applied where the appropriateness of the unhosted STRA land use is dependent upon the effectiveness of proposed management arrangements.
- (b) Where a time limited development approval is granted in accordance with clause 4.3.6(a), the assessment of a subsequent application for development approval to continue the use will consider the management arrangements during the initial 12 month period, with regard to any complaints received during this period.

5. Definitions

Specialised Accommodation means student accommodation, tourist and visitor accommodation and unhosted short-term rental accommodation as they are defined in the Local Planning Scheme No.3.