

TOURIST AND VISITOR ACCOMMODATION AND UNHOSTED SHORT-TERM RENTAL ACCOMMODATION LOCAL PLANNING POLICY

(ADOPTED 9 DECEMBER 2025)

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 Tourist and Visitor Accommodation and Unhosted Short-Term Rental Accommodation Local Planning Policy.

2. PURPOSE AND APPLICATION

2.1 PURPOSE

The purpose of this policy is to:

- (a) Guide appropriate design outcomes for tourist and visitor accommodation and unhosted short-term rental accommodation.
- (b) Detail the management requirements to balance appropriate standards of amenity for occupants and the long-term residents.

2.2 APPLICATION

This policy applies to all applications for development approval for tourist and visitor accommodation and unhosted short-term rental accommodation (unhosted STRA) on land zoned under City of Subiaco Town Planning Scheme No. 4 (TPS4).

3. OBJECTIVE

To ensure tourist and visitor accommodation and unhosted STRA:

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

4. PROVISIONS

4.1 TOURIST AND VISITOR ACCOMMODATION

4.1.1 Management

4.1.1.1 Management Plan

- (a) Applications for development approval are to be accompanied by a management plan which details how potential amenity impacts will be addressed. 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. Code of Conduct;
 - ix. complaints management procedure; 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; and
 - 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.
- (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.

4.1.1.2 Registration

- (a) 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.
- (b) Where the operator of the use is unknown when the development application is submitted, written evidence of membership will be required prior to occupation.

4.2 UNHOSTED SHORT-TERM RENTAL ACCOMMODATION

4.2.1 Occupancy

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

4.2.2 Parking

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

4.2.3 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.

4.2.4 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.

4.2.5 Management

4.2.5.1 Management Plan

- (a) Applications for development approval are to be accompanied by a Management Plan which details how potential amenity impacts will be addressed. 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; and
 - xii. 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; and

- 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.

4.2.5.2 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 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 (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.