

MICHELLE & TONY CARR

IRWIN SHIRE COUNCIL – DEPARTMENT OF PLANNING  
12 Bertran Vista  
PORT DENISON WA 6525

dear Sir / Madam,

**Re: Application for Approval of Short -Term Rental Accommodation at 12 Bertan Vista, Port Denison**

Please find attached completed application for development approval for short term accommodation at our property - 12 Bertan Vista, Port Denison, hereafter referred to as “The Property”.

In accordance with the Short-Term Rental Accommodation Local Planning Policy, prepared under Schedule 2, Section 2, Part 2 of the deemed provisions in the Planning and Development (Local Planning Schemes) Regulations 2015, and the Shire of Irwin Local Planning Scheme No.5

I provide the following detailed management plan for review and approval.

**Article 5.1: Location**

The property is situated in an area of medium tourism as detailed below, many of each within walking distance:

Attraction	Distance from the property
Denison House	0.3 KM
Dongara Emergency	1KM
Marina Foreshore	3KM
Dongara Denison Drive in	1.9KM
Denison Canoe Ramp	0.3KM
Irwin Rec Centre	2.1KM

The property is situated on the main vein between Dongara & Port Denison and in surrounding areas includes a mix of residential homes.

**Article 5.2: Number of Guests**

“The Property” is advertised to accommodate large families up to 8 guests, consistent with policy requirements. The number is appropriate given to the properties’ configuration of 4 bedrooms, 2 bathrooms, large open plan living extra dining room and alfresco. Maximum occupancy and configuration ensure adequate space and facilities for all guests.

**Article 5.3: Complaints and Management**

- 1. Contactable manager:** DONGARA HOLIDAY HOMES (Debra Thompson) Manages “The Property” and is available 24/7 via phone on 0400 238 012.
- 2. Proximity management:** in the event of a compliant, incident, or emergency, guests and neighbours are instructed to contact Debra Thompson immediately, after emergency services have been engaged (where required). Debra will attend & deal with the matter, or in the case of urgent attendance is required the Police will be contacted.

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- 3. Complaint handling:** All complaints from guests, neighbours and public will be logged including details of resolution, and records will be submitted with renewal applications as required.

#### **Article 5.4: Guest Check – In and Check – Out Procedures**

Guests will be provided clear instructions for:

- Check in from 2:00 Pm
- Check out by 10:00 AM

Keys are accessible via secure lock box and assistance is available for late arrivals.

#### **Article 5.5: Access and Parking**

The property has four (6) onsite parking bays on the driveway of Bertan Vista, this includes a double carport, the carport is at the rear of the property which allows for an additional 4 parking spaces.

- Parking is contained entirely within the property boundary, with no use of the verge or garden areas. Existing vehicle access points meet local government standards and will be maintained to remain compliant.

Please see **Appendix A** for the site plan displaying parking spaces.

#### **Article 5.6: Signage**

A sign displaying the manager's name and contact details will be installed in a visible location at "The Property". Guests receive detailed directions to the property on full payment of their tariff also 24 hours prior they will receive a text message with property address, check in time, lock box code and managers name and contact details.

#### **Article 5.7: Waste Management**

As a rateable property, waste is collected kerbside weekly. Guests are left instructions on the day to put bin out in our welcome booklet along with other house rules. Guests are also instructed to contact Debra Thompson (Dongara Holiday Homes) if the rubbish bins are full or overflowing prior to collection days and Dongara Holiday Homes will organise for the bin to be emptied and disposed of at the local tip. Should the waste management become an issue, we will purchase an additional bin for "The Property", as detailed on the Shire of Irwin website.

#### **Article 5.8: Management Plan**

- Please see **Appendix B - Dongara Holiday Homes Management Plan**
- **Amenity Impacts** - noise and antisocial behaviour will be monitored through booking rules which guests agree to before they request a reservation. This is sent to guests. These include quiet hours between 10:00 PM and 7:00 AM and prohibitionist of parties or events.
- This will also be managed through ongoing communication with the neighbours.

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- **Pets:** pets may be considered when booking at “The Property” for an additional fee guests are advised of requirements for managing their pet while staying and upon vacating the property. Any complaints related to noise will be dealt with in accordance with section 5.3 above.
- **Daily Management:** “The Property” is managed through the reservation request method. As such, we vet each booking request by reviewing the guest profile, reviews, and by advising guests that each adult staying at the property must be added to the booking or we will cancel the reservation. Persons under the age of 18 and not permitted without a parent or carer. Keys are available through fixed lock box on site, the code is given to guests prior to arrival.

Cleaning services are provided by local business **Clean As. (Michelle Hobbs)**

Guests are offered mid-stay cleaning services for nominal fee. Gardening and waste disposal services are designated to Thommo’s Lawnmowing.

All information is provided to guests in our property guidebook at the property along with a folder with local dining and things to do information.

- **Emergency Response:** Fire safety plans and equipment are in place, including mains powered smoke alarms located in always adjacent to bedrooms as well as RCD installations. These were installed with the completion of building the house in 2022.
- A 2.5 KG ABE Dry Powder Fire Extinguisher is located in the laundry area, as well as a fire blanket. An emergency evacuation map is laminated and posted in the kitchen. An emergency assembly area is designated at the front of the property and guests are required to assemble here in case of an emergency.

#### **Article 5.9: Application Information**

A site plan showing parking allocation, internal floor plan displaying safety equipment locations and emergency information and this management plan comprised this submission.

Appendices containing supplementary details.

#### **Article 5.10: Fees**

The required application fee, as detailed in the policy, will be paid upon submission of this application.

#### **Article 5.11: Time Limited Approvals**

We acknowledge that approval is limited to 12 months and will submit renewal applications annually, ensuring all required documentation and evidence of effective management is provided.

#### **Article 5.12: Compliance with Further Requirements**

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“The Property” will be registered with **STRA** upon **Approval IRWIN SHIRE of Short -Term Rental Accommodation at 12 Bertan Vista, Port Denison**

- under the *Short – Term Rental Accommodation Act2024*. The Registration number will be supplied forth with and displayed on our property signage
- We do not offer food preparation services to gusts, thus exempting “The Property” from food business registration requirements.

Should you require additional information or clarification, please do not hesitate to contact me at 0418942918 Michelle [carrfamily395@gmail.com](mailto:carrfamily395@gmail.com)

Thank you for considering our application

Yours sincerely,



Michelle Carr

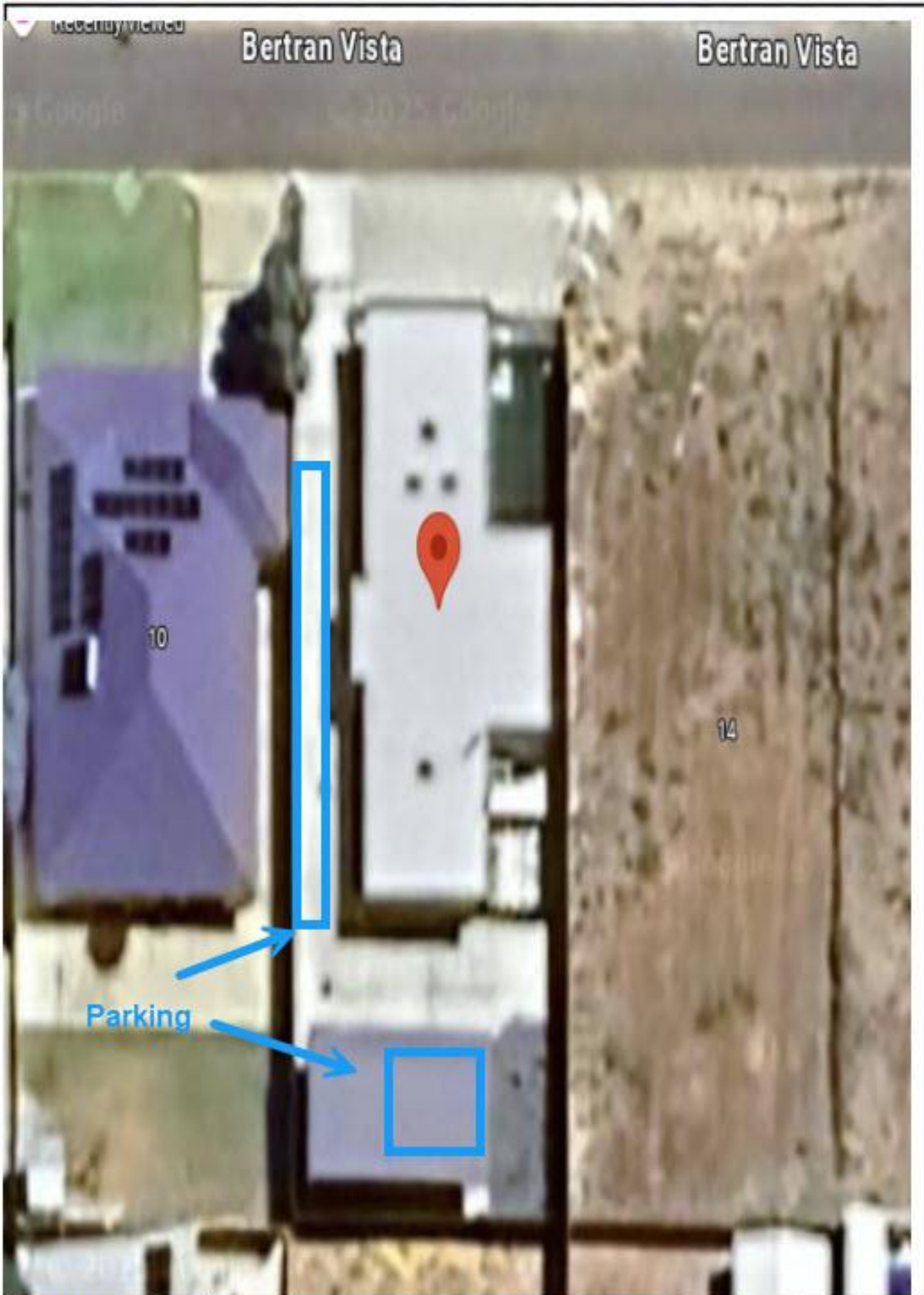


Tony Carr

Included

- **Appendix A – Site plan - Parking**
- **Appendix B - Dongara Holiday Homes Management Plan**
- **Appendix C - Emergency evacuation map**
- **Appendix D – Copy of house plans**





January 2025		12 Bertran Vista	
		12 Bertran Vista Site Plan	

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MANAGEMENT PLAN – DONGARA HOLIDAY HOMES

APPENDIX B

1. Dongara Holiday Homes has Management Authority in place prior to accepting & managing a property.
2. Dongara Holiday Homes has a Holiday Rental Agreement with guests, they must sign and return the agreement before payment to ensure they can review and agree to if issues arise at vacate.
3. A holiday bond of \$300 is also applied to all bookings.

**Management Plan Details**

- **Amenity Impacts** - noise and antisocial behaviour will be monitored through booking rules which guests agree to before they request a reservation. This is sent to guests when booking. These include quiet hours between 10:00 PM and 7:00 AM and prohibited of parties or events. This will also be managed through ongoing communication with the neighbours.
  - **Pets:** pets may be considered when booking at “The Property” for an additional fee guests are advised of requirements for managing their pet while staying and upon vacating the property. Any complaints related to noise with will be dealt with in accordance with section 5.3 above.
  - **Daily Management:** “The Property” is managed through the reservation request method. As such, we vet each booking request by reviewing the guest profile, reviews, and by advising guests that each adult staying at the property must be added to the booking or we will cancel the reservation. Persons under the age of 18 and not permitted without a parent or carer.
  - Cleaning services are provided by local business **Clean As. (Michelle Hobbs)**
  - Guests are offered mid-stay cleaning services for nominal fee. Gardening and waste disposal services are designated to **Thommo’s Lawnmowing.**
  - All information is provided to guests in our property guidebook at the property along with a folder with local dining and things to do information.
4. **Keys:** are available through fixed lock box on site, the code is given to guests prior to arrival.
  4. **Proximity management:** in the event of a compliant, incident, or emergency, guests and neighbours are instructed to contact me immediately, after emergency services have been engaged (where required). I will attend & deal with the matter, or in the case of urgent attendance is required the Police will be contacted.
  5. **Complaint handling:** All complaints from guests, neighbours and public will be logged including details of resolution, and records will be submitted with renewal applications as required.
  6. Advertising is done through Dongara Holiday Homes website, Facebook, Instagram and flyers and leaflets.

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[HOME - Dongara Holiday Homes](#)

[Dongara Holiday Homes \(@dongaraholidayhomes.com.au\) • Instagram photos and videos](#)

[\(20\) Facebook](#)

<https://reelaxingretreat.com.au/>