

TOWN OF COTTESLOE

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15 December 2025

MANAGEMENT PLAN & CODE OF CONDUCT REQUIREMENTS



COTTESLOE
BNB

SHORT STAYS
PROPERTY MANAGEMENT

For Short-Term Rental Accommodation

Property Name: Cottesloe Coastal Sanctuary

Address: 4 Chamberlain St, Cottesloe WA 6011, Australia

Prepared for submission to:

Town of Cottesloe

Date: 20/10/2025

1. INTRODUCTION

This document outlines the Management Plan and Code of Conduct for the short-term rental accommodation (STRA) at **4 Chamberlain St, Cottesloe**, ensuring responsible management and minimal impact on the local community.

The Short-Term Rental Accommodation Act 2024 and the associated Planning and Development (Local Planning Schemes) Amendment (Short-Term Rental Accommodation) Regulations 2024 require all STRAs to be registered with the Department of Energy, Mines, Industry Regulation and Safety (DEMIRS) by 1 January 2025.

This plan ensures compliance with local and state regulations, guest safety, and neighbourhood harmony.

2. PROPERTY DETAILS

- **Property Address:** 4 Chamberlain St, Cottesloe WA 6011, Australia
- **Zoning:** Residential R20
- **Accommodation Type:** Un-hosted Short-Term Rental
- **Maximum Guest Capacity:** 8 Guests
- **Number of Bedrooms/Bathrooms:** 4 Bedrooms / 2 Bathrooms
- **Parking Availability:** Free Parking- 2 available on driveway
- **STRA Accommodation Registration Number:** STRA6011YAMORUBJ

3. PROPERTY MANAGEMENT & CONTACT DETAILS

- **Managing Entity:** Cottesloe B&B Pty Ltd
- **Primary Contact:** Tania Willert
- **Phone Number:** 0461 311 630
- **Email:** info@cottesloebnb.com
- **Emergency Contact (24/7):** Tania Willert 0428 808 777

BACKGROUND AND OVERVIEW

Cottesloe BnB is a boutique short-term accommodation management company providing full property management services to property owners in Cottesloe and surrounding areas.

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Cottesloe BnB is the Exclusive Managing Agent for the property at 4 Chamberlain St, Cottesloe. All guests must request to book properties that are managed under Cottesloe BnB, no guest can instant book, which ensures background checks are conducted on guests to ensure minimal impact to the premises, neighbours, and community.

MANAGEMENT AND CONTACT INFORMATION

Cottesloe BnB is an owner-operated business based in Cottesloe, ensuring rapid response times to any guest or property issues. The main points of contact are:

- **Manager: Tania Willert:** +61 428 808 777 / info@cottesloebnb.com
- **Jeanie Woodward:** +61 461 335 245 / jeanie@cottesloebnb.com

Our contact details are available to all guests and adjacent neighbours in the rare event of an issue arising. We are contactable 24/7 and can typically attend the property within an hour for any guest or neighbour emergencies or Town of Cottesloe inquiries.

4. COMPLIANCE WITH REGULATORY REQUIREMENTS

- The property is registered with DEMIRS as required by the Short-Term Rental Accommodation Act 2024.
- The accommodation will not exceed the approved number of guests as per local and state regulations.
- Noise, parking, and waste management policies have been implemented to minimize the impact on neighbours.
- The property operates within the Town of Cottesloe's interim planning guidelines, with a 12-month DA approval sought under the "use not listed" provision.

5. MANAGEMENT PLAN

OBJECTIVES OF SHORT-STAY ACCOMMODATION

The proposal meets all the Town of Cottesloe's objectives for Short-Stay Accommodation by:

Positive Contribution

Positively contributing to the surrounding locality and providing diversity of accommodation types in the Town of Cottesloe.

Protection of Amenity

Will be managed in a way that protects the amenity of the surrounding community.

Heritage

The proposal is not in a Heritage Area

Management Plan (MP)

- a) The Management Plan addresses the operation of the facility to ensure that noise control is maintained in accordance with noise regulations.
- b) The screening and assessment procedures for all prospective guests.
- c) Complaints Management Procedure.
- d) Premises are secure, and guests are aware of emergency contact details and protocols.
- e) Car parking requirements.

Code of Conduct

The Code of Conduct sets out the rules, the expected acceptable behaviour, and the consideration of neighbouring residents.

6. MANAGEMENT PLAN (FOR MANAGEMENT)

4 Chamberlain St, Cottesloe.

The proposal contains a residential house, consisting of 4 bedrooms and 2 bathrooms.

6.1 Bookings, Occupancy and Use of Premises

All bookings will be made through a Short Stay Platform such as Airbnb or the Cottesloe BnB website, and all guests will be subject to the Residential Tenancy Act (1987). The property is a self-contained residential house containing a total of 4 bedrooms and 2 bathrooms, with bookings permitted for a maximum of 8 persons, based on a ratio of two persons per bedroom. Children over 12 years of age are included in this maximum occupancy. Visitors may attend the premises but are not permitted to stay overnight.

6.2 Check-In and Check-Out

- a) **Check-In:** At the time of booking online, guests are to read and agree to the House Rules, which specifically state:
 - a) No parties or events
 - b) Quiet time 9:00 PM – 9:00 AM

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- c) No smoking or vaping
 - d) Check-in time is generally from 3:00 PM to 9:00 PM daily. Guests are provided with a code for lockbox entry into the property.
- b) **Check-Out:** Standard check-out time shall be between 7:00 a.m. and 10:00 a.m. on the day of departure. Any request for an extension must be made to, and approved by, the Manager in advance. Where early check-out prior to 7:00 a.m. is approved, guests must minimise noise to avoid disturbance to neighbouring properties.

6.3 Complaints Management

Complaints may be resolved directly between the manager and guests. If neighbours believe that residents are not acting in accordance with the Code of Conduct, they may contact the Manager. If neighbours have concerns relating to the operation of the property, such as external lighting, vegetation, or other general matters, they are likewise encouraged to raise these with the Manager.

Prior to commencement of operations, the Manager will introduce themselves to neighbours and provide their name and contact details. A copy of this Management Plan, together with the Code of Conduct, the Complaints Management Procedure, and the Manager's contact details (including after-hours contact), shall be made available to neighbours.

The Manager shall maintain a Complaint Register containing the following information, which shall be available for inspection by an authorised officer of the Town of Cottesloe during normal business hours:

- a) The date and time of the complaint,
- b) The name and address of the complainant,
- c) The nature of the complaint,
- d) Investigations carried out,
- e) Actions taken,
- f) Response provided to the complainant.

A copy of this Management Plan will be made available to the neighbours. The neighbours will be provided with the contact details of the Manager. The Manager is to maintain a Register of all occupants referred to in the Management Plan. Neighbours are to be provided with the following regarding Short Stay Accommodation at 4 Chamberlain St, Cottesloe.

- a) A copy of the Code of Conduct
- b) A copy of the Complaints Management Procedure
- c) Contact details which allow neighbours to engage with the Manager in the event of antisocial behaviour, particularly after hours, if not addressed directly with the guests.

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Neighbours are encouraged to contact the police immediately if they have concerns that any illegal activity is taking place at 4 Chamberlain St, Cottesloe.

Complaints can be divided into categories. The process for each is detailed as follows:

6.4 Level 1 Complaint (Minor Noise Disturbance / or Complaint)

In the event of a Level One Complaint, the following procedures are to be adopted.

- I) The neighbour is encouraged to contact the manager to advise of the concern.
- II) The Manager will contact the guest to advise the nature of the complaint and remind the guests of the obligations under the Code of Conduct, and/or explain the nature of the concern raised.
- III) If the issue is not resolved and a further complaint is received within 12 hours, the Manager or an appointed security firm is to attend the site.
- IV) In the event of a further complaint being received and the complaint validated, the guests will be evicted in accordance with the Code of Conduct.

6.5 Level 2 Complaint (Major Noise Disturbance or Party)

- I) Guests are encouraged to enjoy their time on the property, but as outlined in the Code of Conduct, parties are not permitted, and noise should be minimised after 9:00 PM and before 9:00 AM.
- II) If a Level 2 complaint is received, the following procedure is to be adopted
- III) The Manager or security firm will attend the premises within one hour of the complaint to verify if this is a major noise disturbance or party.
- IV) If the complaint and the issue are deemed to be a Level 1 Complaint, then the procedure for Level 1 should be followed.
- V) If the complaint is verified as a Level 2 Complaint, the guests will be evicted in accordance with the Code of Conduct.

6.6 Private Outdoor Spaces

The property has outdoor living space, which is for the private use of the guests. Guests should be mindful of the proximity to all neighbouring residences and to keep noise to an acceptable level and ensure lighting does not impact the neighbour's amenity.

6.7 Length of Stay

Premises are available for a minimum stay of 5 nights for a maximum 90-day continuous stay, or per year. The property is serviced on a weekly basis in addition to cleaning prior to check-in. Only one booking is accepted at any one time. Individual bedrooms shall not be leased or sublet separately. Names of all guests staying at the property are to be provided to the Manager at the time of the booking. This includes children over 12 years of age. The Manager is to be made aware of any changes to the booking in terms of the number of guests being accommodated.

6.8 On-Site Register

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The Manager shall maintain a Register of all occupants, which shall be available for inspection by an authorised officer of the Town of Cottesloe. The Register shall contain:

- a. The names and usual place of residence of all occupants;
- b. The date of arrival and departure of the occupants.

The Manager will be accessible by telephone during the hours of 8:30 a.m. to 5:00 p.m., Monday to Friday, and 8:30 a.m. to 4:00 p.m. on Saturday and Sunday.

6.9 Maintenance

Maintenance refers to both building maintenance and care of the gardens. Maintenance will be carried out by properly skilled tradespeople and under the direction of the Manager. Maintenance will preferably be performed at a time between occupancy unless it is urgent and requires attendance at the time of occupancy.

The landscape contractor will be responsible for the maintenance of all plants and reticulation, including all pruning, cutting, fertilising, and removal of all green waste at the time of maintenance. All tools and equipment used and required to maintain the landscaping will be the property of the contractor.

Other than in the case of an emergency, any maintenance contractors or staff will be engaged to attend during normal business hours, as already confirmed to minimise disruption to guests and the neighbouring properties.

6.10 Guest Guide

The Manager shall produce and provide a folder to each property setting out the following information for the guests and ensure that it is available prior to the arrival of a new guest.

Information contained therein:

- a) The Manager and contact details.
- b) Code of Conduct.
- c) Procedure in the event of an alarm activation.
- d) Wi Fi device name and password.
- e) Appliance information.
- f) Location of first aid kit and fire safety equipment.
- g) Extra towels and sheets.
- h) Rubbish bin location and procedure for the collection of rubbish bins.
- i) Check-in and check-out information.
- j) Local restaurants and shopping guide.
- k) Activities managed by the Town of Cottesloe.
- l) Local parks and recreation.
- m) Other major attractions.
- n) Emergency contact numbers.

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6.11 Manager's Responsibilities

An information proforma shall be prepared by the Manager and left in a house manual folder by the Site Manager, documenting tasks and processes for the following:

- a) General hosting, including liaisons with guests, providers, and representatives from the Town of Cottesloe
- b) Cleaning information.
- c) Procedure for bin collection and return to the bin store by the Manager.
- d) Laundry requirements off-site.
- e) Garden preventive maintenance.
- f) Building preventative maintenance.

The Manager shall maintain:

- a) The Register of Complaints, as referred to in Part 5 of this Management Plan.
- b) A register of all occupants referred to in Part 7 of this Management Plan.

7. GUEST CODE OF CONDUCT FOR GUESTS AND VISITORS

CODE OF CONDUCT (FOR GUESTS AND VISITORS)

The Code of Conduct is provided to all guests and signed as part of the rental management agreement with management platforms and Cottesloe BnB agreement provided at the property to ensure that guests and visitors know and comply with specific behaviour governing their permission to enter and occupy the property.

The Code of Conduct will be displayed in the physical house manual at the property so that it can be easily viewed by guests and visitors.

GENERAL All Guests (and any Visitors) TO PLEASE comply with House Rules, REQUIREMENTS, and any other instructions from the HOST, please call or message +61 461 311 630 during your stay. There is an extensive house manual detailing all the important information located on the kitchen bench.

7.1 General Principles

Short-Term Accommodation is a unique experience, and the guiding principles of this Code of Conduct are:

- Treat this as your own home.
- Respect your neighbours.
- Leave it in the appropriate condition as it was upon occupation.

7.2 General Requirements

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- Guests and visitors must comply with this Code of Conduct and instructions from the Manager during their stay.
- Guests must notify the Manager of any disputes or complaints from neighbours as soon as practicable.

7.3 Noise and Residential Amenity

- Guests and visitors are bound by the Noise Management provisions in **Section 8** of this Plan. Failure to comply may result in termination of the permission to occupy the premises, eviction without refund, forfeiture of the security deposit or bond, and liability for any costs incurred in enforcing compliance.

7.4 Visitors

- No visitors or guests other than those who are booked to stay at the property can stay in the property without first obtaining the Manager's approval.
- If the Manager's approval is obtained for visitors, guests are responsible for ensuring that visitors comply with this Code of Conduct.

7.5 Gathering or Functions

- This property is not a "party house" - please respect that there are to be no parties or events at the house as part of the original agreement, and any such activities are strictly prohibited.
- No more than 8 guests at our property at any one time.

7.6 Parking

- Guests and visitors must comply with the provisions of **Section 9 (Parking & Traffic Management)** of this Agreement. Vehicles shall only be parked in the designated parking bays provided on the Property. Parking on verges, footpaths, neighbouring access ways, or in any manner likely to cause obstruction or nuisance is strictly prohibited.

7.7 Garbage and Recycling

- Guests must comply with the waste disposal requirements set out in **Section 11 (Waste Management)** of this Agreement.

7.8 Security

- Guests must comply at all times with the Safety & Security provisions set out in **Section 10** of this Management Plan and Code of Conduct.

7.9 Fire Safety & Emergency

- **FIRE EXTINGUISHER/FIRE BLANKET** - Please note the location of the fire extinguisher in the kitchen and the additional fire blanket in the BBQ stand – use if required.
- Call 000 in case of a life-threatening emergency. Fire, Police, Ambulance.
- There are hard-wired smoke detectors installed at this property.

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7.10 Outdoor Areas

- Guests are to respect the privacy of neighbours when utilising outdoor areas.
- Guests are to also minimise noise when in the outdoor areas.
- Landscaping - reticulation system set to go on at regular intervals, but please feel free to water/use the sprinkler as required. Especially in the summer months. Please water all indoor plants weekly on a Friday.

7.11 Smoking

- Smoking is not permitted within the residence, any outdoor area, or car parking area.
- The property utilises MINUT technology – a cigarette smoke detector. It will alert the Property Manager if cigarette smoke is detected within the property.

7.12 Motorbikes and Bicycles

- Motorbikes and bikes are not permitted to be inside the residence and must be properly parked on site.

7.13 BBQ

- A BBQ is provided; please ensure that all gas and controls are turned off when not in use.
- The BBQ is to be cleaned after each use.
- A fire blanket can be found within the BBQ stand, please use if required.

7.14 Damages and Breakages

- Damages and breakages must be reported to the Manager.
- Maintenance issues are also to be reported to the Manager.

7.15 Compliance

- Breach of this Code of Conduct is a breach of: The Terms and Conditions of Contract; and permission for occupancy of the property.
- The Manager reserves the right, in accordance with the law, to terminate the permission to occupy and to evict from the property guests or visitors who refuse to follow the Code of Conduct or who cause a nuisance.

7.16 Review

- This Management Plan and Code of Conduct are to be reviewed and updated as required by the Manager. A copy of the approved Management Plan is to be given to the Strata neighbours upon request. An updated copy is to be sent to the Town of Cottesloe as required.

7.17 Guest Obligations on Departure

- Upon check-out, guests shall:

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- Leave the premises in substantially the same condition as at the commencement of occupancy;
 - Place used dishes in the dishwasher and commence the wash cycle;
 - Remove and dispose of all rubbish in the designated outdoor garbage bins; and
 - Remove and dispose of all food items brought onto the premises during the stay.
-

8. NOISE MANAGEMENT

8.1 Quiet Hours

Guests and visitors must not create noise that is offensive or has the potential to cause nuisance to occupiers of neighbouring properties during the designated quiet hours of 9:00 PM to 9:00 AM, Monday to Sunday (including public holidays).

8.2 Offensive Noise

Offensive noise at any time is strictly prohibited. For the purposes of this Plan, “offensive noise” includes but is not limited to noise that is:

- audible beyond the property boundary and likely to disturb neighbours;
- generated during arrival or departure outside reasonable hours; or
- of a nature likely to cause disruption to the residential amenity of the locality.

8.3 Monitoring and Enforcement

- a) The property is equipped with Minut Smart Monitoring Technology (www.minut.com), which monitors noise levels, occupancy levels, cigarette and marijuana smoke, and temperature, while maintaining guest privacy.
- b) The property manager receives real-time alerts in the event of excessive noise or other breaches and may take immediate remedial action, including contacting guests or requiring cessation of offending activity.
- c) Breach of this section may result in:
 - termination of occupancy without refund;
 - forfeiture of the security deposit or bond;
 - recovery of additional costs, including security or enforcement expenses.

8.4 Anti-Social Behaviour

Guests and visitors must not engage in anti-social behaviour and must minimise their impact upon the residential amenity of neighbours and the local community.

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9. PARKING & TRAFFIC MANAGEMENT

9.1 On-Site Parking

The Property (as identified in **Annexure A**) provides designated car parking bays for the exclusive use of registered guests. Guests must park only within the allocated bays provided.

9.2 Prohibited Parking

Guests and visitors must not:

- a) park on street verges, footpaths, or any area outside the designated bays;
- b) obstruct neighbouring driveways, pedestrian pathways, or shared access ways;
- c) park on the western driveway, on Chamberlain street. Room for 2 cars.

9.3 Permitted Parking

Guests may utilise the driveway bays (2), provided this does not obstruct access for other vehicles or neighbouring properties.

9.4 Signage and Compliance

Parking instructions will be clearly displayed at the Property. Guests and visitors must comply with all such instructions and any applicable local parking regulations.

9.5 Public Transport Access

The Property is within 850 metres of Grant Street train station and within 10 metres of a high-frequency bus service located on Eric Street. These alternatives are available.

9.6 Code of Conduct Reference

The requirements set out in this Section form part of the Code of Conduct (refer Section 7). Guests' compliance with parking and traffic management obligations is a condition of stay.

10. SAFETY & SECURITY

10.1 General Security

- Guests must ensure that all windows and doors are closed and securely locked whenever the Property is left unoccupied, to maintain security and prevent water ingress or weather-related damage.
- Doors and windows must be secured at all other times as reasonably required.
- In the event that the Property's security alarm is accidentally activated, the Guest must immediately take reasonable steps to silence the alarm and notify the Manager of the incident without delay.

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10.2 Electrical Safety

- The mains electricity Residential Current Devices (RCDs) are located in the Property's meter box.
- Guests must not tamper with the RCDs and must immediately report any fault to the Manager.

10.3 Fire Safety and Emergency

- The Property is equipped with smoke alarms, fire extinguishers, fire blankets, and RCDs, all of which must not be removed, covered, or otherwise obstructed.
- Guests must familiarise themselves with the fire safety evacuation plan annexed to this Agreement at **Annexure B**, which includes details of fire exits, location of extinguishers, and emergency assembly points.
- In the event of an emergency, Guests must follow the evacuation plan and any directions issued by emergency services or the Manager.

10.4 Access and Entry Control

- Secure access to the Property is provided via keypad or lockbox, to prevent unauthorised entry.
- Guests must not disclose access codes or security information to any unauthorised person.

11. WASTE MANAGEMENT

To ensure responsible waste disposal and to maintain the amenity of the surrounding neighbourhood, the following policies apply:

11.1 Bin Allocation

- The Property is supplied with two (2) yellow-lidded recycling bins, two (2) red-lidded general waste bins, two (2) green-lidded compostable bins, and one (1) white-lidded "Containers for Change" bin.
- Bins must not be overfilled, and lids must remain fully closed to prevent access by birds or vermin.
- Bins can be found in the garage and waste is not to be placed in any other bins (neighbours or council) other than the bins allocated to this property
- Excessive rubbish to be collected by Cottesloe BnB and removed from the property

11.2 Collection and Placement

- Compostable waste is collected weekly by the Town of Cottesloe (THURSDAY).
- Recycling (yellow) and General waste (red) are collected fortnightly, on rotation.

- Bins must not be placed on the verge before 5:00 p.m. on the day prior to collection, and must be removed from the verge by 9:00 a.m. the day following collection.

11.3 Guest Communication

- Guests are reminded of bin collection schedules via:
 - a fridge magnet provided at the Property, and
 - weekly reminder messages sent by the Property Manager.
 - The House Manual (digital and hard copy) also includes detailed waste management instructions.

11.4 Manager Responsibilities

- The Property Manager is responsible for ensuring bins are returned to the Property following collection.
- The Property Manager inspects the Property at check-out and prior to check-in to confirm waste has been disposed of correctly.
- If required, the Property Manager may arrange and pay for additional bin collections through the Town of Cottesloe to avoid overflow or nuisance.

12. COMMUNITY RESPONSIVENESS & ISSUE RESOLUTION

- a) A 24/7 contact person is available for any issues.
- b) Complaints from neighbours will be addressed within one hour of notification.
- c) A guest register is maintained to ensure accountability for all bookings.

13. ATTACHMENTS

- **Annexure A – Site Plan:** Property layout, parking areas, and bin locations.
- **Annexure B – Safety and Fire plan:** showing fire exits, extinguishers, and blanket locations.
- **Annexure C – Waste Management:** Showing adherence to advertised policies.
- **Annexure D – Guest Code of Conduct Document:** Provided to all guests and agreed to as part of the booking process via the booking platforms provided.

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CONCLUSION

This Management Plan & Code of Conduct ensures that 4 Chamberlain St, Cottesloe operates responsibly under the Short-Term Rental Accommodation Act 2024 and the Town of Cottesloe's interim planning requirements.

The property is managed in a way that maintains neighbourhood amenity, ensures guest safety, and complies with all local and state regulations.

Submitted by:

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Management Company

Cottesloe BnB Pty Ltd

Tania Willert

0461 311 630

info@cottesloebnb.com

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ANNEXURE A – SITE PLAN: FLOORPLAN

PROPERTY FLOOR PLAN FOR



8 Guests 4 Bedrooms 5 Beds 2 Bathrooms



BIN STORAGE

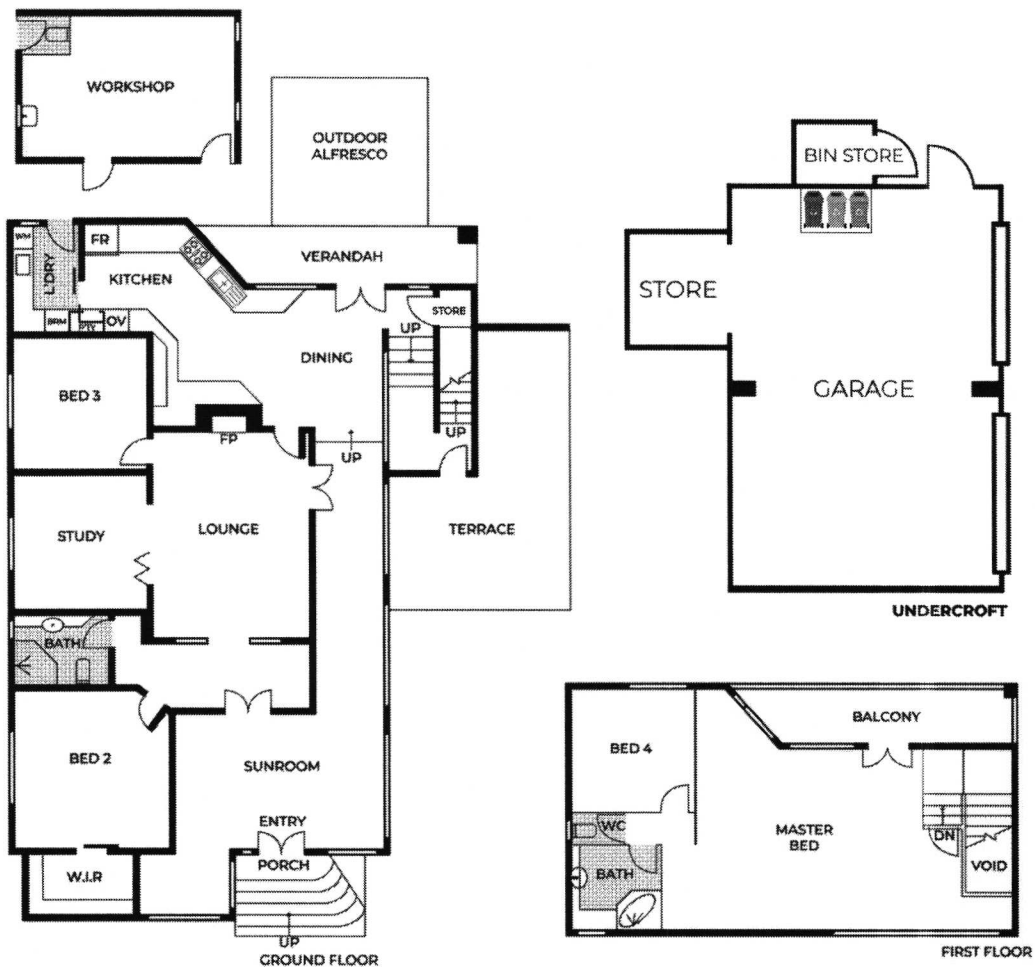


BINS TO BE PLACED ON THE VERGE



DESIGNATED PARKING

NOTE: BINS OUT WEDNESDAY NIGHT.



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ANNEXURE B – FIRE SAFETY PLAN**EVACUATION DIAGRAM**

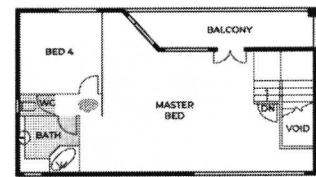
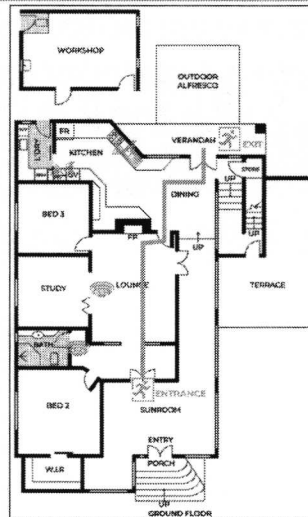
ASSEMBLY AREA

COASTAL
SANCTUARY

EMERGENCY PROCEDURE

- R** REMOVE people from danger area. Safety to self, others and survivors.
- A** ALERT all occupants and ensure an alarm has been raised.
TO RAISE AN ALARM DIAL:
000
- C** CONFINE the smoke and fire. Keep doors and windows closed to restrict the spread of the fire. Attempt to EXTINGUISH the fire if trained and it safe to do so.
- E** EVACUATE the building on the first sign of smoke and fire.

Address 4 CHAMBERLAIN ST, PERTH WA 6011, AUSTRALIA



FIRST FLOOR

Date



YOU ARE HERE



ENTRY AND EXIT

SMOKE
DETECTORFIRE BLANKET
/ EXTINGUISHER

fire extinguisher

ANNEXURE C – WASTE MANAGEMENT GUIDE

BIN GUIDE

General Waste Bin



What can go in the General Waste Bin?

- Polystyrene, foam packaging and bubble wrap
- Disposable Nappies and hygiene products
- Small items that can't go in the Recycle or FOGO Bin
- Disposable coffee cups
- Foil lined drink cartons
- Old clothing and textiles that cannot be donated
- Soft and flexible plastic.

What must NOT be placed in the General Waste Bin?

- Chemicals, oil, paint, hazardous substances.
- Batteries, phones, e-waste, light globes.
- Building materials
- Anything that can go in the recycle bin.
- Anything that can go in the FOGO bin.

Recycle Bin



What can be placed in the Recycle Bin?

All items should be clean, empty, with lids removed and placed loose in the bin. Please ensure the bin lid closes and the bin weighs less than 70 kgs.

- Paper
- Cardboard
- Glass bottles and jars
- Plastic containers and bottles
- Aluminium and Steel Cans.

What must NOT be placed in the Recycle Bin?

- Items in bags
- Plastic bags and light film plastic
- Nappies
- Clothes or other textiles
- Food or garden waste
- Building waste
- Gas bottles, aerosols or batteries
- Ropes, cables and garden hose pipes
- Polystyrene or disposable coffee cups
- Meat trays

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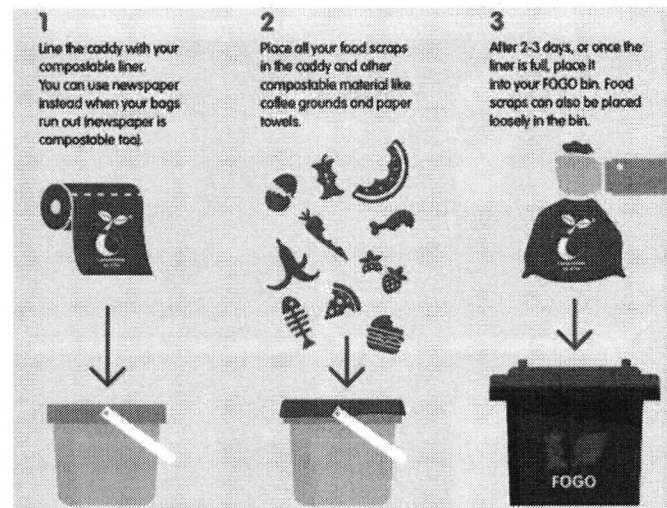
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BIN GUIDE

FOGO Bin

What can go in the FOGO Bin?

- Grass Clippings
- Small pruning's
- Plants, flowers and weeds
- Small branches
- Twigs, bark and leaves
- Food waste including fruit, vegetables, meat, seafood, bread and dairy
- Food scraps including egg shells, bones and spoiled food
- Tea bags and coffee grinds
- Food soiled paper and cardboard
- Paper towels
- Shredded Paper
- Tissues
- Pet poo and kitty litter.



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SORT AND SAVE YOUR CONTAINERS

CHECK FOR THE 10¢ MARK

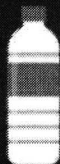
It's easy to save your 10¢ containers from general waste so they can live another life — just check for the 10¢ mark!

Most plastic and glass bottles, as well as drink cartons, cans and pouches, that are 150ml to 3L are accepted.

This includes:

- Most single-serve water and fizzy drink containers up to and including 3L.
- Most single-serve alcohol containers, like beer bottles and pre-mixed spirits.
- Flavoured milk containers that are 150ml to 999ml.
- Coconut water, pure fruit, or vegetable juice containers that are 150ml to 999ml.

Make sure you take off the lids — we recycle those too, just separately.



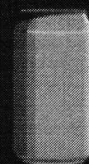
Plastic Bottles

Water bottles, soft drinks, juice bottles, flavoured milk bottles, and sports drinks.



Glass Bottles

Water, beer, pre-mixed spirits, and soft drink.



Drink Cans

Soft drink, carbonated beverages, energy drinks, beers, and pre-mixed spirits.



Drink Cartons

Flavoured milk cartons, juice cartons, juice boxes, boxed water.



Other

Juice pouches and water casks.



Bottle Lids

Please take lids off all containers.

ANNEXURE D – GUEST CODE OF CONDUCT DOCUMENT

ADDITIONAL COTTESLOE BNB

TERMS & CONDITIONS

Your agreement is with the Owners of the Property and Cottesloe B&B Pty Ltd ("Property Manager") (together "we", "us" and "our" in these Terms and Conditions) for the property known as the Property. References to "you" or "your" are references to the person making the booking and all members of the holiday party staying at the Property. The Property Manager is acting on behalf of the Owners of the Property at all times.

These Terms and Conditions form the basis of your agreement with us, so please read them carefully. Nothing in these Terms and Conditions affects your normal statutory rights under Australian law.

Guest requirements

All guests are required to follow standard requirements, which include a confirmed phone number, email address, payment information, and agreement to the House Rules. We will also require a copy of all guests' passports or driver's licenses and your credit card details, which can be uploaded in the Lodgify Guest App, which can be downloaded on your iPhone or Android.

1. RESERVATIONS

Upon confirmation of booking, the completed Rental Agreement and the Initial Deposit are to be paid to the Cottesloe B&B Pty Ltd Trust Account.

If you have been quoted for and have indicated the number of persons staying in your party, please note that any extra persons, including any children, who stay at the Property, will incur an extra fee and charge if they were not included in the original requested quote. If you exceed the maximum number of persons staying on the Property, we reserve the right to retain your Security Deposit in full, and this Agreement may be terminated without refund.

When the completed Rental Agreement and the Initial Deposit have been received and accepted by us, we will issue you with our written confirmation. Any binding agreement between us will only be formed when we send you our written confirmation, and it is subject to the Terms and Conditions of this agreement. We reserve the right to refuse any booking prior to the issue of our written confirmation. If we do this, we will promptly refund any money you have paid to us. If you breach any of these Terms and Conditions, we reserve the right to cancel your booking and retain the deposit.

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You should carefully check the details of our written confirmation and inform us immediately of any errors or omissions.

Your booking is made as a holiday rental tenant for the purpose of a holiday, and you acknowledge that no liability can be accepted for any business or other losses, howsoever suffered or incurred by you.

2. BOOKING PAYMENT

You are required to send us the payment for the balance of the Rental 30 days prior to the Arrival Date as set out in our written confirmation (or as otherwise indicated above). If you fail to make a payment due to us in full and on time, we may treat your booking as cancelled.

If the balance is not paid, the Initial Deposit to secure your booking is refundable at our discretion. If we are able to rebook the Property for some or all of the period of your booking, it is at our discretion to refund all or any part of your Initial Deposit, but we are, in any event, not obliged to if we are unable to re-book the Property.

We will hold the Security Deposit to be applied against the reasonable cleaning and/or replacement of the property, furnishings, fixtures, and fittings. We will return the Security Deposit to you within 7 days of the return of the keys to us, less any deductions in accordance with the Terms and Conditions of this rental property. This includes any individual requirements, which may be notified from time to time in the Property.

All payments of the amounts due must be net of any bank or other transaction charges.

Guest agrees that Cottesloe BnB:

- Automatically charge the credit card for all subsequent scheduled down payments.
- Perform credit card verification prior to booking.
- Automatically refund credit card payments when a cancellation policy triggers a scheduled refund.

3. GUEST CHANGES or CANCELLATIONS

You agree at all times to abide by our Cancellation Policy. If you need to cancel or amend your booking, you must advise us as soon as possible.

Payment Schedule

- 50% due at time of booking.
- 50% due 60 days prior to arrival. This charge will be made automatically with the credit card you have provided upon booking.

Cancellation Policy

- 100% of paid prepayments are refundable when canceled 90 days before arrival or earlier.
- 50% of paid prepayments are refundable when canceled 60 days before arrival or earlier.
- 0% refundable if canceled after.

Administration Fee

- For any bookings cancelled within the cancellation period, a \$100 administration fee will be charged.

Security Deposit

- A pre-authorisation of AUD 1000.00 is due 1 day before arrival and released 7 days after departure. This will be held as a security deposit; however, this pre-authorisation will not result in an immediate charge. The purpose of this security deposit is to provide security against potential violations of the terms and conditions. The deposit may be utilized to cover any extra expenses incurred during your stay, which may include costs related to breakage, damage, excessive cleaning, or the removal of excess rubbish as stipulated in these Terms and Conditions.

4. HOST CHANGES or CANCELLATIONS

We would not expect to have to make any changes to your booking, but sometimes problems occur that are out of our control, and we do have to make alterations or, very occasionally, cancel bookings due to unforeseen circumstances (e.g., fire, weather, damage, etc.).

If this does happen, we will contact you as soon as is reasonably practical and inform you of the cancellation or the change to your booking, and, if it is necessary to cancel your booking, we will refund the balance of any money you have paid us.

5. ACCOMODATION

You can arrive at your accommodation after the check-in time of 3:00 PM on the Arrival Date of your holiday, and you must leave by the check-out time of 10:00 AM on the Departure Date unless arranged otherwise with the Property Manager. If you have not arranged a late check out with the Property Manager and are late leaving, a late fee may be charged and taken out of your Security Deposit according to the timing of your departure. This fee charged is at the discretion of the Manager and is done to ensure the property is ready and available for the next arriving guest.

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If your arrival will be delayed, you must contact the person whose details are given on our booking confirmation as Manager, to ensure that alternative arrangements can be made directly. If you fail to do so, you may not be able to gain access to the Property. If you fail to arrive by midday on the day after the Arrival Date and you do not advise the Manager of your anticipated late arrival, we may treat the booking as having been cancelled by you.

You also agree to provide a copy of your credit card and passport or driver's license details, or other identification, where requested by the Property Manager upon booking.

6. OBLIGATIONS

Compliance with terms: You agree to comply with the terms of rental herein and any other terms reasonably made from time to time and notified to you. You are responsible for ensuring that all members of your party, as well as any visitors to the Property, observe these terms. You are responsible for all visitors and guests you permit to enter the Property and for any damage they may cause.

Condition of property: You agree to keep and leave the Property and the furnishings, kitchen equipment, crockery, glasses, bedding, and towels clean and in good condition and to be left in their original position if moved during your stay. You also agree to ensure all electrical equipment and white goods are left clean and in good condition. Any issues with any contents in the Property must be notified immediately to the Manager so that we may rectify any damage or any breakage.

You agree not to cause any damage to the walls, doors, carpets, or windows of the Property, nor to do anything that may be reasonably considered to cause a nuisance or annoyance to us or to any other occupier of adjoining or neighbouring properties.

Where the above indicates that it is non-smoking and pet-free, you are asked to abide by these requirements strictly. Otherwise, we may require additional payment for any cleaning of furniture, walls, carpets, etc., in order to extinguish any damage caused by either the smokers or pets.

Any lost or damaged keys, key cards, remote controls, or other items incur a fee as listed above, and other smaller damaged items unlisted are at the discretion of the Manager.

General: You agree to take all necessary steps to safeguard your personal property. No liability to you is accepted in respect of damage to or loss of such property, except where the damage or loss is caused by our negligence.

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We are not liable for any injury or loss that you or any of your invited guests may sustain while you are staying at our Property.

You are not permitted to allow more people to stay in the Property than expressly authorized, nor can you significantly change the makeup of the party during your stay in the Property. If you do so, we can refuse to hand over the Property to you, or we can require you to leave it. We will treat any of these circumstances as a cancellation of the booking by you and a breach of the Terms and Conditions of this Agreement, with no refund available.

Departure: You agree to leave the Property no later than the specified Check Out time on your departure date. Late departure is subject to prior arrangement and availability and will incur extra charges.

We ask that you leave the Property clean, tidy, dishes cleaned and put away, and garbage taken out and placed in the correct rubbish bins. Should you leave the Property in a state that requires additional cleaning, this cost will be taken out of your Security Deposit.

We also ask that you secure the Property and ensure you close and lock all windows and doors before leaving, turn off all appliances, and the air-conditioning.

Children: Please note that children under the age specified in this Agreement are not permitted to stay. If there is nothing specified, then this means there is no age restriction. Age restrictions sometimes apply to a Property when it is not equipped, nor is it an appropriate or suitable rental for young children, due to the number of hazardous objects, or because there are no provisions for small children. Should there be an age restriction specified, and should you have any visitors with young children, we ask that they be well supervised.

Noise: We would also ask that you consider your neighbours and not have loud music or parties that may disturb others nearby. We have a noise monitoring system in the property (MINUT) which can detect excessive noise and cigarette smoke. If complaints are made about 'excessive' noise or police enforcement are called, or if neighbours are continuously disturbed, we may ask you to leave and treat this as a cancellation and breach of the Terms and Conditions of this Agreement. You will not receive a refund, and extra charges may be applied for security, any fines, and other expenses.

Departure cleaning: Before departure, all food must be removed from refrigerators, rubbish put outside in the bins provided, and all crockery and cutlery washed and packed away. The Property must be left in a clean and tidy condition.

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We charge a nominal departure cleaning fee that does not cover our full costs. Should the Property be left in a condition which requires extra attention by our cleaners, including emptying refrigerators, removal of rubbish, washing dishes, emptying dishwasher, more than one load of laundry (excluding sheets on beds), we will charge you an additional fee, deducted from your Security Deposit.

Repairs: We hope you will advise us immediately of any repairs, damage, or breakages that may have arisen or where repairs need to be made as soon as possible. You agree to allow us or any representative of ours access at any reasonable time during your stay for the purpose of essential repairs.

Security deposit: Your Security Deposit will be refunded within 14 days of your departure to your nominated account, provided that you have not caused damage, stained, broken, or there are any missing items noted by the Property Manager after their inspection, apart from general wear and tear. Your deposit will be refunded in full, provided there is no damage to:

- Property or furnishings
- Dirt or other mess, laundry, garbage, which requires additional cleaning
- Lost or damaged items, including keys, remote control, walls, or carpets, and
- Any other costs incurred by the Owners resulting from your stay.

7. COMPLAINTS

Every effort has been made to ensure that you have an enjoyable and memorable holiday. If, however, you have any cause for complaint, it is important that remedial action is taken as soon as possible. It is essential that you contact the Property Manager if any problem arises so that it can be speedily resolved. It is often extremely difficult (and sometimes impossible) to resolve difficulties properly unless we are promptly notified.

If any complaint or issue cannot be resolved during your holiday, you must write to us with full details within 28 days of the end of your stay.

8. GOVERNING LAW

This Rental Agreement between you and us is governed by the laws of Western Australia, and we both agree that any dispute, matter, or other issue which arises between us will be dealt with by the Courts of the State or Territory of Western Australia.

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COUNCIL SUBMISSION CHECKLIST SUMMARY

- ☒ STRA Registration Number
 - Refer to Section 2 – Property Details
- ☒ Property Manager Contact Details (24/7 access)
 - Refer to Section 3 – Property Management & Contact Details
- ☒ Maximum Occupancy Specified (including children)
 - Refer to Section 2 – Property Details
- ☒ On-Site Parking Specified and Demonstrated
 - Refer to Section 9 - Parking & Traffic Management
- ☒ Complaints Management Procedure Included
 - Refer to Section 6 – Management Plan (For Management)
- ☒ House Rules Attached and Displayed On-Site
- ☒ Waste Management Plan with Collection Days & Bin Count
 - Bin schedule noted on ANNEXURE A – Site Plan: Floorplan
 - Waste management plan noted on ANNEXURE E – Waste management guide
- ☒ Safety Plan: Smoke Alarms, Fire Blankets, Extinguishers
 - Refer to Annexure B – Fire Safety Plan
- ☒ Emergency Evacuation Procedures Documented
- ☒ Guest Code of Conduct Displayed
 - Refer to Section 7 – Guest Code of Conduct for Guests and Visitors
- ☒ Car Parking Map or Photos Provided (Annexure A)
- ☒ Compliance with STRA 2024 Act and DEMIRS Registration

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