



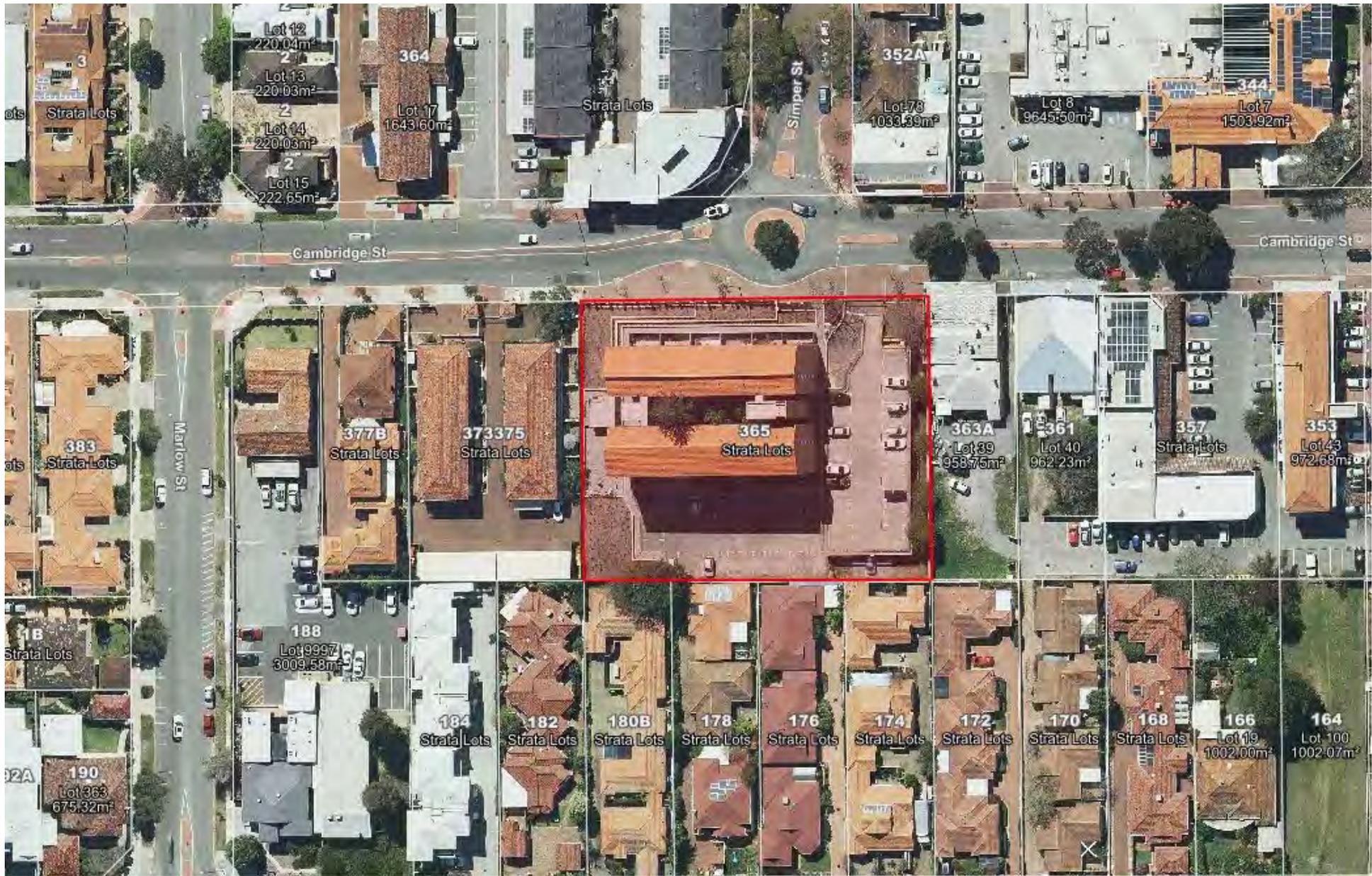
Town of
Cambridge

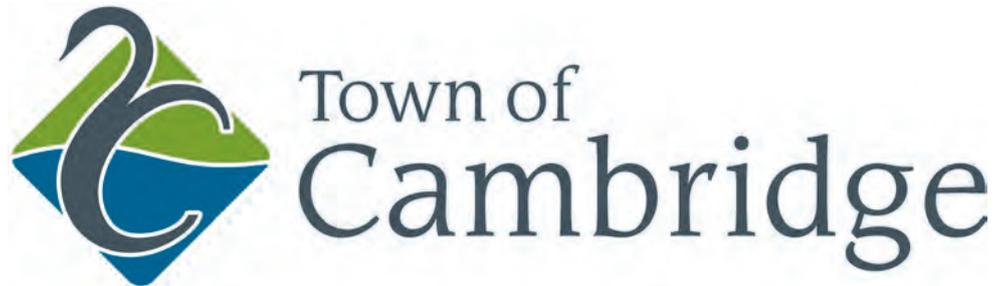
**DEVELOPMENT
COMMITTEE MEETING**

TUESDAY 18 MAY 2021

ATTACHMENT 1 OF 5 TO ITEM DV21.43

Aerial Plan



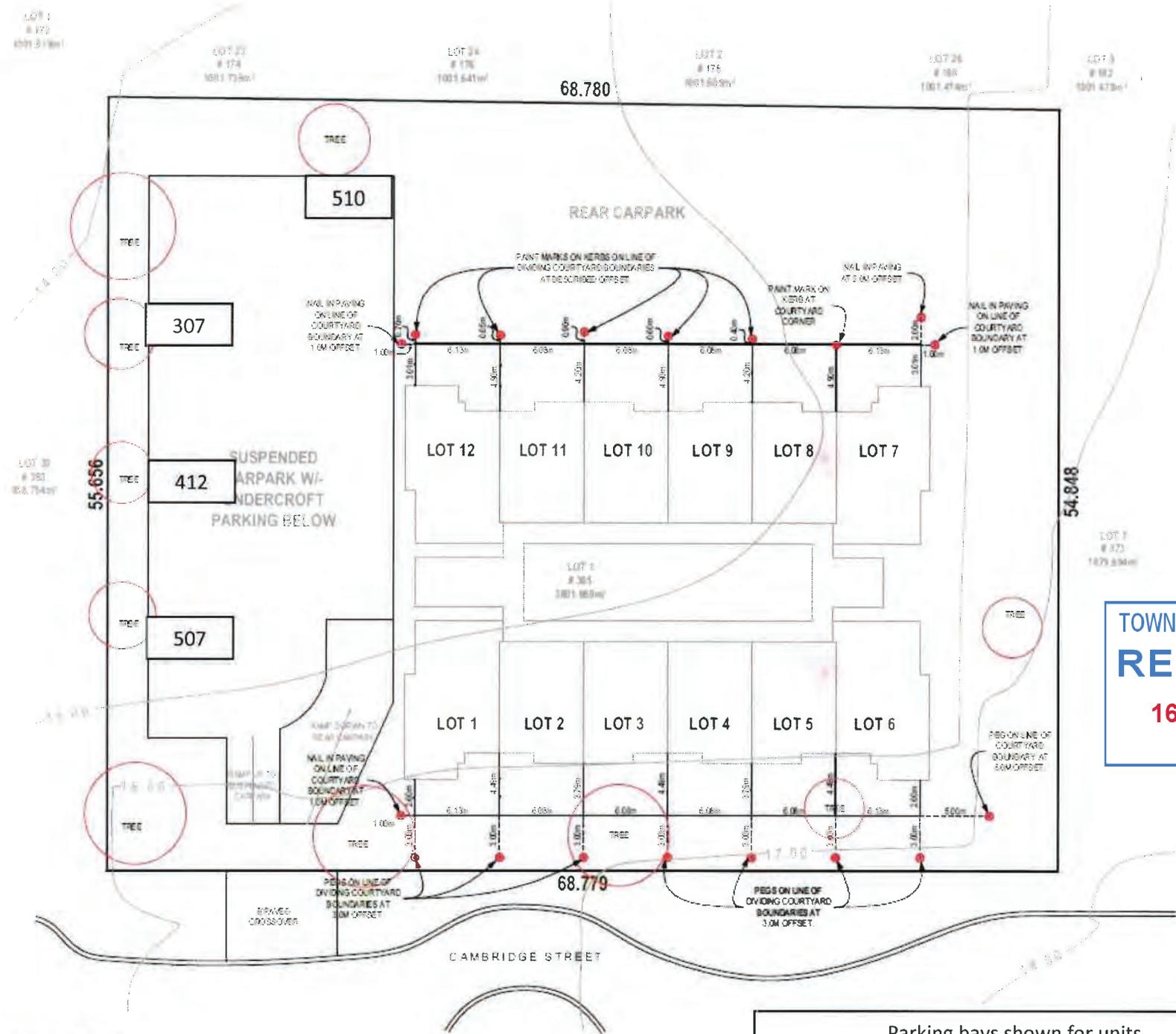


**DEVELOPMENT
COMMITTEE MEETING**

TUESDAY 18 MAY 2021

**ATTACHMENT 2 OF 5 TO ITEM
DV21.43**

Site Plans

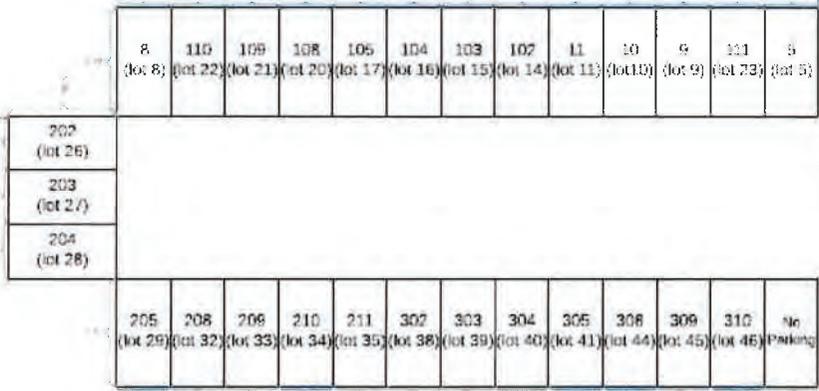


TOWN OF CAMBRIDGE
RECEIVED
 16 MAR 2021

Parking bays shown for units
 307, 412, 507, 510

North Block

South Block



PLAN B
Page 1 of 2

TOWN OF CAMBRIDGE
RECEIVED
16 MAR 2021

Address	365 Cambridge Street, Wembley
Title	Schedule 1 by-law 16 "exclusive use parking bays"
Date	25th October 2017

PLAN B
Page 2 of 2

North Block

South Block

- 405 (lot 53)
- keep clear
- 408 (lot 56)
- 409 (lot 57)
- 410 (lot 58)
- 411 (lot 59)
- 502 (lot 62)
- 503 (lot 63)
- 504 (lot 64)
- 505 (lot 65)
- 508 (lot 68)
- 509 (lot 69)
- 510 (lot 70)

- Visitors 1
- Visitors 2
- Visitors 3
- Visitors 4
- Visitors 5
- Visitors 6
- Visitors 7
- Visitors 8
- Visitors 9
- Visitors 10
- Visitors 11
- Visitors 12
- Visitors 13
- Visitors 14
- 311 (lot 47)
- 311 (lot 71)

TOWN OF CAMBRIDGE
RECEIVED
16 MAR 2021

Address	365 Cambridge Street, Wembley
Title	Schedule 1 by-law 16 "exclusive use parking bays"
Date	25th October 2017



Town of
Cambridge

**DEVELOPMENT
COMMITTEE MEETING**

TUESDAY 18 MAY 2021

ATTACHMENT 3 OF 4 TO ITEM DV21.43

Management Plan

Short Stay Management Plan

Bookings

All bookings for short stays shall be made through an online booking platform (Currently Airbnb) prior to entering the property. This ensures that guests are strictly vetted and strictly abide by the terms and conditions for the safe and secure use of the property in accordance with the platforms policies.

Typical booking duration is between 5 days and 14 days.

Max number of occupants within the 2-bedroom apartment is 3.

Car Parking

Car parking is provided by the use of a single, dedicated car bay for the apartment.

Guests are given the details of the car park and conditions of access.

Noise Management

Any noise complaint received will be immediately followed up with booking cancelation and request to vacate the premises.

Noise complaints will be forwarded through the short stay management platform according to its policies.

Complaints

Any complaints received regarding the misuse of the property will be immediately followed up with booking cancelation and request to vacate the premises.

Complaints received regarding the misuse of the property will be forwarded through the short stay management platform according to its policies.

Behaviour

Guest behaviour rules and guidelines are provided by the short stay platform.

All guests must adhere to the strict standards imposed by the short stay provider and additional 'house rules' are provided for the specific apartment complex.

Security

All guests are screened through a vetting process on the short stay platform.

Each guest is vetted for any history of misconducted prior to accepting the booking.

CCTV security surveillance is installed at the complex and controlled by the strata manager.

Access to the apartment is provided by a secure lock box.

Maintenance

The apartment is maintained by the owner operator.

All maintenance requests are directed to the owner operator to be actioned.

**TOWN OF CAMBRIDGE
AMENDED PLAN
RECEIVED
23 APR 2021**



Town of
Cambridge

**DEVELOPMENT
COMMITTEE MEETING**

TUESDAY 18 MAY 2021

**ATTACHMENT 4 OF 5 TO ITEM
DV21.43**

Schedule of Submissions

SUBMISSION 1 OF 14:

I would like to **object** to the application for short term accommodation to be operated from the advertised premises' for the following reasons:

- The properties are zoned 'Residential' in the Town's Local Planning Scheme No. 1;
- Short-term accommodation is not listed in this scheme;
- I do not want Kashmir Apartments to be re-zoned;
- I do not want the Strata Management to approve short-term accommodation;
- I have heard that there have been complaints relating to short-term accommodation
- Issues that have been rectified due to short-term accommodation affects the administrative fund for *****, and; I cannot see any benefits for reason for the complex to have short-term accommodation.

SUBMISSION 2 OF 14:

I object to the proposal to rezone to Short Term Accommodation.

- This complex is occupied by a large amount of owner occupiers and long term rental tenants. These people are entitled to quiet enjoyment of their home or rental property.
- I believe that any short term rental within this complex is not appropriate and is highly likely to be disruptive and intrusive to the other dwellings in the complex.
- My opinion is based on experience. I have a large amount of experience with Short Term Rental and Holiday Accommodation, having owned and operated the same elsewhere for well over 20 years. My experience is that a reasonable proportion of customers do not follow rules and restrictions and take advantage of situations for their own benefit.
- This includes having more guests than their booking is made for. Therefore there is no knowledge of these people or their prior behaviour. Holiday people as a rule expect they have a right to party, stay up late, have loud conversations, loud music, and high alcohol consumption. Due to this some of these people deliberately or not throw up in outside areas and urinate in common property areas.
- I have had the experience of a two person booking actually being a party for about 100 people, and many times a far greater number of arrivals than booked for. It does happen and is quite common.
- Parking is likely an issue if more than one person arrives with a car.
- The complaints process outlined in the application is of little use/benefit to the permanent residents as the cause of the complaint will already have happened and even having to make a complaint is intrusive.
- It is quite likely that by the time any complaint gets dealt with the offenders could be gone or about to leave. This process could be repeated over and over to the detriment of the permanent residents.
- Even any monetary punishment to the offenders will not compensate the permanent residents for any loss of quiet enjoyment.
- I understand that unwelcome behaviour and complaints have already occurred in relation to the two units concerned.

As such I believe the above application should not be approved.

SUBMISSION 3 OF 14:

Please accept this email as my objection to all the aspects of the application for short term accommodation to be operated the advertised premises'

The reasons for my objection is as follows:

- My understanding is that the advertised premises' is currently zoned 'Residential' in the Town's Local Planning Scheme No. 1 and short-term accommodation is a use not listed in the Scheme;
- As a Council of Owner member for Kashmir, I am aware of expenses to rectify issues directly related to short-term accommodation, impacting the cashflow from Lot Owners' strata fees;
- As a Council of Owner member and resident for *****, I am aware of many other complaints from Lot Owners and residents directly related to short-term accommodation;
- As a current resident of Kashmir, I have personally viewed and experienced negative instances or issues directly related to short-term accommodation;
- As a Lot Owner, current resident and Council of Owner member for *****, I do not feel that short-term accommodation benefits Lot Owners or residents in any way, and;

History and evidence shows that short-term accommodation at Kashmir is an issue (or has had a negative impact) for all other Lot Owners, residents, the Council of Owners and the Strata Management for *****.

SUBMISSION 4 OF 14:

I would like to object in regards to applications DA21/0057 and DA21/0058.

- First, I would like to point out that these AirBnB properties have been running continuously and are still advertised today. Including two others in the same building, owned by the same person.
- Even though they were informed that they required permission of the Town of Cambridge on 21st October 2020, he has continued to operate these AirBnBs without any permits. Additionally the same owner has other listings in Wembley. Is it legal that he run them without permission of the Town of Cambridge? We instructed him to not run them (in our building) until he had the required permits, he assured us he had all the permits needed, apparently that was not correct.
- Second, I am very concerned the people may be using these apartments to comply with COVID isolation restrictions - even though the apartments have communal areas.
- Third, the fire plan for the building is not designed for short stays. Neither are any of the other facilities. Long term renters are given a full list of By Laws and sign a rental agreement stating they understand them. I do not expect short stay renters would read them at all. Our building insurance will not cover short stays.
- Fourth, while the owner might be "available" according to AirBnB he is not on the premises and does not have to deal with the rubbish short stay residents have been leaving in the common areas and disruption they have been causing to residents. I am.

Thank you for your consideration.

SUBMISSION 5 OF 14:

Please find below my response to your request for feedback on the application for two units at the complex to be re-zoned for "Short Term Accommodation". I wish to advise that I am vehemently opposed to the rezoning.

- Increase in the number of complaints and police call outs due to the increase in guests "one-nighters in town for a good time" their consideration for others just isn't a priority.
- Landlords and building owners keen on turning residential neighbourhoods into de facto business hotel type districts, Wembley is a family orientated suburb not hotel party district

- The whole neighbourhood will turn into a place where people come and go every 3-4 days and at most a week or two. The family friendly neighbours are now gone and with no long term friendly neighbours who you can relate and trust.
- Apartment parking is already in short supply and a problem which will be exacerbated with problem with guests taking parking spaces where ever they want with little or no regards to existing residents.
- Backlash from residents where guests are constantly taking up the parking spaces.
- Places become short term party venues with little or no regard for tenants, late night boozy functions every weekend resulting in undesirable behaviour and loud noise.
- Waste from guests increases due to short term 1-3 day occupancy especially from parties every second night?
- Guests and party goers knocking on Owners doors at all hours of the night and day seeking information in respect to access parking, laundry, access etc.
- Guests coming and going every day and night dragging their suit cases across paving and up and down stairs becoming a nightmare.
- Noise from parties, generally coming and going late at night and early mornings, just general chatter, laughing, yelling and screaming calling out to others in car parks or adjacent Airbnb apartments as groups.
- Changes the neighbourhood structure as you don't have familiar neighbours faces next door.
- No family neighbourhood structure, apartments become hotels with migrating guests every second third day??
- Overloading of volunteer strata management group dealing with increased complaints from irate Owners.
- Increase callouts to police for noisy and adverse behaviour.
- Increased use of the laundry facilities with increased overall number of short term tenants 2-3 change overs per week.
- Increased number of undesirable and unrecognizable persons roaming the grounds of the apartment block not knowing whether they are vagrants or guests.
- Increased number of drunk and merry party goers returning and leaving the apartments late at night and early hours of the morning disrupting tenants.
- The uncertainty of people staying in the apartment ie undesirables, drug manufacturers, drunks, etc. especially for owners who have small and teenage children giving a general feeling of being unsafe when you go out or return???
- Destroying the apartment community values and its serenity and other family profiles
- Go visit the website for AirBNB Neighbours Stories at <https://www.airbnbhell.com/category/neighbor-stories/page/3/> and look at the common ongoing stories of people living adjacent to short term rentals.

Again I reiterate that I am vehemently opposed to the rezoning of the apartments. If you require any further in above please don't hesitate to contact me.

SUBMISSION 6 OF 14:

I would like to submit that I object to the following proposal:

Local Planning Scheme No. 1:

1. The application proposes short term accommodation to be operated from 2 units in the abovementioned grouped dwellings. The use is unlisted under Local Planning Scheme No. 1

- I do not believe this type of accommodation is appropriate for a densely populated, gated residential apartment block due to excessive noise, antisocial behaviour, access and parking.
- The complex has limited parking, one lift which breaks down often, and two narrow stairwells providing access to 70+ units.
- I have lived on the same floor as one of the advertised units for the past 2 years and during that time it has been operating as Airbnb short term accommodation.
- In general, occupants stay no more than 3 days at a time, allowing for several separate occupants in the course of a week.
- Whilst not all guests cause trouble, there are many that fail to consider other residential owners and tenants as they engage in holiday and party activities.
- The following are examples of behaviour that occurs which impacts all residents in this densely populated complex:
 - Loud parties with in excess of 20 people within a 2 bedroom apartment.
 - Excessive alcohol and drug use inside apartment and on common internal balcony/walkway
 - Rubbish thrown from internal balcony/walkways
 - Loud noise/music from apartment or whilst entering and exiting into the early hours of the morning weekdays and weekends
 - Groups of drunk and drug affected guests blocking access to lifts and stairwells
 - Multiple guests occupying the limited parking bays paid for and reserved for permanent residents
 - Confrontational and intimidating behaviour towards other residents

On multiple occasions I have assisted other residents who were fearful of requesting guests to reduce noise at unreasonable times. On one occasion I was compelled to report sounds of domestic violence coming from guests who appeared to be affected by drugs or alcohol.

- I understand that there is a chance that long term tenants may display similar behaviour however when each apartment could have more than 100 bookings per year, the likelihood increases.
- There is a sense of anxiety every time a new guest moves in and a feeling of helplessness because the guests are not screened, nor will they be held to account for their actions when they move on after the disruption has already occurred.

As per your letter regarding this proposal, I trust that all of my identifying information will be redacted from this email if provided to the property owner or included in a publicly available report.

SUBMISSION 7 OF 14:

- We wish to object to the application for the following reasons: Lost people wandering around the complex looking for their AirBNB apartment which has caused one lot owner to feel on occasion like a "conciierge" at the complex.
- There have been several incidents of socially unacceptable behaviour arising from AirBNB occupants including three (3) police attendances, with two (2) requiring ambulances at 3-4 am, a case of domestic violence on common property with a woman chased around the entrance of the complex, and the managing agent while with a councillor walking through the carpark, witnessing an AirBNB occupant vomit on the ground next to his vehicle three (3) to four (4) times, and then drive off.
- Our tenants will be denied the right to quiet enjoyment of their units as will other residents of the complex.

- If there is an event arising from a lot being used for short-term accommodation (AirBnB) the building's insurance is affected and may cause the building to not be insured in this scenario.

If you have any queries regarding this submission please contact us either by phone or email as shown below.

SUBMISSION 8 OF 14:

I am writing to formally object to the re-zoning of the Units
Thank you for providing details of the application. I have read through the details, as part of the document provided on the Town of Cambridge website.

I strongly object to every aspect noted on the "Short Stay Management Plan", as during the time the applicant/owner of Unit 307 and 507 has illegally been running his AirBnB properties he HAS NOT FOLLOWED ANY ASPECT on this plan. Commenting on a few of these, I think it is important for the Planning Officer to understand how these properties have been run so far. I have several examples of the negative impact his short stay properties have had on myself and my neighbours. I can offer specific details that prove this, addressing many of the aspects.

Bookings - "guests are strictly vetted and strictly abide by the terms and conditions for the safe and secure use of the property"

On the 13th July 2020 I was unable to leave my apartment as three AirBnB guests, of the applicant, who were under the influence of drugs were gathered outside my door arguing with each other and refusing to leave the complex. I contacted the applicant/owner via AirBnB messaging and he was not interested. Through a series of messages as the incident escalated he barely showed interest. He did not offer any resolution to the issue, and when I advised I had called the police as one of his guests, a large man dragged the female guest out to the street and started to beat her he did not offer to come to the property, did not offer to call the police himself or to do anything at all. He eventually advised that he would tell AirBnB about the incident. He never apologised for the disturbance or asked after my safety. Myself and several other neighbours felt threatened and felt very unsafe moving between our homes and cars for many days and weeks after. These violent people had access to our gate codes and were familiar with the complex due to the applicant/owner of Unit 307 and 507 poorly vetting these guests.

Noise Management

As we were never formally advised that the owner/applicant of the units was running his properties as illegal AirBnBs we were never provided with information on who to complain to about the noise. But I am aware of many evenings when parties were being held at the properties. One evening there was a large gathering at one of the Units, with a lot of people socialising outside on the internal balconies. The noise could be heard while inside my own unit with the doors and windows closed and my TV on. I recall later in the night while we tried to sleep one of my neighbours was forced to go outside and yell quite loudly for them all to be quiet. Only then did they lower the noise. Another incident I recall was a domestic dispute. A couple staying in a unit (one of their other illegal AirBnB properties that is still available for bookings on the app, but does not seem to be included in the application??) had an absolute screaming match. It was so loud and violent sounding it had many of us out of our apartments to see what the noise was. I believe one of my other neighbours called the police regarding this incident and I know they did attend the complex.

Car Parking

During the time the applicant/owner of unit 307 and 507 has illegally been running his AirBnB properties, his guests regularly park outside the lines of their designated bays, inconveniencing those owners/tenants either side of the bay. I am aware of an incident when a car was scratched by one of the AirBnB guests opening a door onto the car the other side of. The guests also often park in the clearway on the driveway for long periods of time unloading their luggage, or leaving their second car there. This area is reserved for delivery vehicles, garbage trucks etc. Our driveway is not the entrance to a hotel lobby for the AirBnB properties.

Complaints

As mentioned above on the day we were threatened by violent drug users I complained directly to the applicant/owner of units and he did not respond in an appropriate fashion considering the seriousness of the complaint. I could not leave my home for many hours and felt very unsafe moving around the complex where my home has been for 15 years, for many weeks after. It was a horrifying incident to witness and one that could have been avoided.

Behaviour

On an almost weekly basis I am negatively impacted by the applicant/owner of unit 307 and 507 guests at his illegal AirBnB properties. They regularly gather outside my door dropping off their luggage, waiting for their Uber's, using it as a meeting point before going up to their unit. Several times a month I have different guests knocking at my door asking for the code for the gate or how to find their apartments. I often feel I am treated as a concierge service. I feel the guests do not respect that we live in the complex, and we deserve to live our lives without being interrupted by short stay guests who are staying at the complex illegally.

Security

Seeing the different guests that have stayed at the illegal AirBnB properties at Unit 307, 507 and his other two at Unit *** and *** I am very doubtful of how well they are vetted. Booking through an app with an account that can be created using a Facebook account, does not equal the type of vetting that a real estate agent can do for a long term lease holder. Be sure to acknowledge that creating a Facebook account does not require any real identification process, hence neither does an AirBnB account.

Maintenance

To read the reviews of the applicant's property on the app, he has many poor reviews mostly about cleanliness and the age and maintenance of the properties. Many reports of bins not empty, dirty floors etc. As for the maintenance we the lot owners have been required to cover due to his guests, the lift is a re-occurring issue. The guests of the illegal AirBnB properties have regularly caused the lift to malfunction. A recent incident was several large men boarded the lift and jumped up and down in it. This caused the lift to be damaged and malfunction. The lift required maintenance with the call out of the lift company required, which of course costs the owners money in their strata fees.

A few other issues I would like noted by the Planning Officer...

Public Disturbances

A woman was staying in one of the illegal AirBnB properties owned by the applicant, with several children, during the netball carnival held nearby. Her children were causing mischief playing in the elevator daily during their stay. They eventually caused it to malfunction and resulted in the children becoming trapped in the elevator. The fire and emergency services

were called to free the children. Not only was this a safety issue for the guests, its an insurance issue for us as lot owners as we are not covered by insurance for short stay accommodation related incidences, it also created a major disturbance for myself and my neighbours. I had a hysterical mother stop me as I walked into the building, screaming that she was going to sue the building for endangering her children. She remained out of the front of the complex, on the main street of Cambridge Street near the commercial properties, screaming her grievances to whoever would listen.

Insurance

This brings up the big issue of insurance. Currently our whole building is at risk. The applicant/owner of the Units has had a continuing disregard for his neighbours and fellow lot owners. While he has illegally been running his * properties as illegal AirBnBs we are not covered for any damage his guests cause to the building. If one of his guests burns the building down, we would have major issues with our insurance provider. Totally unacceptable.

COVID-19 Quarantine

A further additional issue of extreme concern I became aware of when I read through the reviews of his AirBnB guests - he hosted a couple who were required to self-isolate for two weeks, due to interstate travel. I would be interested to know how he sold that to them, as far as I understand premises, during the initial serious lockdown during March-June 2020, used for self-isolation/quarantine purposes need to be listed and approved by the state government.

Summary

Please be advised I formally and strongly object to Unit 307 and 507 ...and 412 and 510 (also run by the applicant as illegal AirBnBs) being rezoned as Short Term Accommodation. The owner to me is a modern day slum lord, out to make money without any respect for how he is affecting the daily lives of those living in the complex. The building has always been a quiet one. I rented there 20 years ago, and it was during this time I learnt that while it is a large complex it is a very quiet complex. This is why I bought my courtyard apartment there 15 years ago. I have enjoyed a quiet lifestyle in this building. We do get the odd loud tenant move in, but because they live there long term there are consequences and often it doesn't take long for them to settle or they move on. What we have been subjected to over the last few years is not like having "a bit of a noisy neighbour", it's an ongoing changing issue as weekly there is a parade of different people moving in and out of the complex, without any real respect for those that live there.

I would be more than happy to comment on this further if required and would welcome an opportunity to discuss this in more detail with the Planning Officer.

SUBMISSION 9 OF 14:

I have strong reservations regarding short term accommodation to be operated from the units.

1. The security of our complex would be impacted. There is a security code to get into our complex - access codes being given to short stay guests could cause an adverse social impact through loss of sense of security for the complex residents.

2. I have concerns of there being a proliferation of short term stay units - the current applicant owns four units in the complex.

3. The management plan provided by the applicant omits detail to clarify how anti-social behaviour would be managed. Specifically, it states that in the event of a noise complaint, occupants would be *requested to vacate the premises*. What exactly is the process to follow in the event there is a situation? Where do complex residents report noise complaints to? What happens if complex property is damaged? What happens if car parking arrangements are not adhered to?

4. The management plan does not include a copy of the 'house rules' so that the strata and residents of the complex are informed of the rules being 'enforced'.

5. Town of Cambridge Local Planning Scheme No. 1 – Objectives of the Residential Zone

Short term accommodation is an 'unlisted' use under the Town of Cambridge (Town) Local Planning Scheme No. 1 (LPS1). Assessment of the development requires consideration against the objectives of the Residential Zone. The objectives of the zone are as follows:

- To provide for a range of housing and a choice of residential densities to meet the needs of the community. N/A
- To facilitate and encourage high quality design, built form and streetscapes throughout residential areas. N/A
- To provide for a range of non-residential uses, which are compatible with and complimentary to residential development.
- The Town's planning framework does not provide guidance to determine the acceptability of short-term accommodation (i.e. a dedicated use (P, D, A or X use within TPS1) or a local planning policy).
- The LPS1 should, through a community consultation process identify the acceptability and appropriateness of specific locations for short term accommodation. This process would allow community members and stakeholders to be involved in the planning process and have input on matters that affect them.
- A Local Planning Policy should be available to guide the suitability of the development, for example by identifying suitable locations, appropriate scale and intensity of development and appropriate management practices.
- Without this planning framework, it is not reasonable nor appropriate for the Town to determine the compatibility of the short-term accommodation within this, or any other location.

SUBMISSION 10 OF 14:

As owners of a unit we would not have objections to AirBnB guests. However if the guests break the rules and are requested to leave how can this be enforced if they refuse to leave?

SUBMISSION 11 OF 14:

I just have a few comments regarding the "Airbnb shortstay" request.

- A few security measures were mentioned in the plan I had thoughts about. CCTV has been mentioned in the plan. Is that necessary/realistic for the strata to manage? Isn't CCTV a bit invasive, potentially, of the shared area?
- The lockbox might prove to be an issue, especially if we have further requests for such properties. How many lockboxes will we be feasibly able to have outside the property?
- Regarding noise complaints/complaints, there seems that there is only one option offered: cancelation of booking. This seems heavy handed and quite unlikely as well to happen. I doubt the owner will follow through.

I have a few concerns, but am not opposed to the whole idea.

SUBMISSION 12 OF 14:

Regarding the letter above, we would like to discuss the application with you please? Please let us know at your earliest convenience to meet.

Update: I emailed the owner on Friday 23rd April requesting contact details, preferred meeting times and a request to provide further comments to contextualise a formal submission. A call from the submitter was received and responded to on 29/4/2021 regarding the overall process and how to formally make a submission and possible meeting attendance.

SUBMISSION 13 OF 14:

In response to the letter from Luke Smith re the above **short term accommodation proposal**.

- I spoke to Luke and discovered that the Town of Cambridge does not have a policy on short term rental accommodation such as AIRBNB (there are other platforms as well that should be covered).
- Our concern is that with the large volume of apartments already in the area and more to come that the council need to give due consideration to the following and formulate a policy.
- UNLISTED USE (term used in Local Planning Scheme No1) seems a bit vague for something which is a growing concern.
- Shortage of affordable long term rental accommodation in the area in general – it seems a pity that 2 units are not available for locals to rent long term. The two units in question are possibly empty a lot of the time.
- Liaise with Strata companies regarding council rules and strata body rules – these should be in place early in the planning stages of the development of each property.
- The Short Stay Management Plan is the platform's plan and the council should have their own plan as each platform may have different rules.
- The letter called the application a planning PROPOSAL but we would also point out that the two units in question have been operating as AIRBNB accommodation since 2017.

We hope the council will formulate a policy on this matter as quickly as possible or we could end up like some of the major cities of the world have found that the locals cannot afford to live there and the community aspect of life is totally lost in the process.

SUBMISSION 14 OF 14:

We would like to oppose this application due to the fact regarding “noise pollution” because of inability to manage this from a distant. The owners will not be around at the potential risks of noise after 10PM. Even though guidelines are discussed that if the “guest” does not follow the guidelines that their contract would be cancelled but no one would be there to enforce this situation and the residents around these units would be at risks.

Please follow up my concerns and would like to know what protections the present rate payers have in place or what would be our risks?



Town of
Cambridge

**DEVELOPMENT
COMMITTEE MEETING**

TUESDAY 18 MAY 2021

**ATTACHMENT 5 OF 5 TO ITEM
DV21.43**

Applicant's Comments

Overwhelmingly the apartments are small scale and low risk short stay accommodation. They will be popular with families looking for a self-cater solution to meet their accommodation needs where traditional hotels are too expensive.

Amenity: The impact to the amenity will actually be positive as guests expect a modern, clean, safe and secure place to stay. Short stay guests tend to be couples looking for fully equipped accommodation that they treat like their own home for a week or two. Therefore they treat the amenity no differently than a long term tenant within the complex. Hosts are highly motivated to ensure the amenities and surrounds of the complex are well maintained so that guests feel comfortable within the complex. On a personal note: I have personally been extremely active in the development of the complex and managed over \$200,000 worth of renovations and improvements at the complex to ensure the amenities are improved. All my apartments have been renovated internally to improve the amenities as the complex.

Anti-Social Behaviour: The behaviour at the complex will be improved with quality guests who are motivated to receive good ratings on the short stay platform. Poor behaviour would be extremely rare. All guests have reviews on them from all hosts which allows reservations to be declined if there is any indication of poor behaviour during previous stays. Guests will generally be couples looking to visit relatives, attend hospital appointments or see the sights of Perth. They will be vetted through the platform to ensure they are responsible and trustworthy guests. Short Stay platforms such as Airbnb go to great lengths to ensure all users of the platform understand their responsibilities and commitments to neighbours within the accommodation. Guests are highly motivated to receive good reviews from hosts to ensure they can continue to use the platform.

Noise: Noise will be improved as the apartments will only be utilised approximately 80% of the time due to the expected occupancy rate. Therefore the apartments will have many days where they are empty. Also, there is zero tolerance to noise. Any indications of such events will result in the immediate cancellation of a booking and request to vacate the apartment. Failure to do so would be a breach of the rules.

Parking: Each apartment has a dedicated carpark and guests are given clear instructions on its location and use. Guests will only be allowed a single vehicle within the complex and generally only have a single car.

Management Plan Queries: Owners of short stay accommodation are highly motivated to provide the highest quality of service to their guests. It is in their best interests to provide clear instructions and act on queries immediately to ensure that guests and neighbours are fully supported.

Planning: Short Stay accommodation at this complex will suit guests wanting that "home away from home". They are essentially just like a rental tenant that will stay for a week or two or a month. Using a short stay platform simply means that this style of apartment can service such guests who do not wish to use hotel accommodation. This brings immediate benefits to the local community. A cleaner is employed for weekly cleans within the apartments (creating jobs). Guests will use all the local facilities, shops and surrounds bringing much needed financial benefits to the local community through jobs and business.

Final Comments: Many local councils actually report that short term rental create few problems. All the concerns are equally valid for long term rental tenants at this complex along with some owner/occupiers. Longer term occupants at the complex create noise, behave anti-socially, park in incorrect bays, and fail to use the complex in accordance with by laws. There is no evidence to suggest short stay is causing increases with these issues.