

RE: Development Approval Application – Premium Stays Un-Hosted Short-Term Accommodation

To Whom It May Concern,

[REDACTED] respectfully submits this Development Approval application for the operation of professionally managed short-term accommodation within the Town of Port Hedland.

We have lived locally for 13 years and recognize that Port Hedland is experiencing a significant shortage of high-quality accommodation options. Our market research indicates numerous upcoming development initiatives aimed at expanding the town's infrastructure, which will attract even more personnel from the mining, resources, and community sectors.

[REDACTED] is a dedicated short-term rental provider operating within a structured, compliance-focused leasing framework. We secure long-term agreements with property owners, investors, and real estate agencies, with formal permissions to sublet. Only properties that meet our high standards of safety, quality, and design are admitted into our portfolio and transformed into boutique-style, self-contained accommodation tailored for visiting professionals.

Our point of difference lies in offering a premium, high-end product that is currently unmatched in Port Hedland. Our accommodation features new appliances, is fully self-contained, and equipped with all the comforts of home. Designed with functionality and convenience in mind, this property aims to provide an exceptional experience catering to corporate and health sector employees.

Our accommodation is specifically intended for short-stay professionals including:

- Corporate and business contractors
- Health sector personnel
- Government and community workers
- Resource sector specialists

All guests are thoroughly vetted and supported to ensure quiet enjoyment, respectful conduct, and community-aligned occupancy.

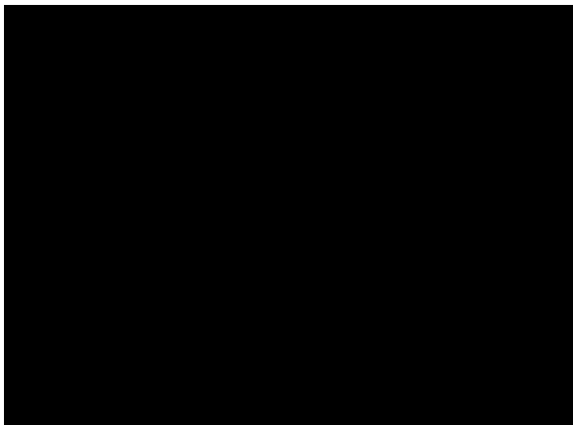
Our mission is to combine the comfort and design of boutique accommodation with the consistency, cleanliness, and reliability of a professionally managed home. We are committed to delivering a seamless experience to guests while maintaining minimal disruption to neighbours and local amenity.

[REDACTED] is deeply aware of the unique character, values, and environmental sensitivities of the Port Hedland community. Our operations align with the Town's

housing strategy and regional workforce goals. We do not accommodate parties or tourism-style rentals, and we maintain strict compliance with all regulations relating to short-stay use, including noise control and safety provisions.

We believe that our proposed development will not only address the local accommodation shortage but also contribute positively to the community by offering a superior, reliable, and compliant hospitality option.

We welcome the opportunity to work collaboratively with the Town of Port Hedland and are committed to upholding best practices in responsible short-stay accommodation. Please find our detailed Management Plan enclosed in support of this application. Should further information be required, we are happy to assist.





Guest Management Operational Plan – Premium Short-Term Accommodation

Supporting Document – Development Approval Application

Location: 3/110 Sutherland Street, Port Hedland, 6721, Western Australia



1. Overview

This property is offered as high-end, short-term accommodation for a maximum of two guests per stay. It is listed across multiple booking platforms—Airbnb, Booking.com, Stays, and a dedicated website—and managed through the Guesty property management system to ensure consistency, security, and quality of service.

2. Booking System & Stay Control

All bookings are processed through the Guesty platform, which synchronizes availability and property rules across all platforms in real-time. The system enforces:

- **Maximum occupancy of 2 guests**
- **Minimum and maximum stay durations**
- **Blocked dates for property maintenance or personal use**
- **Turnover buffers between bookings** to allow for professional cleaning

3. Guest Verification & Communication

Automated messaging via Guesty ensures guests receive clear instructions regarding:

- Check-in/check-out procedures
- House rules and code of conduct
- Emergency contact information
- In addition, guests are provided with a house guide and a one pager document – Welcome to Oceanfront Executive Suite (both attached supporting documents)

Guest verification may include platform-based ID checks and communication history to maintain safety and compliance.

4. Onsite Operations

- **Check-in:** Contactless self-check-in is enabled via a secure lock box.
- **Cleaning:** A professional cleaning team prepares the property before each booking and performs maintenance as required.
- **Noise and Neighbourhood Respect:** Quiet hours are enforced through booking rules and guest reminders, with a strict no-party policy.

5. Description of Activities

While the property is designed for premium relaxation and privacy, guests are encouraged to enjoy a curated selection of low-impact, lifestyle-oriented activities that align with the tranquil nature of the accommodation. These may include:

- Enjoying local beaches, walking trails, and scenic lookouts
- Accessing digital guides to nearby dining, art, and cultural experiences
- Reading, streaming, or working remotely in a peaceful, well-appointed environment
- Handwritten welcome message in the property for the guest

All activities are self-directed and designed to maintain a quiet, respectful atmosphere in line with community expectations.

6. Community Impact Minimization

The property operates as a single-ground level premium accommodation. By limiting stays to two guests and automating the booking and messaging process, the impact on neighbouring properties is minimal. Regular maintenance ensures the property remains visually appealing and well-kept.

[REDACTED]

Date: 7th July 2025

To Whom It May Concern,

Re: Consent for Use of Lot 3 for Short-Term Rental Accommodation

The Owners of [Strata Plan Number] hereby provide formal consent for the use of Lot [3], 110 Sutherland St, Port Hedland, as short-term rental accommodation, subject to the following conditions being met and maintained to support transparency and uphold the comfort and safety of all residents within the scheme.

The Lot Owner/Operator has provided a management plan which outlines the systems in place to ensure that guests are respectful of the community and the property. These measures include:

- ✓ **Strict guest screening and ID verification**
- 🌙 **Enforcement of quiet hours and noise monitoring**
- 👤 **Clear and accessible communication of house rules**
- ☐ **Professional cleaning and ongoing property maintenance**

It is also noted that the Lot Owner operates as a professional short-term rental provider with experience managing similar properties. The accommodation is intended to cater to business, corporate, and healthcare professionals visiting the area, with a commitment to delivering high-quality stays and minimising impact on neighbouring residents.

Should these conditions not be adhered to, the Strata Council reserves the right to review this consent and take further action if necessary to protect the peaceful enjoyment of the property for all residents.

Please retain this letter as confirmation of the Strata's conditional approval.

[REDACTED]

[REDACTED]

Management Plan

Supporting Document – Development Approval Application

Location: 3/110 Sutherland Street, Port Hedland, 6721, Western Australia

1. Property Selection & Suitability

Only properties that meet strict criteria—zoning compliance, safety standards, quality construction, and minimal community disruption—are onboarded. Each property is assessed for:

- Proximity to key services and amenities
- Impact on traffic and street access
- Appropriateness for short-term professional accommodation

2. Target Demographic & Booking Control

Stays are **not tourism-driven**. Bookings are restricted to vetted professionals on short-term contracts, including:

- Government & Community personnel
- Health and hospital workers
- Resource sector and corporate professionals

No party bookings, tourist stays, or weekend rentals are permitted.

3. Guest Screening & Access

All guests are pre-approved via a secure booking platform with ID and reference checks. Properties use lock boxes with **unique access codes valid only for the guest's stay**, removing the need for on-site personnel while maintaining security.

4. House Rules & Monitoring

Guests agree to enforceable house rules:

- No parties or unregistered guests
- Quiet hours: **8:00 PM – 7:00 AM**
- Respect for surrounding residents.

Properties are equipped with **Minut smart monitors** (non-invasive noise, motion, humidity tracking) to ensure responsible guest behaviour and immediate incident response.

5. Cleaning, Maintenance & Waste

- **Post-stay professional cleaning** ensures hygiene and readiness
- Property inspections occur regularly
- Priority Maintenance issues resolved within 24 hours
- Clear waste disposal instructions are issued in line with **Town of Port Hedland guidelines**; bin usage is monitored and managed by our local team

6. Parking & Access Management

Designated guest parking is clearly identified and communicated to prevent disruption to neighbouring properties or public access areas.

7. Community Liaison & Emergency Contacts

A locally based operations manager is available 24/7. Contact details are provided to guests for rapid response to concerns.

8. Local Compliance & Reporting

Premium Stays complies with all local short-stay accommodation requirements:

- Property registration
 - Public liability insurance
 - Safety certifications
- Guest logs and incident reports are maintained and available for council review upon request.

9. Fire Safety & Emergency Procedures

- Compliant **interconnected smoke alarms** installed as per AS3786
- Fire blanket and extinguisher in all kitchens
- Clear evacuation instructions and visible signage
- Emergency information included in guest guide (assembly point, fire equipment location, and exit route)

10. How to use appliances

Guests are provided with manuals to inform how to use appliances in the property - washing machine, dishwasher, coffee machine, air conditioner ensuring they are used properly to avoid damage.

This plan is designed to **minimize residential disruption, enhance safety, and align with the strategic priorities** of the Town of Port Hedland. We are committed to maintaining the character and integrity of the neighbourhoods in which we operate.



Welcome
To

3/110 Sutherland Street, Port
Hedland

HOUSE MANUAL

PREMIUM STAYS

Meet your hosts

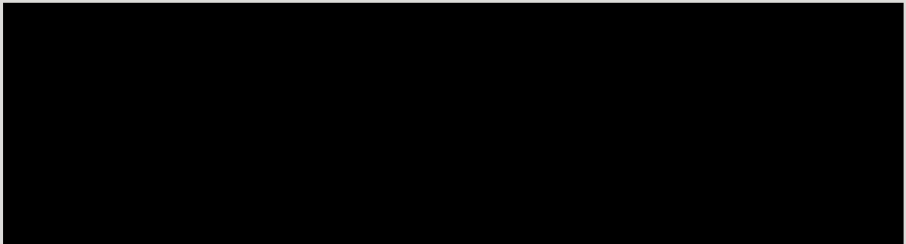
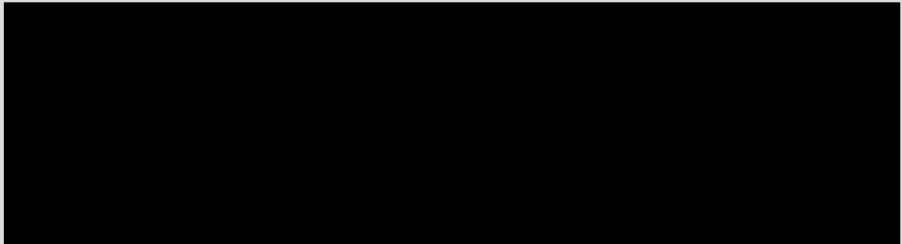
Welcome, and thank you for choosing Premium Stays.

We're a locally owned family business based right here in Port Hedland, Western Australia.

With a background that blends hospitality management, customer service, interior design, and property care, we've created a stay that's as seamless as it is memorable. From the moment you book to the time you head home, our goal is to make every part of your experience effortless and enjoyable.

As the leading provider of luxury stays in Port Hedland, we have a passion to design sophisticated, stylish and comfortable spaces, that are high-end quality, functional and exceeds guest expectations.

When we're not hosting, you'll find us exploring WA's rugged Pilbara region with our 3 girls, soaking in the landscapes that inspire us daily. That love for the land, people, and spirit of hospitality is woven into everything we do. We're truly glad you're here.



We are here to help, contact us 24/7, via the relevant booking platform.
For Emergencies only, please phone mobile numbers listed.



IMPORTANT INFORMATION



WASTE DISPOSAL

To ensure proper waste management during your stay, please follow these instructions. Please ensure bins are used appropriately and do not leave waste outside the bins. If you have any questions about waste disposal, feel free to reach out to us. Thank you for keeping the property clean and tidy!

- **General Waste - Green Lid**

- Dispose of general waste in the green-lid bins located in the designated waste disposal area - Entrance of complex.
 - Ensure all waste is bagged securely before placing it in the bin.
 - Bin day is **Thursdays** please take bin to the curb
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- **Recycling - Yellow Lid**

- Place recyclable items such as paper, cardboard, glass, and plastics in the yellow-lid bins.
 - Please rinse food containers to avoid contamination.
 - Bin day is **Thursdays** please take bin to the curb.
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- **Food and Organic Waste**

- Bag up correctly and dispose in green-lid bins, use them for food scraps and organic waste.

FIRE & EMERGENCY

This plan is designed to ensure your safety during your stay. If you have any questions or need assistance, please contact your host directly. Stay safe!

- **Emergency Contacts**

- Police, Ambulance or Fire Services - 000
- Hedland Health Campus - (08) 9174 1410

- **In case of Fire**

- Raise Alarm and Call 000
- Evacuate safely through the nearest exit (front door or rear sliding door)
- Assist others if safe to do so
- Meet at the designated assembly point in the front carpark area
- Do not re-enter the building until authorised emergency services give the all clear.

- **In case of other emergencies**

- Medical Emergency: Call 000 and provide your location.
- Power Outage: Contact horizon power or your host for assistance.
- Flooding or Water Damage: Immediately shut off the water source (if possible) and inform the host.

- **Important Safety Tips**

- Familiarize yourself with the nearest exits and fire extinguishers upon arrival.
- Keep pathways and exits clear at all times.
- Report any safety hazards to your host immediately.

THINGS TO DO

Visit the Port Hedland Visitor Centre in Wedge Street to get all the up-to-date information on things to see and current tours and events in Port Hedland while you are visiting.

- Tour the world's largest bulk export port with the Seafarers' Harbour Tour.
- Experience exceptional art at the Courthouse Art Gallery.
- Discover history at Dalgety House Museum, Koombana Lookout, the Don Rhodes Mining Museum, Pioneer Cemetery or walk the heritage trail around old Port Hedland.
- See South Hedland's Aboriginal artist collective at work in the Spinifex Hill Studios.
- Watch the epic ore ships coming in and out of the harbour at Marapikurrinya Park. Check the Visitor Centre board for shipping movement times.
- Get up close to the salt mountain – Rio Tinto's colossal Salt Piles with Pilbara Tours.
- See the Staircase to the Moon light up the mudflats at Cooke Point.
- Take a nighttime drive and see Port Hedland light up – harbour lights and Koombana Lookout.



TOURS

Seafarers' Centre - Harbour Tour

Join the Seafarers as they circle the harbour picking up crew of the large iron ore carriers to come ashore for a short break. The tour starts with a 35-minute presentation about the Seafarers' Mission and what they do, including facts and figures about the World's largest bulk export port before you are transported to the jetty to board the boat and run around the harbour.

More information: phseafarers.org/tours

For bookings call the Port Hedland Visitor Centre (08) 9173 1711.

Pilbara Tours - Salt Industry Tour

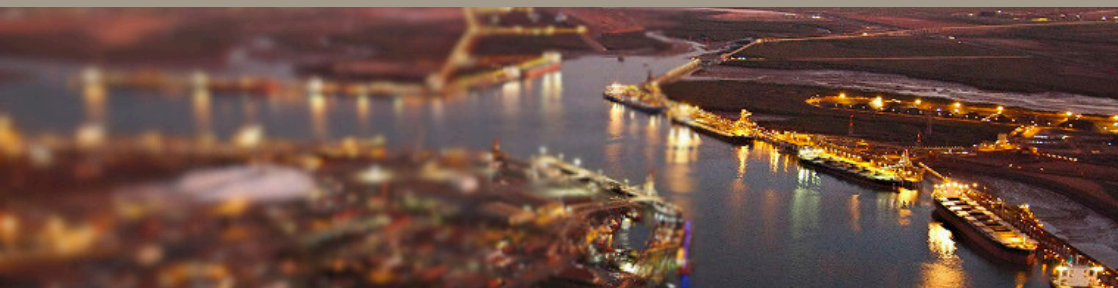
This memorable guided bus tour showcases how Rio Tinto make salt. The tour takes you into the salt fields of Port Hedland to experience the amazing process that takes huge amounts of ocean water and turns it into pure salt for export all over the world.

Twilight Industry Tour

Experience the port industry at its most majestic from the outside looking in on this memorable guided twilight bus tour of the Port Hedland port. See Port Hedland during daylight and then when the lights are turned on. This bus tour will take you past the port's resource industries taking in notable port landmarks, including the entry channel, our miner's port operations, the huge ships and ship loading.

More information: pilbaratours.com.au/tours

For tour bookings call the Port Hedland Visitor Centre (08) 9173 1711 or visit pilbaratours.com.au



BEFORE YOU GO

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|------------------|---|
| • Rubbish | • Please ensure all rubbish is taken out and placed in bins. Bin day is Thursday. |
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| • Kitchenware | • Please ensure all dishes are put in the dishwasher before leaving. |
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| • Belongings | • Please double check you have not left any property in cupboards, bedroom including chargers etc. |
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| • Linen & Towels | • Please place all linen & towels in laundry basket and on top of laundry bench. |
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|---------------|---|
| • Keys | • Please place keys back in lock box & ensure that you shuffle the numbers to make sure it is locked. |
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Thank-
you

