

# MANAGEMENT PLAN

## SHORT TERM ACCOMMODATION

### 63 THIRD AVE, BASSENDEAN

This management plan is to be reviewed and updated annually.

Record of Review of Management Plan

Version	Description	Review Date
V1.0	Version 1	June 2022
V2.0	Version 2	August 2022
V3.0	Version 3	October 2022
V4.0	Date of review undertaken in 2022:	December 2022
V5.0	Updated based on feedback from Alex Snadden through SAT Mediation	February 2023

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## 1 Introduction

This Short-Term Accommodation Management Plan seeks to manage the amenity of No. 63 Third Avenue, Bassendean and conform with the Town of Bassendean Local Planning Framework.

This Management Plan establishes an acceptable standard of behaviour for guest and visitors to seek to minimise any adverse impact on the owner, neighbours, residents, and the Town of Bassendean.

It is envisaged that guests will be able to book a stay at this address via established supporting organisations such as real estate professionals, relocation managers, and short stay accommodation providers such as Airbnb. In the case of real estate professionals, guests will be also subject to the Residential Tenancies Act (1987) and the Real Estate and Business Agents Act (1978).

Bookings are for a maximum of four (4) adults or a family maximum four (4) people.

## 2 Check In

At the time of booking online, guests are to review and agree to accept the house rules which specifically state:

- No parties or events, you will be evicted immediately without refund, and if necessary, we will press further charges with police.
- Adult guests who book must give ID, pay a refundable security deposit of \$250, and sign a rental agreement on our secure online management portal. Guests are not allowed to stay and will not receive check in details until we have received these details.
- Quiet house after 10.00pm
- Check in time is 3.00pm – 8.30pm daily.
- Guests are provided with check in instructions, and a code for the lock box to gain entry into the property. Guests are to check in by 9.30pm.
- Check ins are not permitted between 9.30 pm and 7.00 am.

## 3 Access To The Property

Guests receive their check in details via our online portal. All pre-checkin components must be completed before details are sent. (Copy of ID, copy of credit card used to book, signed rental agreement including agreement to abide by the Code of Conduct – see

Appendix A – Code of Conduct).

Guests are issued with the pedestrian gate code, then are directed to a secure lockbox within the property common area, with the unique code to the lockbox for that stay.

Keys used cannot be copied. WA Lockservice – a local Bassendean business services all our secure locking needs and requirements.

#### **4 Check Out**

Check out time is between 8.00 am and 11.00 am on the day of departure unless other arrangements have been made with the Manager.

#### **5 Managers Details**

Contact details for the Manager of the site are as follows:

Louise Thompson

Expanded Equity

Ph: 0417913893

Email: [louise@louisethompson.biz](mailto:louise@louisethompson.biz)

Manages Apartments 1,2,5,6,7

Rachele Glover

Space BnB

Ph: 0431294402

Email: [rachele@spacebnb.com.au](mailto:rachele@spacebnb.com.au)

Manages Apartment 8

Lauren Zornada

Supreme Bnb

Ph: 0477739204

Email: [Laurenz@supremebnb.com.au](mailto:Laurenz@supremebnb.com.au)

Manages Apartment 3

#### **6 Owner / Occupier**

Currently one of the units is owner occupied and the owner currently has no short-term intention to lease the unit for short term accommodation. The owners' details are listed below:

Kirstin van Kwawegen

Apartment 4

Email: [kirstin.van@hotmail.com](mailto:kirstin.van@hotmail.com)

The owner will immediately contact the property managers directly should there be any issues or disturbances on site.

## **7 Use Of Premises**

The property will be rented as a complex of 8 apartments and each residence to a maximum of four (4) adults or one (1) family maximum four (4) people occupants. Each apartment contains two (2) bedrooms and two (2) bathrooms, one (1) living area, one (1) dining area, and an outdoor area. Depending on the apartment this includes either a courtyard, or a balcony. These are available for each booking. All guests' vehicles can be parked within the property in designated parking pays, or in the two designated visitors spots directly outside the apartments. Guest's vehicles are not to be parked on the verge.

Guests should be mindful of the proximity to neighbours when using the outdoor spaces and keep noise to an acceptable level and ensure no impact upon the amenity of neighbours.

Premises are available for a minimum stay of five (5) nights and a maximum of 90 days.

Properties are serviced on each and every check out, or on a weekly basis in addition to cleaning prior to check in. A full maintenance team including dedicated gardener, cleaner, electrician, and plumber are part of the team.

Only one booking is accepted at any one time. Whilst the property contains a number of bedrooms, individual rooms shall not be leased, or sub leased separately. Names of all guests staying at the property is to be provided to the Manager at the time of booking. The Manager is to be made aware of any changes to the booking in terms of the number of guests being accommodated. This accommodation is suited to small families.

Each property is monitored by Minut 24hrs a day. Minut monitors noise, temperature, number of persons at the property, motion, and humidity. Any non-compliance by the guest is sent as an alert to the manager within ten (10) minutes. The manager will investigate immediately and take appropriate action. If non-compliance continues, eviction will immediately follow.

## **8 On-Site Register**

A register of all occupants will be kept by the Manager, available for inspection by an authorised Council Officer, and shall contain:

- The full names and usual place of residence of all occupants
- The date of arrival and departure of the occupants

## **9 Monitoring Guest Behaviour**

24x7 CCTV is installed to monitor all communal areas, entrances to apartments, including the security gates and pathways outside of the complex. These cameras are monitored by the Property Managers and provide recorded footage of all persons on site.

Separately, all apartments are fitted with a device that monitors the following:

- Noise Monitoring
- Occupancy Monitoring
- Motion Detection
- Device Tamper Detection
- Broken Glass

- Temperature & Humidity

The monitoring device will alert the property manager to any unusual disturbance. The Property Manager will then follow a management procedure to resolve any disturbance with the guest directly. Full details of the monitoring devices and management procedure are included in Appendix C - Monitoring

## 10 Complaints Management

Complaints will be managed by the dedicated Manager.

If neighbours believe that residents are not being respectful of the Code of Conduct, they are to contact the Manager. The Manager's contact details are as stated above.

If neighbours are having any issues with the operation of the property, such as the location and/or orientation of lighting, vegetation on site or any other general issues they are encouraged to contact the Manager to further discuss such issues.

A Register of Complaints (see Appendix B – Complaints Register) will be maintained by the owner and available for inspection by an authorised Council Officer. The complaints register is to contain the following information:

1. The date and time of the complaint;
2. The name and address of the complainant;
3. The nature of the complaint;
4. Investigations carried out;
5. Action taken; and
6. Response provided to complainant.

A copy of this Management Plan will be made available to neighbours. Neighbours will also be provided with the contact details of the Manager.

Neighbours are to be provided with the following regarding the short stay accommodation at No. 63 Third Avenue, Bassendean:

1. A copy of the Code of Conduct
2. A copy of the complaints management procedure;
3. Contact details which allows neighbours to engage with the Manager in the event of antisocial behaviour, particularly after hours, if not addressed directly with the guests.

Neighbours are encouraged to contact the police if they have concerns that any illegal activity at No 63 Third Avenue Bassendean.

Complaints can be divided into categories, the process for each is detailed below:

### **Level 1 Complaint (minor noise disturbance and /or complaint)**

In the event of a Level 1 complaint the following procedure is to be adopted:

1. The neighbour is encouraged to contact the Manager.
2. The Manager will contact the guests to advise the nature of the complaint and remind the guests of their obligations under the Code of Conduct and/or explain the nature of the concern raised;
3. 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;

4. In the event of a further complaint being received and the complaint is validated, the guests will be evicted in accordance with the Code of Conduct.

### **Level 2 Complaint (major noise disturbance or party)**

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 10pm and before 7am.

If a Level 2 complaint is received, the following procedure is to be adopted:

1. The Manager or security firm will attend the premises within thirty minutes of the complaint to verify if this is a major noise disturbance or party;
2. If the complaint and the issue is deemed to be a level 1 complaint then the procedure for Level 1 shall be followed.
3. If the complaint is verified as a Level 2 complaint, the guests will be evicted in accordance with the Code of Conduct.

## **11 Maintenance**

Maintenance refers to both building maintenance and care of the gardens. Maintenance will be managed by the owner. Maintenance will preferably be performed at a time between occupancy unless it is urgent and requires attendance at time of occupancy.

Other than in the case of an emergency, any maintenance contractors or staff will be engaged to attend during normal business hours to minimise disruptions to neighbours.

## **12 Guest Guide Portal**

A guide is available for guests that provides the following information:

- Manager and contact details.
- Code of Conduct.
- Wi-Fi Device name password.
- Key lockbox code.
- TV information.
- Air Conditioner operation.
- Location of the first aid kit.
- Hot water systems operation.
- Rubbish bin location and procedure for collection of rubbish bins.
- Check in time.
- Check out time.
- Local restaurant and shopping.
- Local parks and recreation services.
- Other major attractions.
- All local events and attractions to support local community and businesses.
- Important contract numbers.

In response to the COVID-19 pandemic the guest guide is now provided in a digital format, which also ensures that it remains current and can be accessed by guests while they are in the property, or out and about the Bassendean township. A summary of the information provided is included in Appendix D - Guest Guide

### **13 Manager's Guide & Responsibilities**

A guide shall be prepared for the Manager and kept in a folder by the Manager, documenting tasks and processes for the following:

- General hosting (Including liaisons with clients, providers and Local Government);
- Cleaning information between occupants;
- Procedure for bin collection;
- Laundry requirements;
- Garden preventative maintenance; and
- Building preventative maintenance

The Manager shall maintain:

- A Register of Complaints as referred to in Section 10 ;
- A register of all occupants referred to in Section 8;



## 14 Appendix A – Code of Conduct

### CODE OF CONDUCT FOR GUESTS AND VISITORS

The Code of Conduct is provided to guests upon confirmation of the booking and will be 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 full view at the property so that it can be easily viewed by guests and visitors.

#### General Principles

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

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

#### General Requirements

- 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.

#### Noise and Residential Amenity

- Guests and visitors must not create noise which is offensive or has the potential to create a nuisance to occupiers of neighbouring properties especially between 10pm and 7am Monday to Saturday and 10pm -9am on Sunday and Public Holidays, during arrival, during departure, and at any time throughout the occupancy.
- Offensive noise is prohibited and may result in termination of permission to occupy the property, eviction, loss of rental paid and extra charges for security deposit or bond under the terms and conditions.
- Guests and visitors must not engage in any anti-social behaviour and must minimise their impact upon the residential amenity of the neighbours and the local community.

#### 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.

#### Gathering or Functions

- This property is not a "party house" and any such activities are strictly prohibited.
- The property is not to be used for events, gatherings, parties, functions or similar activities.
- The property is monitored by an onsite sensor for noise, temperature, and number of guests. Any breach of protocol is sent to the manager as an alert. All breaches will result in instant eviction without refunds to the guests (also listed in 'house rules' and signed rental agreement).

## **Parking**

- Guests and visitors are to comply with parking regulations and other requirements set out below and show consideration to neighbours and other vehicles.
- Parking is available on the property.
- Guests are not to park on the verge outside the property.

## **Garbage and Recycling**

- Rubbish and recycled goods are to be disposed of in accordance with the usual practice at the property in the allocated bins, and excess rubbish must not be left in a public area.
- Rubbish and recycling arrangements at the property are in the form of the FOGO system to comply the Town of Bassendean Guidelines.
- Rubbish is collected every Monday morning.
- Bins should not be placed on the verge before 12pm on the day before collection day.
- The Manager is to check by 6pm on Sunday evening that the bins have been placed on the verge for collection. If the bins are not placed on the verge by 6pm on Sunday evening, the Manager will put the bins out for collection.
- The Manager is to check by 6pm on Tuesday evening (or the day of collection) that the bins have been brought onto the property and are not on the verge. If bins are still on the verge at 6pm on Tuesday evening, the Manager will bring the bins back on the property.
- All apartments are to be supplied with an educational laminated poster, and food waste bin for guests to ensure proper use of the bins.

## **Security**

- Whenever you are absent from a property, close and lock all windows and doors to maintain security and prevent rain and water damage.
- At all other times, secure doors, and windows, as required.
- The mains electricity RCD's (Residual Current Devices) are in the property's meter box.

## **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.

## **Smoking**

- Smoking is not permitted within the residence.

## **Pets**

- Pets are only permitted by permission of the Manager.

## **Motorbikes and Bicycles**

- Motorbikes and bikes are not permitted to be inside the residence.

## **BBQ**

- Where BBQ's are provided, ensure that all controls are turned off when not in use.
- The BBQ is to be cleaned after each use.

## **Damages and Breakages**

- Damages and breakages must be reported to the Manager.

### 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 owner and Manager reserve 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

15 Appendix B – Complaints Register

COMPLAINTS REGISTER  
SHORT TERM ACCOMMODATION

Date and time of complaint	Name and address of complainant	Nature of the complaint	Investigations carried out	Actions taken	Date and summary of Response to complainant

## 16 Appendix C - Monitoring Guest Behaviour

### Security Cameras

24x7 CCTV is installed to monitor all communal areas, entrances to apartments, including the security gates and pathways outside of the complex. These cameras are monitored by the Property Managers and provide recorded footage of all persons on site.

### Noise Monitoring Devices

Separately, noise monitoring devices are installed in every short stay apartment at 63 Third Avenue, Bassendean. Not only used to prevent noise, damage, parties and break ins, but to ensure the safety and 5-Star guest experience for all our guests in residence.

Monitoring devices are located in the kitchen / lounge area which is where most noise within the apartments occurs. An example of the location on the floorplan of Unit 8 is provided below.

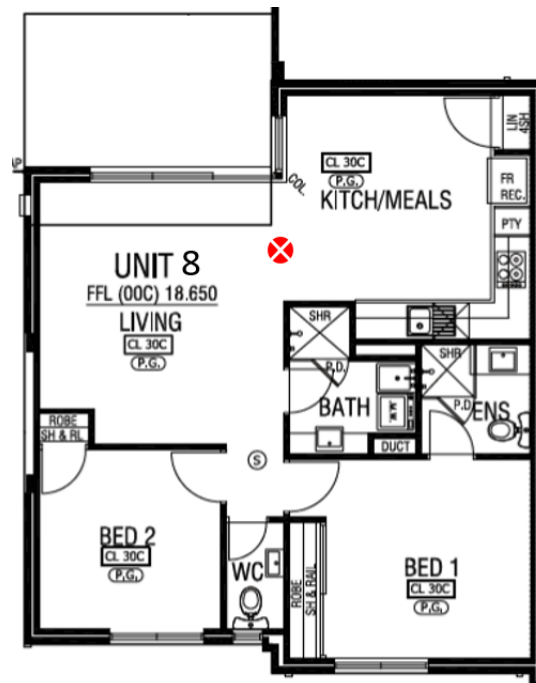


Figure 1 Location of Monitoring Device

An example of the monitoring application dashboard is provided below.

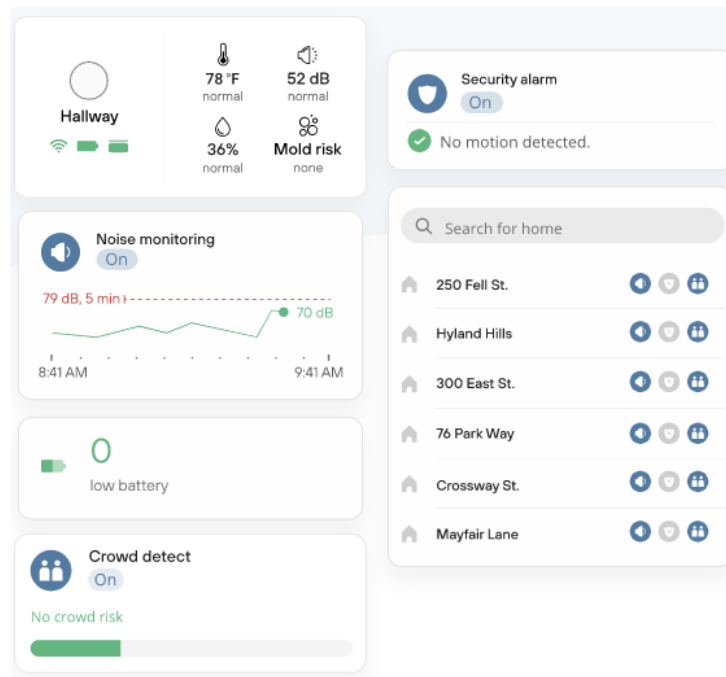


Figure 2 Monitoring Device - Dashboard

The monitoring devices include the following specifications:

- Integrates with our PMS system to enable capabilities of automatic messages to guests.
- Noise Monitoring: Measures noise in decibels. Each sensor is set to alert the Manager via text if there has been noise over 85 decibels for a continued period of 10 minutes. At this stage a process (detailed below is in place to manage guests).
- Occupancy Monitoring: Tracks number persons at the apartment by how many devices are logged into the Wi-Fi.
- Motion Detection: Detects any motion within the apartment, and whether there is a lot or little motion.
- Tamper Detection: Instantly notifies Manager via text if the monitoring device is removed from its' ceiling mounting plate. Manager then calls the guest immediately and advises to replace and not touch the device, and that breach results in eviction without refunds.
- Instantly notifies Manager via text if the monitoring device is touched. Manager makes a call to the guest to advise not to touch the device, and that breach results in eviction without refunds.
- All breaches are dealt with immediately with instant results as a prevention strategy to loud gatherings or parties. It is the Manager's role to ensure noise control and prevent damage to property.
- Alarm – if an alarm goes off within the apartment, the Manager is immediately alerted via text.
- Security Alarm – can be turned on to protects the apartment from break ins during no occupancy.
- Broken Glass – if glass is broken or window smashed, the Manager is immediately alerted via text.
- Tracks Temperature & Humidity always shows the temperature and humidity inside the apartment.

Management process for alerts is as follows:

1. Noise over 85db recorded continuously for 10 minutes generates a message to the Manager:
2. Guest automatically sent a message from the monitoring system asking them to turn down the noise.
3. The manager then monitors noise and other factors to determine next steps.
4. If noise continues for 10 minutes a call is made from the manager to the guest inform them that eviction will occur if they continue to make noise
5. If noise stops no further action is taken.
6. If noise continues the guest is evicted from the property.

An example of how the monitoring device process works at 63 Third Avenue Bassendean:

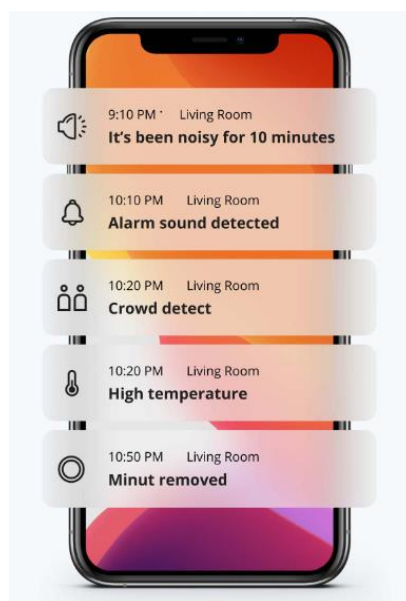


Figure 3 Monitoring Device - Manager Alert

**<Operator>** Hi John, I'm calling on behalf of Seaside Rentals. We received a notice that it's been loud for 20 minutes in the property you're staying at. Is everything alright?

**<Guest>** Hey there, yeah we're having some friends over for dinner.

**<Operator>** We'd like to remind you that noise should be kept at a minimum after 10 pm and that no parties are allowed in the property.

**<Guest>** Oh ok, thanks for letting us know. We didn't realise we were that loud and will keep it down from now.

**<Operator>** Thank you for your help John. Enjoy the rest of your stay.

Figure 4 Monitoring Device - Guest Communication

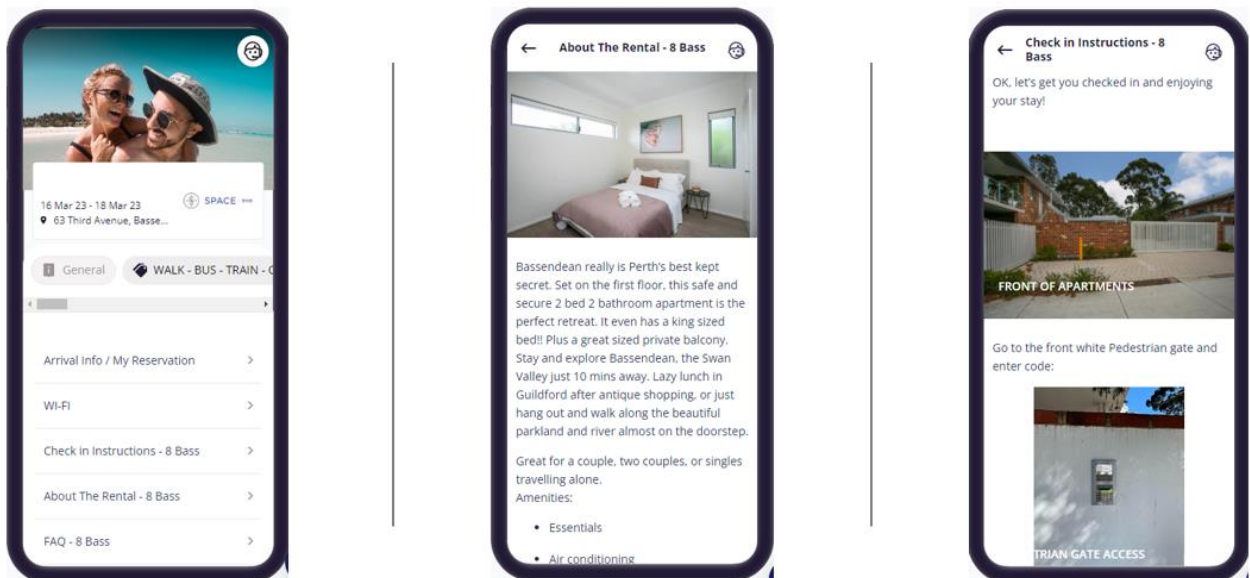
## 17 Appendix D - Guest Guide Portal

A Guest guide is available for guests once they have made a booking to stay at the property. In response to the COVID-19 pandemic the guest guide is now provided in a digital format, which also ensures that it remains current and can be accessed by guests, and can be translated into 20 different languages, while they are in the property, or out and about the Bassendean township.

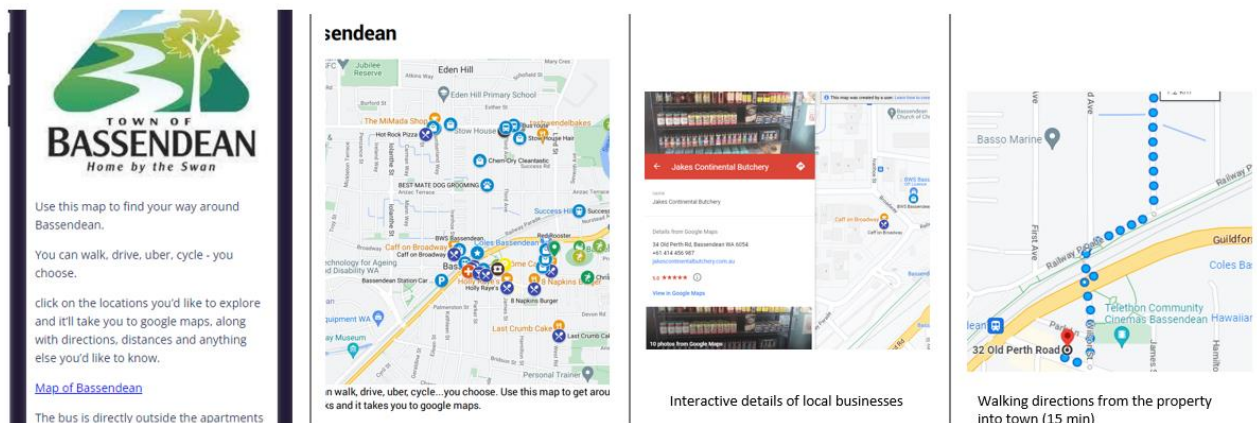
The Guest Guide Portal also provides the guest with direct access to the property manager if they have any questions regarding their stay.

A summary of the Guest Guide Portal outlined below:

### Property Details



### About Bassendean





# Public Transport to and from Bassendean



Use this map to find your way around Bassendean.

You can walk, drive, uber, cycle - you choose.

click on the locations you'd like to explore and it'll take you to google maps, along with directions, distances and anything else you'd like to know.

[Map of Bassendean](#)

The bus is directly outside the apartments on Walter Road.

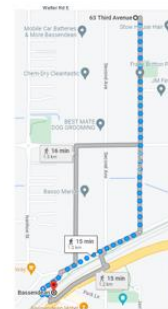
Click this link for the timetable and route map

<https://www.transperth.wa.gov.au/timetables/Bus=341&routeid=PAT-MOR-3133&date=2023-02-26&time=14:28&key=603&series=Bus%20Timetable%20Route%20341%20&342>

Google maps shows every bus stop. You can click on the icon and it will give you up to the minute information on all your transport needs.

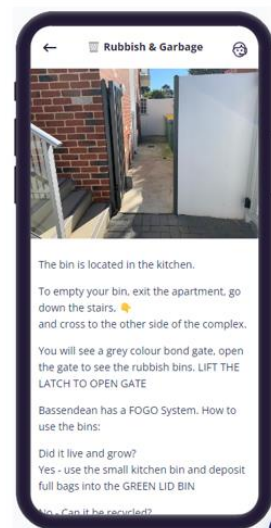
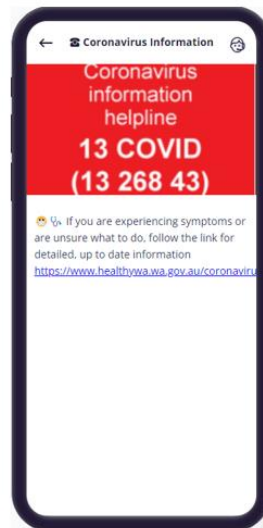
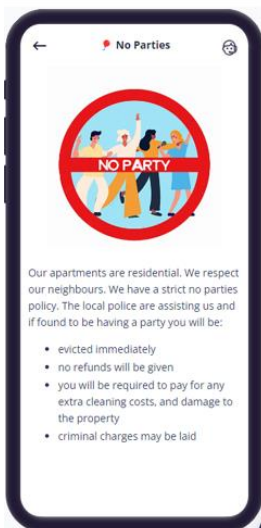


Walk to Bus Stop (1 Min)

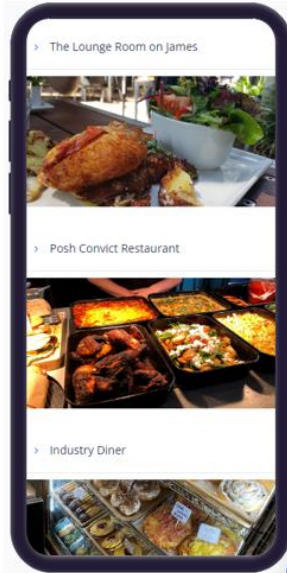
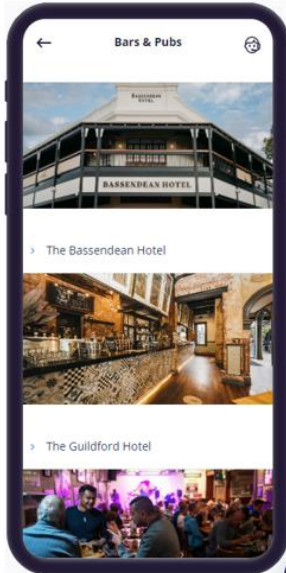


Walk to Train Station (15 Min)

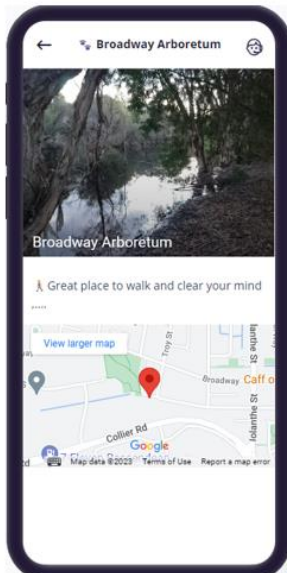
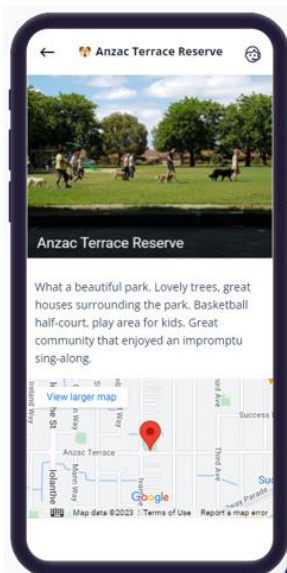
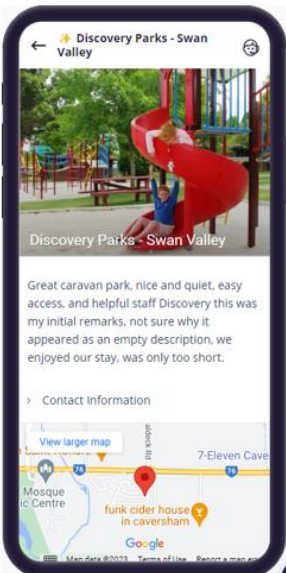
# House Policies and Guidelines



# Eating out in Bassendean



# Activities around Bassendean



## 18 Appendix E – Fogo Rubbish System

The document below is installed in each apartment for the purpose of educating residents on the FOGO system.

# HOW TO USE THE BINS

## Did it live and grow?

**YES** = Use the small kitchen bin.  
Deposit full bags into **GREEN LID BIN**  
(bread, dairy, fruit, veg, meat, bones, seafood, leaves, paper towel, serviette, tissues)

**NO** = Can it be recycled?  
Yes – use **YELLOW LID BIN**  
(Cardboard, tins, plastic bottles, glass)

**All other waste = RED LID BIN**  
(general rubbish, nappies, wipes, non-recyclables, plastics, plastic bags)

The kitchen bin is in the kitchen cupboard under the sink.  
All bins are on the opposite side of the complex, at the front, near the pedestrian gate.

Figure 5 FOGO Rubbish System

## 19 Appendix F – Guest Feedback on Location, Safety, Quietness & Host Responsiveness

To assist the Bassendean community quests we now consider taking longer stay bookings for up to 85 nights. This enables people migrating into the area, the time to explore local businesses and find suitable long-term accommodation.

Example reviews from Guests who have stayed at 63 Third Avenue, Bassendean, supporting safety, quiet and clean premises and high quality stays, along with swift communication with the Short Stay Management Team.

### Leanne's review of your place



Tranquil Tree View with Free Parking & Netflix  
3–8 Nov 2022

Overall rating 5★

#### Public review

Very nice apartment, very modern, clean & quiet. Felt very safe with secure private parking. Loved our stay and would highly recommend this property..

### Karie-Anne's review of your place



Tranquil Tree View with Free Parking & Netflix  
5–16 July 2022

Overall rating 5★

#### Public review

Had a wonderful 10 day stay in a great unit the feeling of safety in the gated complex was fantastic and the communication with the Host was brilliant Thank you

### John's review of your place



Tranquil Tree View with Free Parking & Netflix  
31 May – 6 June 2022

Overall rating 5★

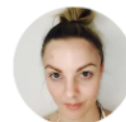
#### Public review

A great apartment, well appointed, immaculate and conveniently located. Thoroughly recommended and very professionally managed by Rachele.

#### Private note from John

Thank you Rachele , A great apartment and location. Looking forward to staying there on our next visit to Perth.

### Fallyn's review of your place



Tranquil Tree View with Free Parking & Netflix  
4–22 Apr 2020

Overall rating 5★

#### Public review

Great location, great price and Rachele is very hospitable she couldn't have helped us more!

## 20 Appendix G – Enhancing the Amenity of the Bassendean local area

Over the last 4 years the Short Stay premises have enhanced the amenity of the local area through providing the following:

- Our Short Stay premises have hosted many locals and local families including: grandparents visiting their children and grandchildren; locals who need emergency accommodation; family members attending weddings, birthdays or other special occasions; covid isolation; families requiring accommodation to support medical procedures of loved ones at Midland Hospital or transient workers from hospitals or local businesses.
- Our Short Stay premises have accommodated countless guests who otherwise would not have stayed in Bassendean due to the lack of suitable accommodation alternatives.
- Guests spend money at the Bassendean Town Center, thereby supporting local businesses. We regularly receive feedback from guests highlighting how pleasant it is to walk into town for lunch or dinner, peruse the shops and wander home. It is a researched fact that guests staying in short term accommodation spend money in the local community. See Appendix B a research paper produced by Deloitte to support this statement.
- The Short Stay Management Team also procures accommodation supplies from local businesses such as cleaning equipment, kitchen and bathroom supplies, snacks, and other items requested by guests.
- Due to the convenience of local public transport options, on many occasions our guests have enjoyed not needing to hire a car (adding extra expense to their stay), but rather enjoy walking to their relatives' homes when needed. This is a positive for reduced environmental impact and minimises traffic congestion.
- A very large part of our strategy is to promote local business. We have a detailed and comprehensive guidebook recommending local eateries, pubs, shops etc.
- It is in the Property Management Team's best interest to keep the apartment block and surrounding areas clean, tidy and quiet as this has an immediate effect on Guest reviews and future bookings/stays. See a selection of reviews supporting this in Appendix F – Guest Feedback on Location, Safety, Quietness & Host Responsiveness.
- We find rubbish and junk is not left by our guests in the street outside the complex, it is from locals who walk past during the night. We have witnessed these actions via our security cameras. When this happens, we have cleaned up after these people within a timely manner.
- All apartments are provided with off street parking for at least one car, some apartments have two allocated spaces. Parking has never been an issue within the street, or the complex. Guests commonly travel in one car. There are now less cars in the street, and in the complex than there were five years ago when it was a long term rented complex.
- As operators this short stay property is a collective long term strategy. We require it to be successful. We take our place within the community seriously and work towards being part of the solution rather than the problem. Never once have our neighbours approached us with complaints. **We currently are rated at over 4.9 stars (out of 5) which is well above industry standard.**

21 Appendix H – Economic Impacts of Short Stays in Western Australia

Economic Impacts of Short Stays in Western Australia (as published by Deloitte- [Economic Impacts Airbnb WA](#))

In one year in Western Australia, 171,500  
Airbnb guests spent **\$155 million**



On average, guests staying across Western Australia  
rated their Airbnb listing **4.7** stars out of 5



**Note that the Average Rating for the Short Term Stays at 63 Third Avenue, Bassendean are 4.91 Stars.**