

## Parking

The majority of Holiday Homes provide sufficient on-site parking however occasionally, parking may occur outside of the property boundary. Should you experience issues associated with parking, you are advised to contact the City on **9550 3777** or **council@mandurah.wa.gov.au**. The complaint will be referred to the City's Ranger Services Section who monitor parking throughout the city.

Please advise if you suspect the property as being a holiday home as this assists in making the owner of the property aware of the situation and seek their assistance.



## Rubbish Disposal

Domestic waste should not be placed in public litter bins and the duty of care to dispose of waste appropriately lies with guests of Holiday Homes and/or the property manager.

The City's Ranger Services enforce the Litter Act 1979 in the district and penalties apply if litter is not disposed of appropriately. The City has other local laws relating to the appropriate filling and presentation of bins. Should you experience issues in association with litter and waste disposal, please contact the City on **9550 3777** or **council@mandurah.wa.gov.au**

Please advise if you suspect the property of being a holiday home as this will assist in early notification to the property owner to seek their assistance in resolving the issue.



City of Mandurah  
3 Peel Street,  
Mandurah WA 6210

Phone: 9550 3777

Email: [council@mandurah.wa.gov.au](mailto:council@mandurah.wa.gov.au)

[www.mandurah.wa.gov.au](http://www.mandurah.wa.gov.au)



# Holiday Homes Complaint Handling Procedure



## Introduction

The City of Mandurah has adopted a 'Responsive Approach' in dealing with complaints that relate specifically to properties that are being operated as Holiday Homes.

The City recognises Holiday Homes as playing a part in supporting the tourist industry in Mandurah, and encourages well managed Holiday Homes for short-term visitors that will enhance the tourism experience while minimising potential impacts on adjoining residents.

Unfortunately however, it is acknowledged that the behaviour of guests staying in such accommodation may give rise to issues which impact on the amenity of adjacent residents, and this brochure therefore provides information relating to the procedures to follow should such a complaint arise.



## Commitment to successfully resolving disputes

The City of Mandurah takes complaints very seriously and through the Service Charter we will ensure that:

- You are dealt with by professional City Officers, identifiable through their general appearance and/or greeting.
- Your enquiry will be handled in a professional, polite, respectful and attentive manner at all times.
- Your issues and matters will be dealt with by the appropriate City Officer in a timely manner.
- We will communicate in clear and concise English language that is easily understood.

## Dealing with your complaint - who to contact and when to contact them

### Antisocial Behaviour

If your complaint relates to anti-social, dangerous or threatening behaviour, you should contact Mandurah Police on **131 444** and for urgent situations **000**. The City would appreciate being notified of any concerns of antisocial behaviour with holiday homes so the owner can be contacted.

### Noise

Should noise be related to party's or excessive late night noise such as stereo's, calls should be referred to the Police on **13 444** however it is also requested that the City of Mandurah be advised on **9550 3777** or [council@mandurah.wa.gov.au](mailto:council@mandurah.wa.gov.au).

The City will arrange for the installation of a recording device as soon as possible and also contact the owner of the property to seek their action in resolving the issue.

Other noise concerns should also be notified to the City of Mandurah on the above number.

In advising of your complaint please advise the City if you suspect the property is a holiday home.

