



**SHIRE OF SHARK BAY
PUBLIC NOTICE**

**DEVELOPMENT APPLICATION – PROPOSED HOLIDAY HOUSE (RENEWAL)
LOT 42 (No 10) SELLENGER HEIGHTS, DENHAM**

The owners of the abovementioned lot were first granted approval by the Shire on 16 August 2022 to use their existing house as a holiday house (for short stay). The first approval was limited to 12 months and expired on 16 August 2023.

A second approval to continue the holiday house use was issued on 22 September 2023, for a longer 3-year period, and expires on 22 September 2026.

The owners have lodged a new planning application proposing to continue to rent out their existing dwelling at 10 Sellenger Heights for short-stay accommodation. The Shire has discretion to issue a new approval for a 1, 3 or 5 year period.

Prior to determining this application, the Shire would like to provide you with the opportunity to comment on the proposal. The plans and documents can be viewed at the Shire of Shark Bay 65 Knight Terrace, Denham during office hours or on the Shire website.

Please note that the documents include:

- (a) A table outlining complaints and how those complaints were responded to; and
- (b) An updated Management Plan providing additional details on additional management measures including for parking; and
- (c) An updated parking plan.

Should you wish to make a submission on the proposal, your comments (in writing) will need to be lodged with Council by **4.00 PM, 8 September 2026**.

Please note, if no comments are received by the closure date, we will assume that you have no comment you wish to make and the application will be assessed and determined on its merits and without any further consultation.

Should you have any queries relating to the proposed application, please do not hesitate to contact the Shire.

Dale Chapman
CHIEF EXECUTIVE OFFICER

25 August 2026

RAY WHITE SHARK BAY MANAGEMENT PLAN

1. **PROPERTY ADDRESS: 10 SELLENGER HEIGHTS, DENHAM**

2. **PROPERTY MANAGER DETAILS:**

Name: Ray White Shark Bay – Debbie
Byett Address: U3/ 71 Knight Terrace, Denham
Phone Number: 9948 1323
Mobile: 0448 753 314
Email: sharkbay.wa@raywhite.com

3. **DETAILS OF RESERVATION ARRANGEMENTS (PLEASE TICK ALL APPLICABLE):**

- ☒ Internet (please specify) : All bookings through Ray White Shark Bay
☒ Property Manager : All bookings through Ray White Shark
☐ Bay Other (please specify) N/A

4. **RAY WHITE SHARK BAY MANAGEMENT STATEMENT**

Ski At Denham Pty Ltd T/A Ray White Shark Bay has been managing holiday accommodation houses and units in Denham continuously for the past 20 years.

Ray White Shark Bay is a complete property management service and over the years have developed the skills necessary to help the owners of the properties, and the many thousands of visitors we deal with annually. We are based permanently in Denham and have an office located at 3/71 Knight Terrace. The office is officially open 6 days a week and we are available by mobile if the office is not open.

Some key points of our service below.

- The premises are inspected after guests check out to ensure that it has been kept in a neat and tidy condition. Guests can provide their credit card details as security or pay a bond which is refunded after inspection.
- Bins are put out weekly for standard Council pick up or as necessary.
- We arrange regular cleaning of the premises in between guest stays and ongoing maintenance of the property.
- Any damage, safety or general maintenance issues are reported to the owner, including smoke alarms and fire emergency equipment.
- If works are needed, such as replacement of smoke alarms, new batteries in smoke alarms, or general safety / maintenance repairs then we organise those works for the owners.
- Fire extinguishers and fire blankets are checked and certified on a 6 monthly basis as per Australian standard.
- As premises are inspected regularly, we have a high level of knowledge about the condition of each property/dwelling under our management.
- Because we are based locally and live in the Denham community, we have excellent knowledge of what happens at all the properties that we manage.

5. BOOKING PROCEDURE CONDUCT FOR GUESTS

Ray White Shark Bay has strict booking procedures and provide guests with the following at the time of booking:

TERMS AND CONDITIONS (House rules) Need to know items such as Check in / Check out times. After Hour Key Pick Up. Linen and what is provided. Cancellation Policy. Pet Information. Rubbish collection. Guest Numbers. Excessive Noise. Guest Responsibilities. Left Items. Feedback. Call Outs. Loss or Damage to Property. Alternate Accommodation. Property Keys. Covid-19 information.

CONFIRMATION LETTER which the guest acknowledges the booking is for a total of **10 guests** and that there is a strict no smoking policy inside the premises. They also acknowledge that if house rules are broken and false or misleading information has been given that, as the Property Manager, we have the authority to order the premises be vacated with no refunds given.

When guests check in whether it be in business hours or after hours, they collect an envelope with a town map and directions to their accommodation, a set of keys, our after-hours contact numbers if they are needed and important things to know.

6. MAINTENANCE AND ACCESSIBILITY

Who will be responsible for ensuring that a fire extinguisher will be provided?	Property Manager or Fire Technician (already installed)
Who will inspect the premises regularly to ensure that the smoke alarms are in working order?	Owner or Property Manager (already installed)
Who will inspect the premises regularly to ensure that the fire extinguisher is in working order?	By registered Fire Test & Tag Technician at least 2 times per year as per Australian regulations
What arrangements are in place for cleaning the house before each booking?	Organised by Ray White Shark Bay via local contract
Is there a working outdoor hose available to guests?	Yes (2 in total) –at the front and rear right hand side of the house
If windows are fitted with locks, are the keys provided to guests?	Yes – organised by Ray White Shark Bay
Are guests given keys to all external lockable doors, including security doors?	Yes - organised by Ray White Shark Bay
What arrangements are in place for maintenance of external yard areas?	Organised by Ray White Shark Bay and conducted via owners on a regular basis. The place is always well kept.

7. RAY WHITE SHARK BAY ACTIVE COMPLAINTS POLICY

- Ray White Shark Bay has staff available after hours who are contactable by mobile and email if neighbours need to report any guest behaviour issues.
- All complaints are recorded in an electronic form with the address and nature of complaint.
- Each complaint is assessed based on the individual situation taking into regard the seriousness of the complaint.
- Any premises would be inspected in person on receipt of a complaint and staff would talk to the guests about any issue reported by a neighbour.
- Depending on the nature of the issue, staff may give the guests a warning or under extreme circumstances our company has authority to evict guests.
- The complainant / neighbour would be informed of the outcome of any inspection and action taken by our company to respond to the complaint. Advice would generally be provided in writing by email for recording purposes.
- Owners are also advised in writing of the any serious or justified complaint and action taken to respond or resolve any complaint.
- If warranted, we would liaise with police over any serious issues. We have a good working relationship with local police.
- During peak holiday periods we conduct drive by inspections of properties under our care to ensure that they are well managed. We take an active role in overseeing the use of all holiday houses under our management to ensure that they are used responsibly.
- It is in our interest to ensure that all properties under our care are well managed, looked after and maintained to fulfill our contractual obligations with landowners.

Also being a part of a large franchise group such as Ray White we can also call on our corporate office for assistance and support regarding any complaints or disputes.

As outlined in Point 5 all guests are provided with detailed terms and conditions as part of the booking process.

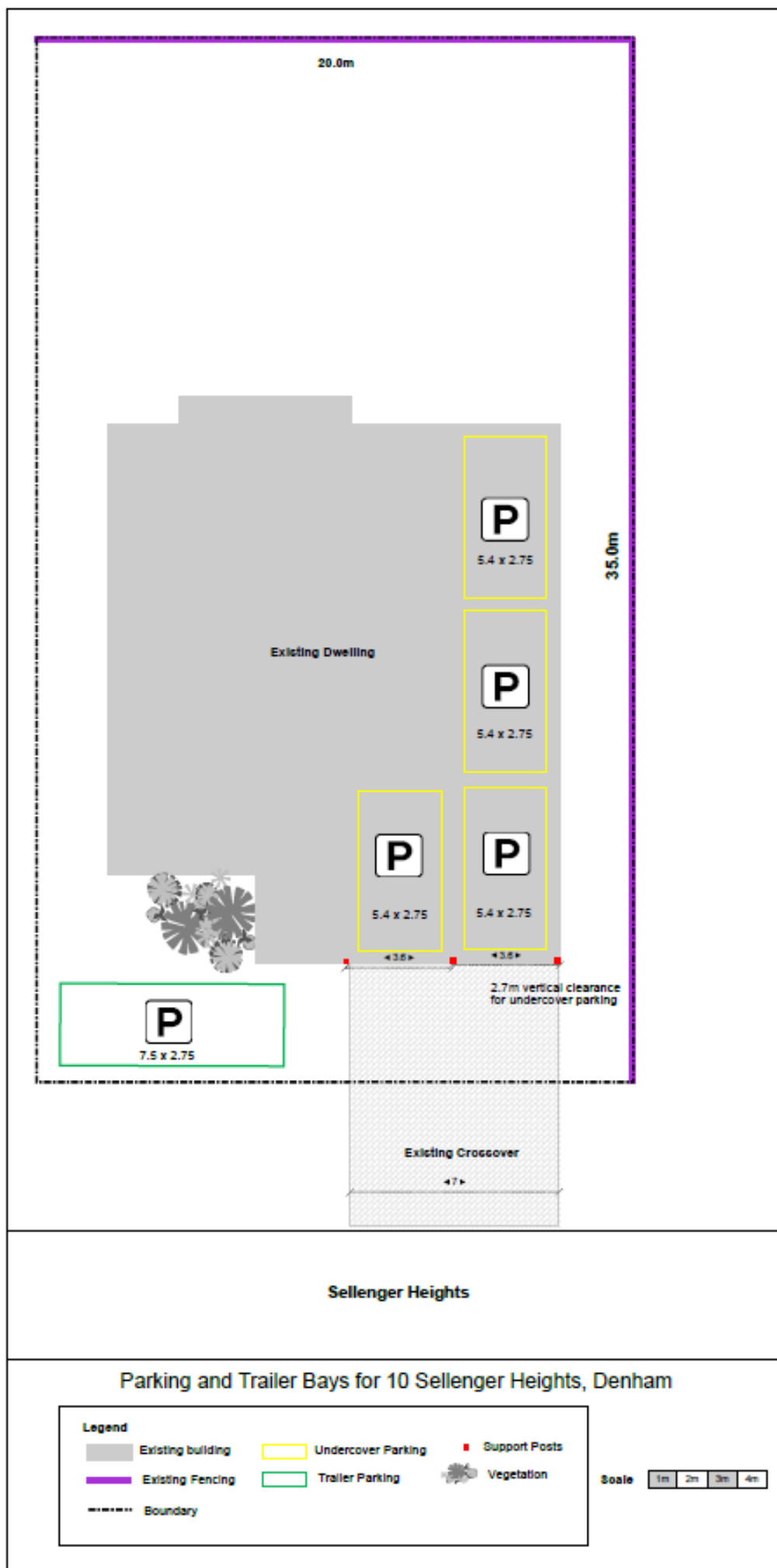
8. PARKING

Boat Parking for 10 Sellenger Heights is to always be within the boundaries of the property. Please be sure that your Car and Boat are not protruding past the property boundaries as indicated on the Parking Plan. At no time are vehicles or boats to protrude onto the verge or neighbouring properties, or to be parked on the road.

If you are unable to place your boat in the boat parking area, there is 24-hour boat parking available at Shark Bay Marine Repairs, 60 Monkey Mia Road, Denham please contact 0427 481 324 for bookings.

Please refer to the Parking Plan clearly displayed at the property (and available on the Ray White website).

PLEASE NOTE: The Shire will enforce illegal parking. It is important that any guest you park cars, boats and other trailers in accordance with the parking plan displayed in the house.



CODE OF CONDUCT FOR GUESTS

(SU CASA)

PROPERTY ADDRESS: 10 SELLENGER HEIGHTS, DENHAM WA 6537

PROPERTY MANAGER: RAY WHITE SHARK BAY

The following Code of Conduct governs guest behaviour and use of the property. All guests are to follow the Code of Conduct for themselves and any visitors they allow at the property.

GUESTS:

- A responsible adult (over 18 years of age) shall always be on site when children are present.
- No unauthorised people are permitted to stay overnight.
- There shall be a maximum of **10 guests** on the property at any one time.

NOISE AND NUISANCE:

- Guests are not to cause or permit nuisance at the property.
- This includes excessive noise, disruptive behaviour or anti-social behaviour.
- Noise should generally cease after 9:00pm Sunday to Thursday and 10:00pm Friday and Saturday.
- The Property Manager may contact any guests where noise levels are deemed unacceptable.

VEHICLE PARKING:

- Guests and any visitors of the guests shall park all cars and any trailers, caravans or boats on the property always in the designated parking areas. Refer to the Parking Plan for further information (Attachment 2).
- Guests and any visitors of the guests shall not park on the verge or on the street outside of the property.
- The Shire will enforce illegal parking. Guests and any visitors of the guests **MUST** only park in accordance with this Parking Plan. Any non-compliance by any guest or visitor of the guest with this parking plan can lead to immediate termination of accommodation.

PREMISE CONDITION AND CLEANLINESS:

- It is all guests' responsibility to leave the premises in a clean and tidy condition upon vacating.
- All fittings and chattels are to be left in their original condition and position that they were in at the beginning of each stay.
- Guests are to notify the Property Manager of any damage or disrepair within 24 hours of this occurring.
- Any damage repairs or excessive cleaning that is attributed to guests stay will be paid for by the guests.

LINEN:

- Ray White Shark Bay provides all linen for guests stays. At the end of your stay please put all used linen into the linen bag provided.

FIRES:

- No candles or open fires are permitted on the property.
- All guests should read the Fire and Emergency Response Plan.

RUBBISH DISPOSAL:

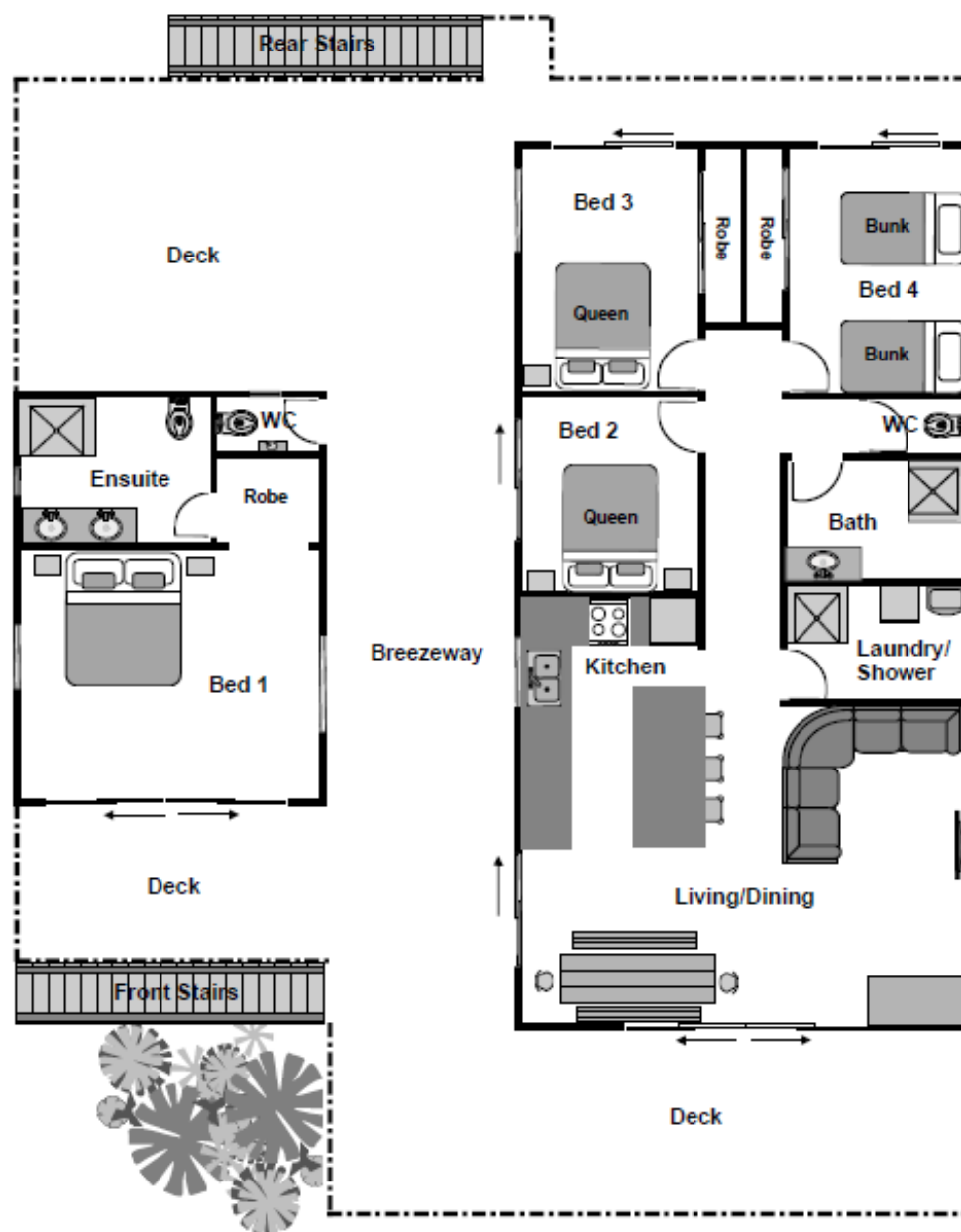
- All rubbish is to be placed in the bins provided.
- Guests are responsible for taking out the outdoor rubbish bin where their stay coincides with collection days.
- Your collection day is as per the Ray White Shark Bay Information Sheet (on the fridge door for rubbish days and within the information booklet).

KEYS:

- At the end of your stay please lock the premises (including all doors and windows) and return the keys to Ray White Shark Bay.

TERMINATION OF ACCOMMODATION:

The Property Manager reserves the right to terminate accommodation if guests are found to have contravened any part of the Code of Conduct. Importantly this includes parking in accordance with the parking plan at all times. No refunds will be made where termination is made due to a breach of the Code of Conduct. Refer to the Ray White Shark Bay Rental Agreement.



Scale

1m	2m	3m	4m
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Internal Floor Plan

10 Sellenger Heights, Denham "Su Casa"

FIRE AND EMERGENCY RESPONSE PLAN

SU CASA

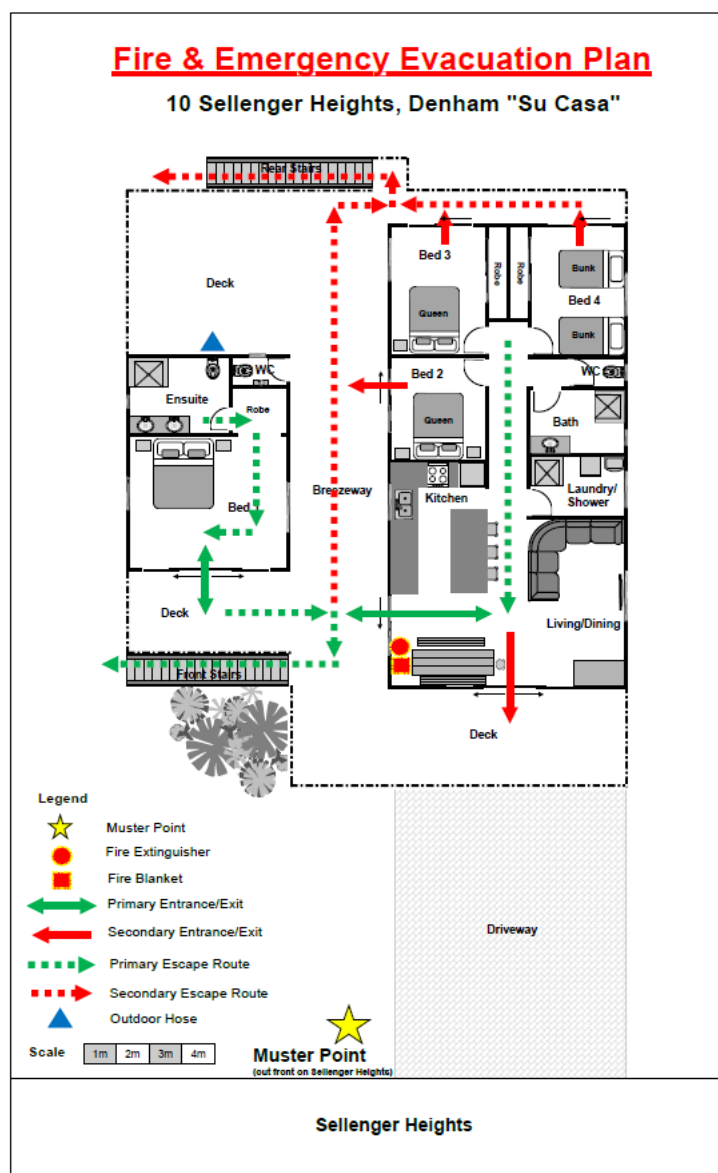
1. PROPERTY ADDRESS: 10 SELLENGER HEIGHTS, DENHAM WA 6537

Fire Extinguisher Locations: Fixed on the wall just inside the primary entrance to main building

Fire Blanket Location: Fixed on the wall just inside the primary entrance to main building

Refer to the photos in Attachment A for locations of both apparatuses.

2. FIRE AND EMERGENCY EVACUATION PLAN (to be displayed in house – A3 size)



In Case of Fire:

- All guests to exit the house immediately. Adults should take all children outside.
- Call emergency services on '000' once you have safely exited the house.
- Assemble out the front of the house on the street at the designated Muster Point. **Do not go back into the house.**
- Follow all instructions by emergency personnel.

3. EMERGENCY CONTACT DETAILS:

FOR ALL EMERGENCIES DIAL TRIPLE ZERO – 000 for Police, Fire or Ambulance

- A. Property Manager Contact Ray White Shark Bay
Name Debbie Byett Mobile: 0448 753 314
- B. State Emergency Service: 132 500 or mobile: 0417 097 330

4. USEFUL SOURCES OF INFORMATION:

In the event of a fire, cyclone or evacuation information may be broadcast from the following sources:

ABC Radio 846am

ABC RN: 107.5FM

DEPARTMENT OF FIRE AND EMERGENCY SERVICES – www.dfes.wa.gov.au
13 DFES (13 33 37)

5. CYCLONES:

The Bureau of Meteorology issues cyclone advice to the public through a Cyclone Watch and Cyclone Warning – www.bom.gov.au/cyclone The Department of Fire and Emergency Services then issues Community Alerts to keep people informed and safe - www.dfes.wa.gov.au. The Alert System changes to reflect the increasing risk to your life and advises what you need to do before, during and after a cyclone.

CYCLONE WATCH is used when damaging winds are expected to affect communities within 48 hours.

CYCLONE ALERT is used when damaging winds are likely to affect communities within 24 hours.

DFES then issues the following cyclone alerts:

BLUE ALERT Get ready for a cyclone. You need to start preparing for cyclonic weather.

YELLOW ALERT Take action and get ready to shelter from a cyclone. You need to prepare for the arrival of a cyclone.

RED ALERT Take shelter immediately. You need to go to shelter immediately.

ALL CLEAR The cyclone has passed but take care. Wind and storm surge dangers have passed but you need to take care to avoid dangers caused by any damage.

6. USEFUL CONTACT INFORMATION (NOT FOR EMERGENCIES):

Shark Bay Health Centre – 9948 1400

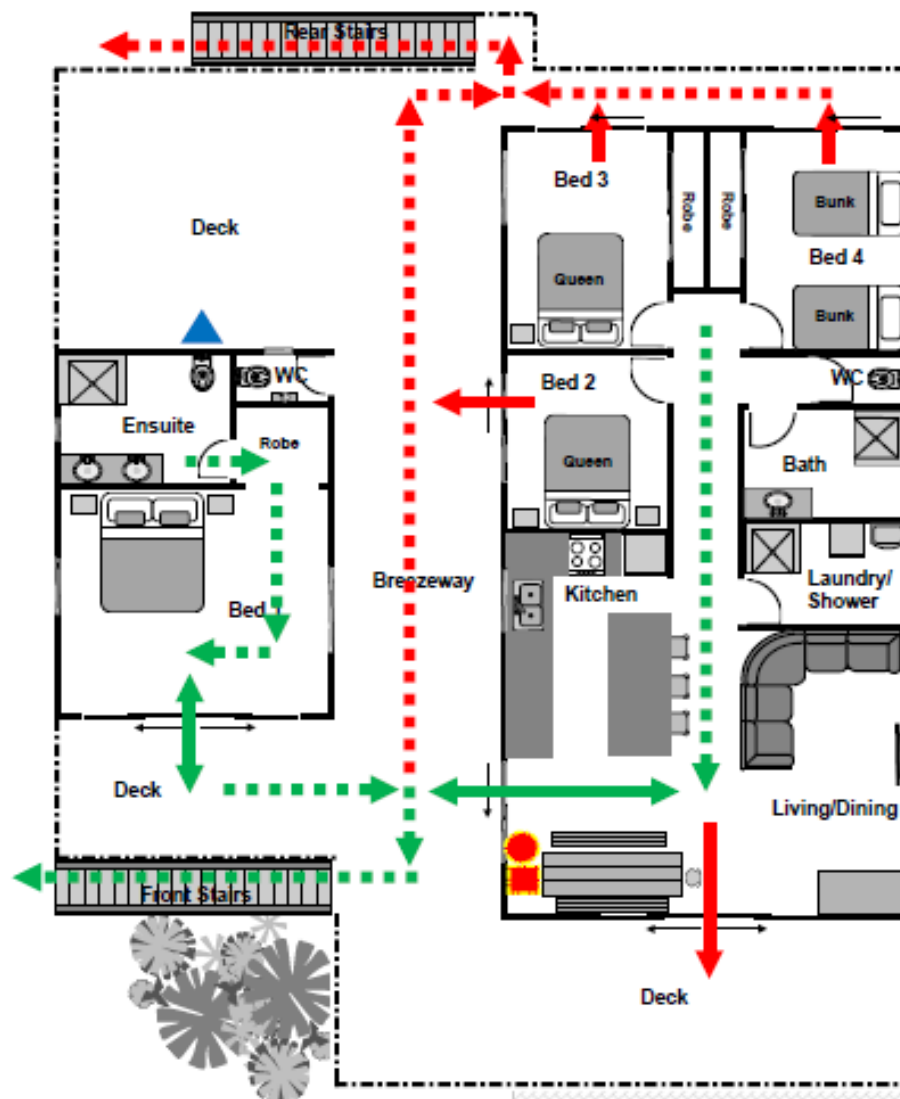
Denham Police Station (for general enquiries) – 9948 1201

Shire of Shark Bay – 9948 1218

Ray White Shark Bay (Property Manager) – 9948 1323

Fire & Emergency Evacuation Plan

10 Sellenger Heights, Denham "Su Casa"



Legend

-  Muster Point
-  Fire Extinguisher
-  Fire Blanket
-  Primary Entrance/Exit
-  Secondary Entrance/Exit
-  Primary Escape Route
-  Secondary Escape Route
-  Outdoor Hose

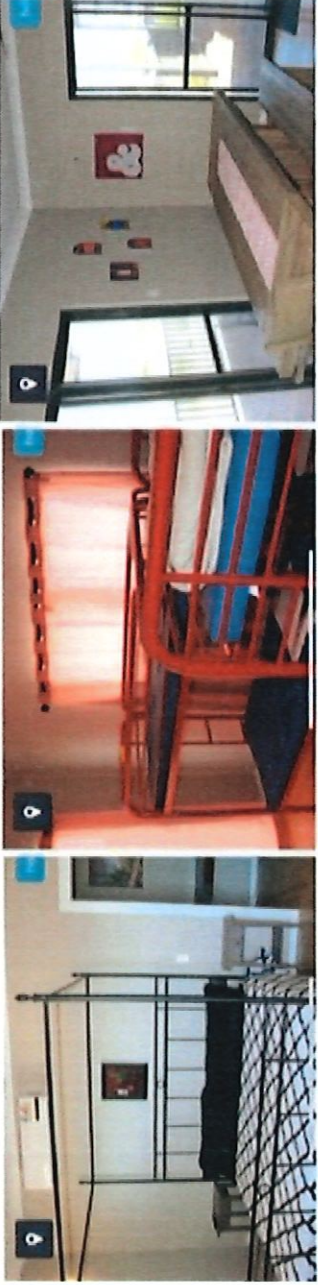
Scale 1m 2m 3m 4m

Muster Point
(out front on Sellenger Heights)

Sellenger Heights

ATTACHMENT A







10 Sellenger Heights Denham, Owner response to Complaints and Shire Letter

Time of Complaint	Complaint	Time Rectified	Time taken to respond and rectify	Property Manager Rectification	Owner comments
Friday 28 th March 2025 @ 9.47am	A Boat and Car located on vacant block at 12 Sellenger heights. Also, someone was sleeping in swag next to car on vacant block.	Friday 28 th March 2025 @ 10.35am	38 minutes	Ray White responded to complaint email within an hour of having received it. Ray White attended the site on the morning of the 28 th March and confirmed this was one of the guests that had arrived late and did not want to disturb the other guests, so chose to sleep next to the car. The boat was promptly moved to designated parking spot, and all guests were then sleeping in house from the remainder of their stay.	Ray White dealt with this issue very quickly. Ray White did not advise us of the complaint received as they rectified what they felt was a simple misunderstanding of rules very quickly.
Thursday 29 May 2025 @ 1.02pm	A boat was parked “illegally” on 10 Sellenger Heights  Complainant also requested that I install a side fence.	Thursday 29 May 2025 @ 1.25pm	23 minutes	Ray White responded via email that the boat was parked in the designated parking bay, but the back of the boat was overhanging the adjacent property by a matter of centimetres. Ray White noted this in the email response and also that the boat is clearly back off the road, not causing any disruption to other vehicles and that the block concerned did not belong to complainant.	Ray White very quickly dealt with this very small issue. Again, we were not advised of the complaint as it was deemed minor and dealt with respectfully and swiftly.

Overall assessment of complaints and actions:

- We, on behalf of our property managers Ray White have only ever received a total of 2 complaints. While it has been communicated that there have been a “number” of complaints, these only total 2.
- Both of these complaints were received well over 12 months ago (15 months and 17 months)
- We have received no complaints in the last 12 months.
- Our property manager has acted diligently, respectfully and swiftly in both instances. To that end, we were even advised of the complaints as they were both sorted within an hour of having received them. We have requested that in future, no matter how small the complaint is, that we

are notified on the complaint. As rate payers ourselves, I would also request that the Shire also communicates with owners in the same informal way that it communicates with those rate payers that make complaints.

- In relation to communication received we received from the Shire we note a letter from CEO Dale Chapman on September 1 2025. It notes amongst other things:

- **SB:** The Shire had been dealing directly with our property manager but due to recent events that they would write directly to us.
- *Owner response: We appreciate the direct communication but would have welcomed the same as/when complaints arise.*
- **SB:** Current planning approval was in place until September 2026 and that due to the “number” of complaints that our renewal would be referred to Council for determination
- *Owner response: This letter was the first direct communication we have had on any complaint with the Shire. As pointed out previously, a total of 2 complaints from the same person over relatively minor matters, that were resolved very swiftly by our property manager, didn't raise ours or our property managers concerns. To be frank they were dealt with within an hour of receiving them.*
- **SB:** The Shire expectation that holiday homes will operate in accordance with conditions imposed and actions be taken to ensure they are complied with
- *Owner response: We take this very seriously. We respect the rules and conditions placed upon us as owners of a designated holiday house and we have no reason to believe that our property managers don't have the same level of respect.*
- **SB:** Acknowledging occasional issues will arise, but parking “issues” are of concern
- *Owner response: A total of 2 complaints and with none being received for over 15 months we take this as occasional.*
- **SB:** Shires town planner had liaised with Ray White in March 2025 and requested that guests were better informed on parking.
- *Owner response: Ray White placed updated A3 parking plans in property and on website.*
- **SB:** Shires town planner requested a fence be installed along northwest lot boundary adjacent to vacant block.
- *Owner response: Ray White discussed with us and communicated back to Shire in June that we were waiting to discuss with new owner of the vacant block on his requirements. Was suggested that perhaps an interim step could be taken to install bollards.*
- **SB:** Shires points out that bollards had not been installed by September date of letter and that we take the parking complaints more seriously and place a high priority on erecting bollards.
- *Owner response: Until we received the letter, we were not aware that 2 complaints had resulted in the parking boundary being regarded as a major concern. The issue of the boundary was discussed by us with the new owner of the vacant block, Mr Simon Peterffy. While we fully understand that there are rules that we need to comply with as the owner of a holiday house, it should be noted that Mr Peterffy has no issue with the vacant block be used for parking or over hanging trailers. This doesn't mean we condone the use of the site for parking by our guests but rather it should be noted that we have a good relationship with the owner of the vacant block and that he has not complaints against us and is unsure why anyone else in the street would have a concern. Particularly when neither of the complaints resulted in any traffic issues.*

Furthermore, Mr Peterffy requested that I NOT install the bollards as he required access to the back of his block utilising the clay base, we have installed there. Earthworks and vegetation clearance have since been conducted on the site utilising this access way. It should also be noted that Mr Peterffy requested that I consider a joint driveway between our properties. We agreed not to then install any bollards while this was taken to the Shire by him. I understand that he has spoken to the Shire about this and it is currently under consideration. We remain open to the concept.

- **SB:** Shires points out the good reputation that Ray White has in town and that staff are responsive. It suggested in these instances that we hadn't been responsive and that we work more closely with Ray White.
- *Owner response: We concur that Ray White has done an outstanding job. Per the suggested undertakings of the letter, I can confirm that we or Ray White are already doing everything suggested. This includes plans for parking boats, drive bys, and immediate response to any complaints. Per the Shires comments that occasional issues will arise, we are extremely comfortable that any issue is dealt with the appropriate level of urgency. This includes taking measures to improve our relationships with immediate neighbours. It should be noted that there have been no complaints since May of 2025. I did speak with Liz in September and October prior to heading up to the Bay in November. I did take the opportunity to visit the Shire when up in the Bay to visit Dale on Tuesday 25 November. He wasn't available but I left my number, my address and I was advised he would call me. I left the bay Thursday 27th November but was back in the Bay again for a week from the 7th December. I rang the Shire again requesting a meeting/call but again did not receive a response. I appreciate it was a busy time of the year but for the record as local owners we did our best to have open communication with the Shire and directly discuss our needs and concerns and that of our immediate neighbour.*

It should be noted that the updated Management Plan and Code of Conduct address the specific need adhere to the designated parking plan. It details that the Shire will enforce any illegal parking and more importantly that if guests or visitors of guests do not adhere to the parking that they will be terminated from the accommodation