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# Guidelines for Bed and Breakfast operations

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*Best practice assessment and policy guidelines for use  
by Local Government and the Bed and Breakfast  
industry in NSW*



LOCAL GOVERNMENT and SHIRES ASSOCIATIONS of NSW

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## **Disclaimer**

The suggested standards for B&B assessment and policy development in this document have been framed on a state-wide basis and may not be relevant in the particular circumstances of a local council area. Councils are encouraged to adopt the recommended standards wherever possible. Advice from the relevant council should always be obtained if you are considering establishing a B&B.

# Messages of support

The growth of Bed and Breakfast (B&B) outlets across the state reflects the interest of tourists in experiencing the character of a destination, something unique or authentic about the place they are visiting. NSW B&B operations are ideally suited to meet this expectation.

Tourists are also increasingly looking for moderately priced accommodation that is clean, convenient, has all the essential amenities and services and provides a few home comforts as a bonus. This is particularly true of young tourists and those taking short breaks. They want to enjoy their stay without having to pay too high a tariff for themselves or their families.

The production of the Guidelines for Bed and Breakfast Operations by the Local Government and Shires Associations of NSW, the Bed and Breakfast Council of NSW and Tourism New South Wales, for use by the B&B industry and Local Government, is a means of maintaining standards that meet these needs and expectations.

The guidelines will promote a consistent regulatory approach by local councils to B&B accommodation. They will also provide B&B operators with information on assessment criteria and standards of operation.

One of the major holiday groups being targeted by Tourism NSW, through its *Experience It* campaign, is the "touring by car" market. High quality B&B accommodation spread throughout the state makes available an accommodation choice which will sustain this market and encourage more travellers to visit regional NSW.

I recommend that all councils and B&B operators embrace these guidelines to promote the development of this important accommodation type and the essential part it plays in building tourism in this state.



**BOB DEBUS**  
NSW Minister for Tourism

The Bed and Breakfast Council of NSW (BBCNSW) was very pleased to have been an active participant in developing these guidelines. Their adoption by Local Government will address the significant problems that B&B operators have experienced over many years in their dealings with Local Government.

The guidelines are timely given the more recent significant growth and development of B&B businesses. We would like to acknowledge and thank the Local Government and Shires Associations of NSW and Tourism New South Wales for their support and commitment to the B&B business in NSW.

The BBCNSW encourages not only the development of appropriate and reasonable standards for B&B operators but also the adoption of simplified assessment criteria by Local Government. These guidelines have addressed many of the concerns encountered by B&B operators.

We are also reassured to see the concept of flexibility in catering for local situations in the guidelines. We trust and hope however that all Local Governments throughout NSW will heed the intent as well as the spirit of these guidelines and quickly develop their own policies for B&B developments.

As the peak body representing B&B operators in NSW, the BBCNSW confirms our desire to assist not only B&B operators but also tourism organisations and Local Government in the development and ongoing review of B&B policy.



**CARL SOUTHERN**  
Chairman, Bed and Breakfast Council of NSW

# Acknowledgements

The Local Government and Shires Associations of NSW would like to acknowledge the valuable contribution of the following individuals, councils, state departments and industry bodies in the preparation of the guidelines:

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## Foreword

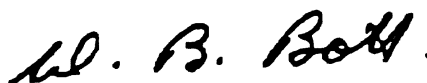
The Associations were pleased to initiate and coordinate the development of B&B guidelines which will assist Local Governments to better understand the benefits, opportunities and potential impacts of B&Bs and associated tourism in their local areas.

The need for greater consistency of council B&B policies has been raised by both Tourism New South Wales and the B&B Council of NSW. Heeding calls for improved coordination between Local Government, industry and state government and the obvious need for clear policy and assessment advice, the Associations established a Taskforce and Regional Reference Group whose role it was to assist in the development of state B&B guidelines.

We anticipate these B&B guidelines will be of great value, benefiting Local Government, Tourism New South Wales and the B&B industry by encouraging the development of generally consistent but locally relevant B&B policies and assessment criteria — and of course, quality B&Bs.



Cr Peter Woods OAM  
President  
Local Government Association of NSW



Cr William Bott  
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Shires Association of NSW

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## Executive summary

These guidelines provide a useful resource document for local councils and B&B operators on relevant standards for application assessment and policy development. They are also a useful resource for existing B&B operators by addressing not only the relevant assessment criteria but also issues of good ongoing management.

The guidelines are therefore applicable for proposed B&Bs in both new and existing dwellings (for both small, Class 1(b) and large Class 3 B&Bs) and for existing B&B operators. Throughout the document and depending on the subject matter, comments have been targeted at either councils, prospective operators or existing operators.

The guidelines are also proactive, being the first cooperative state-wide effort between Tourism New South Wales, the Bed and Breakfast Council of NSW and Local Government to address specific concerns with how Local Government was dealing with applications for B&Bs.

The main purpose of the guidelines is to facilitate a consistent regulatory and policy approach by NSW councils to B&B accommodation. Improved consistency has been a major goal of the project Taskforce and Regional Reference Group in preparing the guidelines.

Consistency can be achieved by eliminating the need for council officers to 'reinvent the wheel' when developing or reviewing a local policy on B&Bs. These guidelines form the basis of a model DCP (Development Control Plan). They contain assessment standards that all councils are urged to adopt in order to improve consistency in B&B assessment and policy development throughout NSW.

As local areas differ in terms of their characteristics, the guidelines have been designed to be flexible enough to cater for local situations. The guidelines include "Generally Acceptable" and "May be Appropriate" criteria and have been developed using the recently released Rural Tourism Guidelines. In this way the guidelines can be adapted by individual councils to suit their local circumstances.

# 1. INTRODUCTION

Local Government plays a very significant role in the facilitation, development and promotion of the local and regional tourism industry. The development of viable alternative accommodation, of which B&Bs are one kind, is important to this industry.

B&B accommodation in NSW has been increasing in popularity over the past decade or so as a desirable alternative form of tourist accommodation.

B&Bs can also be of benefit to local residents who are needing accommodation for friends or relatives in close proximity to their own home.

A B&B Taskforce was set up by the Local Government and Shires Associations to oversee the preparation of NSW B&B Guidelines. This taskforce involved representatives from Tourism New South Wales and the Bed and Breakfast Council of NSW, a representative from each Regional Organisation of Councils in the Sydney region and other relevant Sydney and Greater Metropolitan Region councils.

A Regional Reference Group was also subsequently established to guarantee input from regional and rural areas. This group involved a representative from each Regional Organisation of Councils outside the Sydney Region and a representative from other interested non-metropolitan councils.

## **The reason for these guidelines**

These guidelines give advice on best practice B&B development assessment and policy formulation and will be useful for all local councils in NSW and for the B&B Industry in NSW. It is anticipated that the guidelines will facilitate a more consistent approach to B&B assessment and policy development in NSW by councils.

They have been prepared by the Local Government and Shires Associations of NSW in close consultation with local councils, the B&B Industry and Tourism New South Wales.

In developing NSW best practice guidelines, the Associations have hoped to avoid the introduction of a State Environmental Planning Policy (SEPP) by the Department of Urban Affairs and Planning (DUAP).

This objective has partly been met as DUAP ceased work on its unexhibited draft SEPP for B&Bs and as a more acceptable alternative, determined to include small scale B&Bs as a complying development under new planning legislation that came into effect in December 1997.

## **Relationship to Rural Tourist Accommodation Guidelines**

The guidelines have been based on the recently released Rural Tourist Accommodation Guidelines that were prepared specifically for the NSW Farm and Country Holiday Association Inc under the Commonwealth funded National Rural Tourism Strategy. The rural guidelines were prepared by P&A Walsh Consulting Pty Ltd.

The Associations' B&B Taskforce felt that whilst the Rural Tourist Guidelines are a very important resource in rural areas, it would be beneficial to have a state guidelines document that encompassed all the issues for metropolitan and non-metropolitan councils and B&B operators.

## **The Associations' policy position**

A number of the Associations' policy positions have impacted on the way the B&B guidelines have been developed and the options that were pursued by the Taskforce and Regional Reference Group. This policy



position was accepted by all participants prior to committing to the project.

In particular, the Associations do not support the introduction of a SEPP, which imposes development controls on councils, for the following reasons:

- there is little or no flexibility to cater for unique local circumstances
- SEPPs remove Local Government from their legitimate role as consent authority.

Councils seek autonomy in decision making ie to be the consent authority or at a minimum, to determine the appropriate development standards for their areas.

B&B operators are also advantaged by the adoption of a flexible development control system because a council's local policy is more easily adapted or amended to respond to changing markets or local circumstances than a state policy.

### **Setting the Scene**

Taking a broader view, it is apparent that the Federal Government and NSW Government want to encourage the establishment of good quality B&B accommodation to cater for the increased demand for accommodation during the Olympic period and also, more generally, to encourage the development of this alternative accommodation type to meet tourism growth in NSW over the longer term. Local Government policy has in some instances not kept abreast of industry demands and needs. There are no doubt several reasons for this.

For their part, it is important that the state and federal governments assist councils to adapt to their changing role in this area and to provide relevant guidance for local policy and practice.

The B&B Council of NSW is concerned about building a viable B&B network in NSW. To this end it is seeking reduced complications and delays at the Local Government level.

These guidelines are significant because they represent the first cooperative effort between Tourism New South Wales, B&B operators and Local Government.

### **A note on definitions**

These guidelines have been developed specifically for B&B accommodation.

The Taskforce and Regional Reference Group have agreed on the following definition for B&B Accommodation:

**A 'Bed and Breakfast' is a property occupied by the permanent residents to provide temporary paid accommodation to guests, which may include meals.**

It is our intention that this definition of B&B accommodation should cover various similar forms of tourist accommodation such as guest houses and farm stays.

Whilst it is acknowledged that local councils have to deal with a wide range of situations and that some circumstances may call for a tailor made definition, councils are encouraged wherever possible to adopt the non prescriptive standard definition above. Intending operators will need to check with their local council to confirm the B&B definition used.

From an examination of a number of B&Bs throughout NSW it is apparent that some B&Bs do offer self-contained facilities, more often in rural areas, and that these self-contained facilities generally result in no loss of local amenity. The Taskforce and Regional Reference Group determined to encourage councils to assess applications for self-contained facilities where dual or multiple occupancy is permissible with consent, on its merits.

Where there is existing dual or multiple occupancy approved for a site it will simply be a matter of considering the proposed use as a B&B. For this reason the word "property" was chosen rather than "dwelling" or "house" as a property can have more than one dwelling on it. Any additional dwellings used as a B&B would obviously need to be approved by council.

Caravan/ camping uses on rural properties would require separate approval, if permissible, from council.

It is considered reasonable to permit some kitchen facilities such as a small sink, microwave, toaster and fridge in guest rooms if desired, as these facilities in themselves will not result in the creation of additional dwellings.

The issue of provision of meals other than breakfast was discussed at some length by the Taskforce and Regional Reference Group. Most agree that this is a matter requiring a merit assessment. It should not be prohibited outright by the definition but rather assessed for its impacts on resident amenity, parking availability, traffic generation and in accordance with councils' objectives for that area.

It is not considered necessary to stipulate a length of stay. The only prerequisite should be that a B&B is not a permanent place of residence. B&Bs should not be confused with boarding houses because boarding houses are a type of permanent accommodation.

Any reference to a number of bedrooms is a reference to a number of guest rooms and does not include those bedrooms designated for use by the permanent residents.

### List of acronyms

B&B — Bed and Breakfast
BCA — Building Code of Australia
EP&A Act — Environmental Planning and Assessment Act 1979
DUAP — Department of Urban Affairs and Planning
DLG — Department of Local Government
EPA — Environment Protection Authority
DA — Development Application
LEP — Local Environmental Plan
DCP — Development Control Plan
SEPP — State Environmental Planning Policy

## 2. THE APPROVALS PROCESS

### Reasons for government involvement

Councils assess applications for B&B establishments, develop local B&B policy and ensure public health and safety.

Local councils are concerned that any B&B will fit into the locality without unreasonable impacts, that the B&B is safe for occupants and that there are good ongoing management arrangements.

Councils wishing to promote local tourism are also keen to facilitate the establishment of viable, quality, alternative forms of visitor accommodation such as B&Bs.

There are 177 councils in NSW. These councils represent various diverse regions and populations and it is therefore understandable that some variation in local policy will be required.

### The Development Assessment process in NSW

The Environmental Planning and Assessment (Amendment) Act 1997 was passed in Parliament on 6 December 1997. This Act brought about the most fundamental changes to the land use planning and development assessment system since the introduction of the Environmental Planning and Assessment Act in 1979 (EP&A Act). This new Act is being implemented in two main stages.

The first stage of the new procedures came into effect on the 1 July 1998. This has involved:

- combining development, building and subdivision applications under the one system
- removing the need for subsequent Local Government Act approvals
- linking associated licenses, permits and approvals required under other environmental legislation with the development consent
- introducing a requirement to obtain construction, compliance, occupation and subdivision certificates
- enabling private sector professionals to issue construction, compliance, occupation and subdivision certificates.

NOTE: A description of these certificates can be found on page 16 of these guidelines.

The second stage of the new procedures will come into effect either in December 1999 with the gazettal of a State Environmental Planning Policy or earlier, if a local council policy makes provision for the new categories of development in their Local Environmental Plan (LEP). This second stage will see the establishment of Exempt and Complying categories of development.

### What approvals are required?

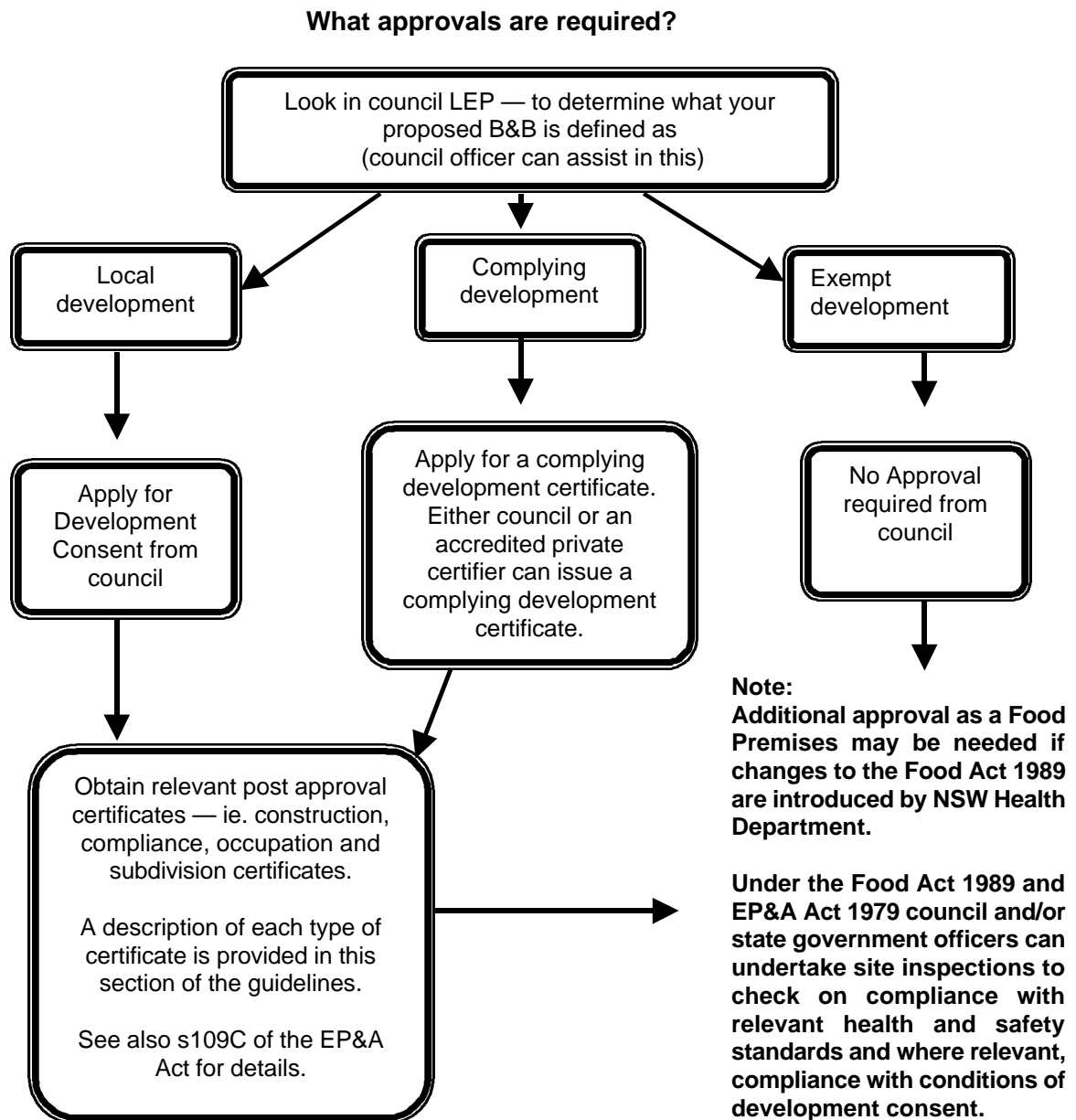
The approvals required will depend on what is proposed and on the details of the local plan adopted by your council (or the State Government's plan if the local council does not prepare their own plan).

Anyone interested in setting up a B&B is strongly advised to talk to an appropriate council officer to confirm what approvals are required and what assessment options are available to them.

A change in the nature of operation eg from two bedrooms to three bedrooms would usually require council approval.

For most B&B developments it will only be necessary for the applicant to work with the assessment process administered by their local council and/or with a private certifier. In rare cases where the proposed use is classified as having state or regional significance, or if the subject development site is located in an area designated as having state or regional significance, the Minister for Urban Affairs and Planning may be the consent authority.

The diagram below illustrates graphically what approvals are required under the new system.



The three different classifications of development are Local, Complying and Exempt development. If councils do not adopt a local list of Complying and Exempt developments, the State Government’s generic list will apply to them instead.

Chapter 4 of these guidelines details what council will require when submitting an application to set up a B&B.

An explanation of these categories, approvals and certificates follows.

## **Local Development**

If your proposal falls into the Local Development category you will need to obtain consent from your council.

Local Development involves:

- submission of a Development Application to seek Planning Approval from council
- issue of relevant certificates to confirm that relevant matters have been complied with. These certificates are not approvals.

## **Complying development**

If your proposal falls into a complying development category you are required to obtain certification of conformity with set standards from your council or from a local accredited certifier.

This new class of development is for routine development, which can be certified entirely as complying with predetermined standards. It is anticipated that this will be a faster system for assessing low impact development. Complying developments will be able to be certified by accredited private sector professionals.

Complying development involves:

- submission of an application for a complying development certificate — to check that a proposal complies with set standards from either the local council or a private certifier
- issue of relevant certificates.

## **Complying development standards**

To assist councils in preparing relevant complying development standards for B&Bs to include in their LEPs, a model list is provided at Attachment 2.

## **Standard conditions of consent**

To assist in developing a consistent approach to B&B assessment by local councils throughout the state, standard conditions of consent for B&Bs certified as complying have been developed (see Attachment 3). If a council has prepared standard conditions for various types of complying developments these must be attached to the consent by the private accredited certifier.

## **Exempt Development**

If your council has exempt small scale B&Bs from the need for approval, no approval will be required.

Please note that these councils may still need to undertake regular inspections of your operating B&B to ensure reasonable health and safety standards and may need to charge a fee for this inspection.

Approval from council for any building works not listed as Exempt Development will be required.

## **Private certification**

Subject to the approval of the Minister for Urban Affairs and Planning, professional organisations are now able to act as accreditation bodies. These bodies are able to accredit trained professionals such as building inspectors, engineers and town planners to act as accredited certifiers.

Both applicants and consent authorities will be able to use accredited certifiers to confirm or check compliance with predetermined standards.

An approval for a specified complying development can be issued by the local council or an accredited certifier. Councils are the only consent authority for Local Development.

### **s109 C certificates (Part 4 certificates)**

#### **Compliance**

A compliance certificate is a certificate that:

- specifies building or subdivision work has been completed
- specifies a condition or either local or complying development has been complied with
- specifies that a building or proposed building has a certain classification (under the BCA)
- confirms that any aspect of a development complies with the requirements of any other provisions prescribed by the regulations.

#### **Construction**

It is not lawful to commence any building or subdivision work without a construction certificate.

A construction certificate certifies that work carried out in accordance with building plans and specifications will comply with the regulations.

#### **Occupation**

An occupation certificate authorises the occupation and use of a new building or a change of use of an existing building.

The occupation of such building without an occupation certificate is prohibited

#### **Subdivision**

A subdivision certificate authorises the Registrar-General to register a plan of subdivision under the Conveyancing Act 1919.

A subdivision certificate is needed prior to registration of a plan of subdivision (Law Book Company, 1998).

#### **What about existing B&Bs?**

These guidelines have been prepared for new B&Bs in either existing or proposed (purpose built) dwellings. If an operating B&B does not have development consent from council but is now seeking legitimacy, then an operator can apply for development consent from their local council, provided consent is required for a B&B use under the council's LEP and provided the use is not prohibited.

For many councils, B&Bs were not considered when developing their current LEP, as there was little if any demand for B&Bs in their area at the time. This means that some councils have no definition of a B&B in their LEP. To get around this situation some councils may consider defining a B&B as a home occupation or home business. This may be a reasonable short term solution in situations where development consent is required for these home uses under an LEP. Councils are encouraged to review their LEP and remedy any lack of policy position for B&B operators as a matter of priority.

It may also be possible to obtain consent for some B&Bs even though they are an undefined land use in a council LEP. The wording of some LEPs will allow council to consider an undefined use as permissible with development consent. Other undefined uses will be prohibited by the wording of the LEP. Operators are advised to contact their local council to discuss such situations and see if a solution to the problem can be achieved.

It is possible that some B&Bs may have existing use rights. Existing use rights apply where a development consent has been granted under a previous planning instrument (for example an LEP) that has now been superseded by a new instrument which prohibits that use. It is up to the applicant operator to prove that they have existing use rights.

### **Some examples of approvals required**

In most cases, to erect a new building and to use that building as a B&B will require development consent. Any building works will require a construction certificate. A new building will need an occupation certificate prior to the use commencing.

To use an existing building as a B&B will usually involve either obtaining local development consent or a complying development certificate.

To use an existing building and undertake some structural alterations will usually involve local development consent but could alternatively involve a complying development certificate. Any building works require a construction certificate.

### **APPROVALS GUIDELINES FOR COUNCILS**

<b>Generally acceptable solutions:</b>
<ul style="list-style-type: none"><li>• small scale B&amp;Bs (two or three bedrooms) be classified as a complying development (if additional bedrooms, structural alterations or an expansion of on site sewage system are proposed this should involve a Development Application to council rather than an application for a complying development certificate).</li><li>• adopt complying development Standards found at Attachment 2</li><li>• when assessing an application for a B&amp;B, use the standard conditions of consent at Attachment 3.</li></ul>
<b>May be appropriate</b>
<ul style="list-style-type: none"><li>• exempt small scale B&amp;Bs (eg one bedroom) from the need for development consent in rural areas provided certain basic health and safety standards can be satisfied and these B&amp;Bs are registered with their local council to enable regular inspection.</li></ul>

### 3. THE POLICY DEVELOPMENT PROCESS

#### **Performance objective**

- **The development of quality, generally consistent and flexible planning policies and appropriate health and safety standards**

Local councils are responsible for the development of local policy, including policies about the establishment of B&Bs. These guidelines have been developed after extensive consultation with council officers for use as a model Development Control Plan, in order to achieve a consistency of approach throughout the state. It is understood that some standards or provisions may not be appropriate in every local circumstance nonetheless, councils are urged to use the guidelines wherever possible.

Policies usually fall into one of two categories; performance based or standards based. Over the past few years the value of flexible, performance-based plans and policies has been highlighted because they more easily adapt to changing circumstances. These benefits have to be balanced against community expectations for clear standards which provide certainty of meaning. It seems there are benefits to be gained from both performance-based and standard based codes and policies.

The format of the new Building Code of Australia (BCA) is supported in this regard because it allows for a flexible approach whilst setting standards that are considered 'deemed to comply'. Those who seek certainty can rely on the prescriptive standards whilst others who are seeking flexibility can prove how they can satisfy the objective or reasons behind the standard.

These guidelines are similar to the BCA model in that it provides both 'generally acceptable' standards and 'may be appropriate' standards, as well as policy objectives. Councils are encouraged to adopt a similar format wherever possible.

Part 3 of The Environmental Planning and Assessment Act 1979 provides for the following local plans and policies to be developed and adopted by council:

#### **Local Environmental Plan (LEP)**

An LEP is the legal planning document that sets out what is permissible in various zones within the council area and which can establish objectives and development standards for particular sites or areas. Before an LEP can be made law, it must have the approval of the NSW Minister for Urban Affairs and Planning.

Draft LEPs are publicly advertised and anyone can make a submission to the council about the draft plan during the exhibition period.

#### **Development Control Plan (DCP)**

A DCP contains the more detailed planning controls and objectives of the council for various sites or types of development. DCPs do not need the approval of the state government.

Draft DCPs are also required to be publicly advertised and anyone can make a submission to the council about the draft policy during the exhibition period. This documents objectives and controls can form the basis of a DCP.



### **Part 3 review**

The Department of Urban Affairs and Planning has commenced a review of Part 3 of the Environmental Planning and Assessment (EP&A) Act. A preliminary workshop with major stakeholders has been held and a discussion paper is expected to be released in November 1998.

This review will be comprehensive, involving a total review of the plan-making provisions. This could mean a change to the hierarchy of current plans and the content of these plans.

For more information about the progress of the review, interested persons can call the Department of Urban Affairs and Planning. Councils will also be advised of review progress by the Local Government and Shires Associations of NSW.

## 4. SUBMITTING AN APPLICATION TO COUNCIL

### **Performance objective**

**Submit the following together with a completed development application form and plans of any building work:**

- **a well constructed site analysis plan**
- **a comprehensive statement of environmental effects**
- **a business management plan or statement.**

Apart from providing plans which show the internal room layout, proposed guest rooms, relevant kitchen and bathroom details and details of any building work and a completed application form; there are three key documents (discussed below) which can be prepared and submitted to council to ensure that applicants are as well positioned as possible to deal with council and any other relevant government authorities.

### **Site analysis plan**

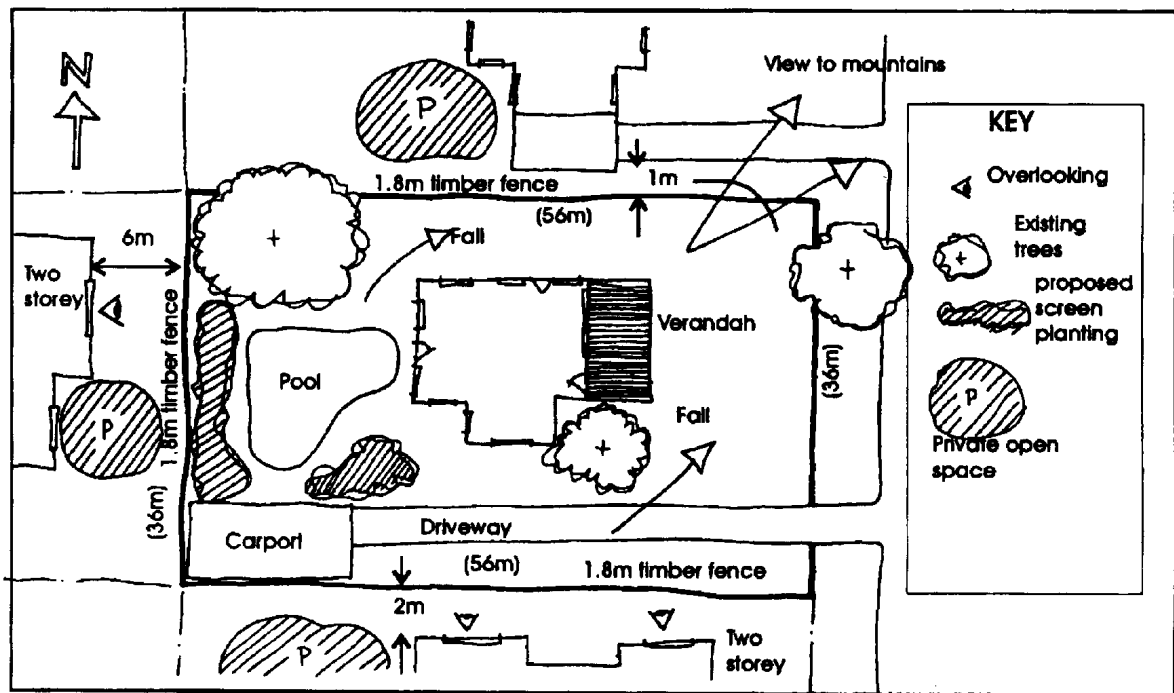
Whilst not mandatory, site analysis, or site planning, is one of the first important steps in planning any B&B operation. It involves an analysis of the physical constraints and opportunities for the site and its surrounds with the aim of minimising impacts on neighbours and improving on-site amenity for residents and guests.

Site analysis is also a useful tool for potential operators that are wanting to evaluate various properties for their suitability as a B&B.

Where relevant the following information could be expected to be included on a site analysis plan for a B&B located in a built up area:

- north point
- fall of the land
- boundary dimensions
- building layout, including doors, windows and any decks and verandahs
- existing driveways and parking areas
- height and material of fences
- existing trees and other landscaping
- private open space, including pools, tennis courts or other recreation space
- adjoining buildings and distance to boundaries
- next doors' private areas eg decks, open space
- location of neighbours' windows
- direction of any view (if relevant)
- any proposed screening devices to ensure privacy next door
- availability of street parking (if relevant)
- proximity to any tourism attractions (if relevant)
- location of proposed advertising sign
- location of any proposed extensions or structural alterations.

A site analysis diagram does not have to be prepared by a professional, although this can be of benefit where a large scale B&B operation is proposed. Provided it is accurate and neat, a hand drawn diagram will suffice. An example of a site plan follows.



Adapted from NSW Model Code (DUAP 1997)

## Statement of Environmental Effects

A written statement discussing the key development issues for the proposed B&B is usually required to be submitted with the development application.

Key development issues are determined by:

- a thorough analysis of the site
- considering any council plans and B&B policies
- thinking about the likely impacts of the proposed B&B on neighbours and means of minimising such impacts
- consultation with the relevant council officer.

The approvals summary at Attachment 1 will assist applicants in the preparation of their Statement of Environmental Effects.

## Business management plan or statement

This plan should provide an outline of the operational procedures to minimise potential problems of interest to regulators, into the future. Chapter 6 discusses the kinds of matters that may be relevant for inclusion in a plan of management.

## Obtaining a local development consent, complying development certificate or construction certificate

There are prescribed forms, set submission details and fees involved in lodging an application for local development consent or to obtain a complying development certificate. Details can be obtained by contacting the relevant council.

Once an application has been submitted it is assessed by a qualified council officer (or certifier where relevant) in accordance with matters set down in legislation, including most commonly local, state and regional plans and policy.

The issues considered in Chapter 5 cover those matters set down in legislation and in council policies that will most likely be used to assess an application for a B&B.

It would be wise to consider these issues prior to seeking development consent so that a well designed and considered application can be made.

## 5. ASSESSMENT CRITERIA AND POLICY STANDARDS

This chapter deals with the most common issues that will need to be considered when assessing an application for a B&B or developing a local policy framework in which to assess applications for B&Bs.

There are certain matters set down in s79C of the EP&A Act that councils are required to consider when assessing a development application. These are:

- the provisions of any current or draft environmental planning instrument (SEPP, REP, LEP)
- any DCP
- any prescribed matters (in the Regulations to the EP&A Act)
- the likely impacts of that development
- the suitability of the site for the development
- any submissions made
- the public interest.

In many local areas, councils have adopted standards to address some or all of these specific matters. It is appropriate to obtain any relevant policy documents that apply in your local area and refer to them specifically when preparing an application for development approval.

### a) Thinking of your neighbours

#### **Performance objective**

- **As much as it is up to you, try to keep on the right side of your neighbours.**

There are many good reasons to try and keep on the right side of your neighbours. Disputes and arguments are unpleasant and can negatively impact on your B&B business and giving neighbours grounds for complaint can provide them with the perfect opportunity to make a formal complaint to council. If a formal complaint is made council officers will usually investigate. If the complaint is substantiated, this may lead to the B&B being asked to alter its management practices or in extreme cases being forced to relocate or cease operation.

Dealing with complaining neighbours takes time and energy, which could be better spent elsewhere.

It is advisable to speak to your neighbours before submitting an application for a B&B to council. Once you have established your B&B it is also wise to make opportunities for you and your neighbours to talk and discuss any matters that may be bothering them.

Relationships with neighbours usually sour for one or more of the following reasons:

- **noise** — from people, motor vehicles, power tools and electrical appliances, lawn mowers, pool pumps, tennis courts, air conditioners, musical instruments, audio visual equipment — as your B&B will generate noise, consider installing sound proofing if appropriate, avoid generating noise outside normal business hours wherever possible, place a notice for your guests about noise after certain hours and talk about this issue with your neighbours.
- **vehicles** — increased traffic movements (especially in quiet locations), parking (that blocks driveways,

congests the street or which continually takes up parking spaces outside neighbours houses) and heavy or commercial vehicles (increased noise and pollution, visual impact, intrusion of commercial element in residential area) — as your B&B will generate some additional vehicles and traffic, consider providing on site car parking, see clients by appointment only and advise them where to park and discuss this issue with your neighbours. Promote the use of public transport and taxis wherever possible.

- **neighbourhood character** — concern about negative visual impacts — take the opportunity to improve your property and keep all business equipment/materials/goods within a building. Also think about sources of potential irritation such as illuminated tennis courts and the like.
- **people** — maintain and enhance neighbour relationships — ask yourself how you would respond if your neighbour did what you are proposing, and talk to your neighbours and give them opportunity to suggest improvements.

This section on neighbour relations was based on Manningham City Council’s 1996 Guidelines for Home Based Businesses.

## GUIDELINES

<b>Generally acceptable solutions:</b>
<ul style="list-style-type: none"> <li>• if you are thinking of setting up a B&amp;B talk to your neighbours about your plans prior to submitting an application to council</li> <li>• place a notice in reception/ office area asking guests to respect the residential nature of the immediate area and the amenity and privacy of neighbours</li> <li>• once your B&amp;B is up and running talk to your neighbours and give them regular opportunities to discuss any issues/ concerns</li> <li>• store equipment and business goods within a building</li> <li>• deliveries to be made only during normal office hours</li> <li>• use loud appliances during office hours only (where feasible).</li> </ul>
<b>May be appropriate</b>
<ul style="list-style-type: none"> <li>• provision of on site parking (where feasible). This is discussed in more detail under Part d) below.</li> </ul>

### b) Cultural heritage

<p><b>Performance objective</b></p> <ul style="list-style-type: none"> <li>• <b>Development should not impact on or detract from an item or area of cultural heritage significance.</b></li> </ul>
--

It is important to protect places, items, or areas that help show our cultural and historical development. This will enable such places, items and areas to be understood and enjoyed by present and future generations.

The NSW Heritage Act 1977 works to conserve and protect items or places of historic, scientific, archaeological, architectural, natural or aesthetic significance. Local council planning instruments (LEPs and DCPs) also provide details on whether there are particular heritage provisions or controls for an area or site.

For low key B&B development the main heritage issues will relate to alterations and additions to buildings. In

some cases dwellings may be located in what may be termed a 'conservation area' or in close proximity to a heritage item.

In other cases, councils will have identified specific properties as having heritage significance, ie 'heritage items'. In both instances council will be able to provide advice on any particular elements of importance and appropriate planning controls.

Merely being old-fashioned or quaint does not of itself make a building heritage significant. It will only be able to be judged as significant after an appropriate assessment.

Guidelines have been released to assist in these assessments and are available from the NSW Heritage Office.

If your property has a Conservation Order on it, an application to set up a B&B will require an approval under the Heritage Act as well as local council approval.

Tourism can benefit from an association with the heritage of a local area. Dwellings having heritage significance or character can be particularly attractive to potential visitors.

In some cases a building of heritage significance may need to be upgraded to comply with current structural, health or fire safety controls. Councils and owners should ensure this work does not result in a loss of heritage value. There are opportunities to negotiate designs to meet the intent of the regulations while preventing possible impacts on heritage significance for example, retention of timber floors in kitchens.

Some councils will also provide certain concessions to owners of heritage items in order to assist in their conservation. There may also be a heritage adviser based at the local council who can provide free heritage conservation advice. Details about whether any assistance and support is available can be obtained from the local council.

Some councils have taken a proactive approach to protecting the heritage of their area by encouraging and recommending the establishment of B&Bs in heritage items (where suitable dwellings have been identified).

## **GUIDELINES**

### **Suggested actions:**

- where a building or area has been identified as having cultural significance, care should be taken to conserve the value of significant features and qualities in any upgrading works
- council can advise on whether a building or site has been identified as having cultural heritage significance
- council can provide suggestions on initial steps to ensure any proposed building works do not unreasonably prejudice the cultural values of the existing building or area.

### **c) Number of guests**

#### **Performance objective**

- **Aim to develop low key, home-style accommodation**
- **The number of guests should not be so great as to change the character of the immediate locality, or overtax provided facilities and services.**

The number of guests proposed will directly influence the scale of the development. Councils generally do not support applications for B&Bs that are assessed as being significantly larger in scale than surrounding residential uses.

B&B style accommodation should be ancillary to other site uses (residential or farm activities). The proposal should not present predominantly as commercial or motel style development. Guest numbers should not markedly exceed the number of persons which could be accommodated in other typical housing in the vicinity.

Depending on the overall size of the dwelling, up to three and maybe four bedrooms of an existing or proposed home may be reasonable for conversion for use by paying guests. However councils may have their own controls setting the number of guests and should be the first stop for potential operators. In large farm homesteads or grand scale dwellings on large sites there may be a capacity to accommodate larger numbers of guests while still meeting the performance objective above. Councils are encouraged to adopt a more flexible approach when developing standards for the number of guests in a B&B, wherever possible.

A B&B's demand on services and amenities should not normally exceed that created by a large family, or working farm. However, it may be necessary to upgrade some facilities in recognition of the fact that unrelated persons will now be accommodated. Other assessment criteria in these guidelines examine these matters more closely.

A residential building used for tourist accommodation which is greater than 300m<sup>2</sup> in floor area, or accommodates more than 12 persons (including guests and residents), would be defined as a 'Class 3' building under the Building Code of Australia (BCA). Class 3 buildings have significantly higher building standards than other detached dwellings. Fire protection standards in particular are more onerous.

Councils have discretion as to whether it is appropriate to apply these higher Class 3 standards to existing large homes seeking to start accommodating tourists. New Class 3 buildings must comply with these higher standards.

## GUIDELINES

### Generally acceptable solutions:

- There should be no maximum number of guests or bedrooms stipulated for Local Development. The recommended standards for complying development are outlined under Chapter 2. If your proposal falls outside of the definition of complying development adopted by your council, then a merit assessment will be required.
- On farms or in large scale town properties there can be a capacity to host larger numbers in existing accommodation while achieving the above performance objective. Councils should not prohibit larger B&Bs (eg Class 3 B&Bs) outright. First a merit assessment of impacts and site conditions needs to be made.

### May be appropriate

- Where a greater degree of certainty of outcome is needed for B&B operators, some standards may be appropriate. For good reason, there is a wide variation among councils on policy standards for maximum number of guests for B&Bs due to the large variation in local conditions such as density of existing development, surrounding land uses, traffic generation and parking availability.



## d) Parking and access

### Performance Objective

- **Parking should be accessible for guests without inconveniencing neighbours, or causing safety problems.**

Safety and convenience are the principal parking and access issues. Entering and leaving B&B accommodation should be safe for unfamiliar visitors, other road users and pedestrians. Parking should be convenient for visitors without inconveniencing neighbours or other road users.

Sometimes on-site car parking will be appropriate. However, for low scale developments this may be unnecessary where there is plenty of street parking. In some locations many visitors may access the area by public transport (train, bus, ferry) and this factor should be considered in determining the amount of parking required. Different councils have different viewpoints on how these issues are best addressed. Some councils are happy for visitor parking to occur on the street, while others have on site parking as a base requirement.

In rural areas it is usually appropriate to provide flood free access and all weather parking areas for visitors, this being accessible to two wheel drive vehicles.

The location of on site parking is also important. Parking in front of the building line in urban areas can significantly detract from streetscape quality.

Parking for permanent residents also needs to be considered.

There is a need for councils to rationally assess whether on site car parking is necessary in the circumstances of a particular case. Councils are encouraged to assess parking requirements on a case by case basis.

## GUIDELINES

### Generally acceptable solutions:

- one off street parking space per guest room — where there are real demands for on site parking due to existing traffic and parking constraints in the vicinity
- parking located behind the building line
- flood free access and all weather parking area — in rural areas
- in heavily trafficked streets only — forward direction exit from on site parking spaces.

### May be appropriate

- where evidence of some safe, convenient, excess parking in street and no apparent inconvenience to others — one off-street parking space per two guest rooms
- where evidence of plenty of safe parking in the street and no apparent inconvenience to others — no off street parking
- management plan for access arrangements during flood periods
- parking in front of the building line where streetscape permits, adequate screening is proposed and unacceptable disruption to the rear yard would result.

## e) Visual and acoustic privacy

### **Performance objective**

- **The use of dwellings for short stay accommodation should not impact adversely on the privacy of neighbours.**

It can be annoying for neighbours to have strangers looking into their properties. In a well conceived plan, neighbours need not know from day to day whether there are any visitors staying in the adjoining B&B.

It is particularly important to prevent overlooking by visitors into your neighbour's living and private open space areas.

Noise from visitors can also be a source of complaint, especially late at night. Good management is the key here, but on occasions some physical works may help reduce potential noise problems.

Giving your neighbour your telephone number for late night complaints may help and it is important that B&B operators consider neighbours when operating electrical equipment or other site facilities.

## **GUIDELINES**

### **Generally acceptable solutions:**

- no overlooking from visitor common areas to the living areas of neighbours (indicate on site plan)
- no noise source potential in the vicinity of neighbour's living and sleeping areas
- discuss application with neighbours and they have indicated no objections in writing
- signs in the reception area or a note in folder in guest rooms to alert visitors to dwellings in close proximity and potential for negative impacts on neighbours.

### **May be appropriate**

- physical works such as lattice, tree planting, sound barriers.

## f) Signs

### **Performance objective**

- **Signs advertising the property and aimed at attracting the attention of visitors, should be in keeping with the visual character of the locality**

It is important that any signs for a B&B complement the visual character of the area and most councils have particular signage controls for B&Bs and other types of home businesses. Councils are encouraged to adopt a more consistent approach to signage standards throughout the state.

Signs are generally limited to one per property with size usually not exceeding 0.5m<sup>2</sup> in size, not internally illuminated. Larger signs may be appropriate in rural areas. Conservation and heritage areas need particular attention to ensure any site signs fit into the local setting.

Many councils support low key directional signage in rural areas to point visitors to rural B&Bs. Reinforcing directional signposting within rural properties along accessways to the accommodation may also be appropriate and necessary, depending on the circumstances of the case.

## GUIDELINES

<b>Generally acceptable solutions:</b>
<ul style="list-style-type: none"><li>• no more than one sign per residential property, max dimensions 0.5m<sup>2</sup>, not internally illuminated or flashing</li><li>• prepare a drawing with sign details for lodgement with the development application.</li></ul>
<b>May be appropriate</b>
<ul style="list-style-type: none"><li>• sensitively designed larger signs</li><li>• directional signs in rural areas.</li></ul>

### g) Sleeping Rooms

<b>Performance objective</b> <ul style="list-style-type: none"><li>• <b>Provide a safe, healthy, clean and functional area to cater for the sleeping, storage and amenity of visitors</b></li></ul>
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Sleeping rooms should be designed to:

- provide adequate space and facilities for occupants to store clothes and travel gear
- allow adequate natural light and ventilation into the room either via natural or mechanical ventilation in accordance with BCA provisions
- provide bedding and flooring which are easily cleaned and maintained so as not to provide harbourage for vermin of any description
- allow the occupants to exit the room quickly and easily in emergencies considering; location of beds to each other, height of beds and no keyed locks for exit doors
- ensure appropriate sound insulation from noise generating sources (eg kitchens, bathrooms, laundries, bedrooms)
- protect the occupants from external entry and theft.

Clean bedding is a major consideration for high turnover accommodation and special hygiene management practices may be necessary to protect against problems with lice and other pests in these circumstances.

Clause 83 of the Public Health Regulation 1991 contains room size for premises used for sleeping accommodation, that must be complied with unless a Ministerial exemption is granted by the Minister for Health.

NOTE: There are particular floor space and design requirements for bunk accommodation. A minimum of 2.5m<sup>2</sup> of floor area per double bunk is recommended. Adequate distance between the top and bottom bunks is needed and a safety rail and a ladder for the top bunk are required. Part 7 of the Public Health Regulation 1991 — Sleeping Rooms, see Clause 83, requires a minimum of 2m<sup>2</sup> for short term sleeping accommodation. See your council for more information if use of bunks is proposed.

The Local Government (Orders) Regulation 1993 specifies standards for Class 3 places of shared accommodation.

## GUIDELINES

### Generally acceptable solutions:

Each sleeping room should be provided with:

- a waste container
- appropriate window coverings
- a non key operated latching device on the bedroom door and the dwellings exit doors for larger (Class 3) B&Bs as per BCA requirements and this is recommended as a standard for smaller Class 1 (b) buildings also
- a night light or other suitable illumination
- sufficient coat hooks, hanging space and secure storage for each person's possessions
- a flyscreen to at least one openable window
- a mirror
- all mattresses and pillows provided with washable coverings, with impermeable coverings on mattresses recommended to keep mattresses clean.
- adequate clear floor space to allow easy exit from the room in the case of an emergency.

### May be appropriate

- Where the proposal incorporates new construction, sound transmission class (STC) rating of 50 for separating walls and floors between sleeping rooms and toilets, bathrooms, laundries and kitchens. STC rating of 45 for walls and floors in all other cases.
- Class 1b — security conflict — can lock when not lawfully occupied.

## h) Fire safety

### Performance objective

- **Ensure that there is adequate protection, early warning and provision for escape from fire, for guests, residents, neighbours and fire fighters**

Guest numbers in a B&B will not generally exceed the number of persons who may occupy a large home. However, guests will be unfamiliar with the dwelling and may be sleeping. It is appropriate to acknowledge this and to try to be ready for unpredictable circumstances such as fire.

Whilst stringent fire upgrading is not generally required for small scale B&Bs it is still important to have in place:

- clear procedures to ensure prevention of avoidable fires
- smoke detectors and early warning alarm systems
- steps to be followed and escape paths in the event of a fire
- appropriate equipment to fight small fires
- adequate lighting to assist evacuation of occupants in the event of a fire.

Council officers should provide advice regarding the location of smoke detectors. Operators are encouraged to prepare a documented fire prevention and maintenance programs for smoke detector alarms and any other active fire protection elements and guest information sheets which explain these actions to be taken in the event of a fire emergency.

## GUIDELINES

<b>Generally acceptable solutions:</b>
<ul style="list-style-type: none"> <li>• documented fire prevention and management plan</li> <li>• smoke detector alarms to be installed in all bedrooms and hallways and on each other storey of the building not already provided with an alarm. Approved (AS 3786) single station detector systems connected to a permanent 240v electricity supply with battery operated back-up device</li> <li>• portable fire extinguisher (3.5kg carbon dioxide) and 1.2m square fire blanket mounted on kitchen wall with clear instructions for use</li> <li>• no deadlocks on bedrooms or exit doors which require an internal key release</li> <li>• no bars or restrictions to egress from windows</li> <li>• instructions for action in the event of a fire to be placed in each guest room</li> <li>• escape paths to be kept clear.</li> </ul>
<b>May be appropriate</b>
<ul style="list-style-type: none"> <li>• particularly for new construction, interconnection of self-contained smoke alarms is encouraged to provide an additional level of protection for occupants (interconnection of smoke alarms is a requirement in certain buildings).</li> </ul>

### i) Kitchen and food handling

<p><b>Performance objective</b></p> <ul style="list-style-type: none"> <li>• <b>Ensure that food storage and meal preparation areas and processes, are conducive to the preparation and consumption of food which is safe for guests</b></li> </ul>
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Health regulators generally perceive a higher risk to consumers when food is prepared on the premises of, and by, a third party, compared to food prepared in one's own home. This is reflected in regulatory practices. It is therefore important that those involved in food preparation have the appropriate skills and that appropriate food storage and hygiene infrastructure and programs are in place.

Public health can be compromised in the food preparation process by such factors as:

- inadequate cooking or reheating
- incorrect storage of food, including storage at incorrect temperatures and/or for too long
- meal preparation and/or consumption with unhygienic utensils
- food handling without regular washing before and during meal preparation
- unhealthy contamination of food by carriers such as cockroaches, rats, mice, flies, dust, dirt and even domestic pets.

The B&B industry is particularly concerned that appropriate, consistent standards for B&B kitchens are adopted. They cite numerous instances where particularly onerous and costly commercial kitchen fitouts have been required which are cost prohibitive to a small scale B&B operator.

The Food Act 1989 and the Food (General) Regulation 1997 contain the relevant standards for kitchens in NSW. B&Bs are clearly defined as a food premises and as such the following health standards apply:

- no animals in food preparation areas
- all perishable food to be stored at a temperature which prevents growth of bacteria (below 5 degrees celsius or above 60 degrees celcius)
- thermometer (preferably shatter proof) in fridge for monitoring teperature, easily visible
- the provision of either a double bowl sink or a single bowl sink and a dishwasher (preferably commercial grade dishwasher with wash/rinse cycle at 77 degrees celcius or domestic dishwasher using commercial grade chemical sanitiser)
- in all cases, the provision of a hand wash basin with a single spout, soap and towel connected to running water within kitchen or in a reasonable proximity to kitchen.

NOTE: a three bowl sink, two bowl sink and dishwasher or single bowl sink, dishwasher and separate hand basin either in or near kitchen should satisfy current Food Regulation requirements.

The following commonly required facilities or kitchen details are not considered necessary if suitable standards can still be achieved:

- tiling above benches — provided surface can be wiped clean (impervious surfaces)
- separate hand wash basin — if two bowl sink and dishwasher or three bowl sink is provided or facility for hand washing is located within reasonable distance
- commercial grade dishwasher — if chemical sanitiser is used  
NOTE: Strong chemical sanitiser is not appropriate for use with septic systems
- impervious floor — Timber floors are OK provided they are adequately sealed.

### **Proposed Amendments to the Food Act 1989**

The Australian New Zealand Food Authority (ANZFA) has produced draft National Food Hygiene Standards to reduce the regulatory burden on the food sector and to improve the clarity, uniformity, certainty and efficiency of the food regulatory system.

Details of the amendments will be available from the ANZFA when the proposals have been finalised. It is understood that the Standards will be performance based and training focussed and that they will require B&B operators to develop and implement a food safety program.

A Food Safety Program would address such matters as hazard analysis, methods of hazard controls, monitoring and supervisor controls, corrective actions and record keeping, training plan, food recall procedures and review. A cleaning schedule, premises equipment maintenance program, personal hygiene practices, pest control program, calibration schedule and a customer complaint procedure would also be addressed.

## GUIDELINES

### Generally acceptable solutions:

- those preparing meals should have demonstrated skills and competencies in food hygiene — for new operations this may require the completion of an accredited short course of study in food hygiene
- benches used for food preparation should be finished in a material that is smooth and durable, impervious to moisture and easily cleaned
- provision for hygienic cleaning of utensils — double bowl sink with dishwasher preferred
- hand washing facility — a designated hand wash basin either as third bowl of sink, or separate facility in or near kitchen
- handy soap dispenser, nail brush and hand towels to encourage hand washing and drying by food handlers
- refrigerators to maintain food at below 5 degrees Celsius and hot food storage equipment to maintain hot food above 60 Degrees Celsius
- Thermometers in easily apparent positions to allow for systematic checking of temperatures
- clearly documented and displayed management arrangements outlining particulars on daily cleaning and hygiene standards, equipment maintenance, check systems for food storage and a program for approved pest control treatment
- a small kitchen sink, fridge, toaster, microwave be permitted in guest rooms.

### j) Section 94 contributions and social economic effects

#### Performance objective

- **Recognise social and economic factors associated with B&B accommodation.**

B&Bs are a type of tourist accommodation and can provide social and economic benefits to local communities and landowners. These benefits can include increased job opportunities, diversification of the income base of farms and rural towns and a broader base for the establishment, maintenance and/or expansion of local services (Department of Tourism, 1993).

Social and economic benefits are important considerations and must be taken into account, when weighing up an assessment of the appropriateness of a proposed development. Proponents are encouraged to highlight the social and economic effects of a proposal at the application stage. Local council economic development, tourism and planning officers can be of assistance in this regard.

Under section 94 of the EPA Act, councils have the ability to require monetary, dedication of land or some other material public benefit from developers for provision of public facilities and services (such as libraries, child care centres, open space), the demand for which is created by the development itself.

Councils can only require a s94 contribution if:

- they are satisfied that a development, the subject of a Development Application, will or is likely to require the provision of, or increase the demand for public amenities and public services in the area
- they have adopted a contributions plan
- the contribution is reasonable (DUAP, 1997).

Small scale B&Bs which do not bring with them a significant increase in the scale of activity from that of a family home are not usually subject to Section 94 contributions. It may however be appropriate for councils

to levy large scale B&Bs that contribute to an increased demand for public services and facilities.

DUAP released revised guidelines in 1997 on the application of Section 94 contributions, which will be of assistance to both council officers and B&B operators in understanding this aspect of development. (Department of Urban Affairs and Planning, 1997).

## GUIDELINES

<b>Generally acceptable solutions:</b>
<ul style="list-style-type: none"><li>• s94 contributions for small scale B&amp;Bs unless clear nexus can be shown.</li></ul>
<b>May be appropriate</b>
<ul style="list-style-type: none"><li>• s94 contributions to be levied for larger scale B&amp;Bs where nexus is shown in s94 Contributions Plan.</li></ul>

### k) Toilets and showers

<b>Performance objective</b>
<ul style="list-style-type: none"><li>• to provide an adequate number of toilet and shower facilities to cater for the requirements of the occupants</li><li>• all facilities to be of an acceptable standard and designed to facilitate ease of maintenance and cleaning.</li></ul>

The provision of an adequate number of toilets and showers is a basic requirement for the health and well being of occupants. In some instances guest rooms will be serviced by en-suites, in other cases share facilities will be provided.

The construction and location of share facilities must be convenient to the location of the bedrooms for which the facilities are provided.

In B&B accommodation it is preferable if guest toilets and showers are separate from and in addition to those in use by the permanent residents of the dwelling.

The minimum requirements for toilets and showers in new premises can be found in the BCA Part F2 of Volume one (for Class 3 building) and Part 3.8.3 of Volume Two (for Class 1 building).

Issues related to the use of septic tanks and other onsite sewage disposal methods is discussed in Part m).

## GUIDELINES

<b>Generally acceptable solutions:</b>
<ul style="list-style-type: none"><li>• a minimum of two toilets available for use within the dwelling</li><li>• a minimum of two bathrooms available within the dwelling</li><li>• bathrooms used by permanent residents to be separate from those used by guests</li><li>• toilets and bathrooms to be situated, separated and screened to maintain privacy (without the need to enter through another bedroom).</li></ul>





### May be appropriate

- In particularly low key development (eg one or two bedrooms only) it may be appropriate to allow for the sharing of toilets and bathrooms between permanent residents and guests.

NOTE: Industry accreditation standards require provision of separate bathroom and toilet facilities.

## I) Access for people with disabilities and use of adaptable housing principles

### Performance objective

- Make reasonable provision for access and circulation by people with disabilities
- Encourage the use of adaptable housing principles in new development or when substantial alterations to existing dwellings are proposed.

### Some statistics

The most recent picture of the level of disability in Australia is provided by *the Disability, Ageing and Carers Australia, 1993 Survey* completed by the Australian Bureau of Statistics. This survey has shown that around 18% of people in Australia have a disability, with some 14% having a handicap of some kind as a result. (Australian Local Government Association, 1994)

A disability is defined as a limitation, restriction or impairment which had lasted, or was likely to last, for six months or more. A handicap results from a disability which limits a person's ability to perform certain tasks of daily living.

The above statistics are set to increase. Between 1996 and 2011 the total number of people in NSW with a profound or severe handicap is projected to increase by 55, 670 people — a 24.8% increase (Aging and Disability Department, 1998).

Historically our buildings were designed and developed with able-bodied people in mind only. The community is now unwilling to accept this inequity. At the same time disabled people are increasingly seeking out a variety of tourist pursuits (Tourism New South Wales, 1998).

### The tourism industry and disabled access

Tourism New South Wales has just released a document titled 'anxiety to access' which details tourism patterns and experiences of NSW People with a physical disability. This document highlights that access for people with a physical disability is about human rights; that poor physical access is the key problem; that accessibility should be seen to be about inclusive marketing rather than on obstacle to be overcome; and, that an increased focus on the disabled market is needed especially in the lead up to the Sydney 2000 Paralympics and Olympic Games (Tourism New South Wales, 1998).

There can be design implications for people with the following categories of disability:

- physical (including people who use a wheelchair or have walking difficulties or manipulatory disabilities)
- sensory (vision and hearing)
- intellectual.

Designers are encouraged to consider access opportunities for all disability groups. See AS1428.2 — requirements for children and adolescents with physical disabilities and AS1428.4 — tactile ground surface indicators for the orientation of people with vision impairment for detailed guidance.

Disabled Access is a matter for consideration when assessing a development application under the EP& A Act. The BCA also contains provisions for disabled access. For Class 3 building BCA provisions relate not only to "access" but also to "facilities" that should be provided for the disabled.

### **Federal disability discrimination act**

The Disability Discrimination Act 1992 (DDA) applies to discrimination against a person on the grounds of disability in the area of accommodation, employment, provision of information and access to premises used by the public, amongst other things and is relevant for both accommodation providers and Local Government. Councils are encouraged to ensure that applicants for development approval for a B&B are aware of their responsibilities under the DDA.

### **Adaptable housing**

Adaptable housing is a form of housing which represents good design for everyone, including older people and people with disabilities. It is also referred to as life cycle or accessible housing. Adaptable Housing is a move away from building special accommodation for different community groups. It is housing that easily responds to the changing needs of its occupants, for example, as they get older, or become disabled. It makes good sense for everyone to design housing so that it can easily be modified to cater for a disabled or older person. Adaptable housing is possible for very little initial extra cost (not more than 5%).

AS4299 — adaptable housing, provides guidelines which can be applied to the planning and design of residential accommodation. Councils and B&B operators are encouraged to consider adaptable housing principles in the design of any new B&B and for any extensive alterations and/or additions to B&Bs. The principles can be applied to all types of housing from apartments, villas, and townhouses to detached dwellings.

## **GUIDELINES**

<b>Generally acceptable solutions:</b>
<ul style="list-style-type: none"> <li>• require reasonable provision for access and circulation by people with disabilities</li> <li>• distribute an information brochure to all current and enquiring B&amp;B operators on the DDA and adaptable housing principles.</li> </ul>
<b>May be appropriate</b>
<ul style="list-style-type: none"> <li>• for proposed new B&amp;Bs or where extensive alterations/additions are proposed — require consideration of AS4299 in the design</li> </ul>

### **m) Domestic facilities**

<b>Performance objective</b>
<ul style="list-style-type: none"> <li>• To ensure adequate domestic facilities are provided to any B&amp;B</li> </ul>

## **Effluent disposal**

New B&Bs within sewerage areas will usually be required to connect to the local sewerage system unless an alternate disposal system is agreed to by council.

New B&Bs in rural areas will need to provide an onsite sewage disposal system. There are a few different systems (aerated waste water treatment systems, septic tanks with either pump outs or absorption trenches or composting toilets) and the effectiveness of each depends on local soil type and quality and other locational details.

If a B&B is proposed in an existing dwelling with an on site effluent disposal system, council will need to be assured that the capacity of the system will not be exceeded.

Any existing and all new on site sewage systems require local council approval. This approval is not a once off approval. Ongoing approval to operate from council will be required (Department of Local Government, 1998). This is because there serious problems can result from an overload of on site sewage disposal systems.

## **Water supply**

Where town water is available there will usually be a requirement for any new dwelling to connect to the town water supply. Use of rainwater in urban areas is growing in popularity however as a supplement to reticulated supplies and can aid in the conservation of local water supplies (Department of Local Government, 1995).

In rural areas, a rainwater tank will be necessary. The size of tank needed will depend on where it will be located, what the water will be used for and how much water is needed for the particular uses. A water supply for fire fighting purposes, as well as domestic purposes, in rural areas would also be required.

## **Electricity**

Electricity will be required to be provided to all B&Bs however this electricity does not need to come from conventional sources. Use of solar panels or wind generators could be considered as alternative sources of electricity for a B&B. Use of solar or wind power is increasing in popularity and is quite cost effective, especially with recent innovations in solar cell and wind turbine systems.

## **Telephone**

Telephone services should also be available in case of emergency. Of course this is not a problem in urban areas, but provision could be quite costly in some rural locations.

## **Ongoing monitoring and management issues**

Ongoing monitoring and management of sewage and alternative power systems and rainwater tanks is necessary and these details should be addressed in any business management plan. The following monitoring and ongoing management of solar/wind power, water and sewerage systems is considered appropriate to ensure reasonable health and environmental quality is maintained:

## **Effluent disposal system**

- regular inspection of on site systems by council and quarterly inspections by approved service contractors
- practice water conservation and don't exceed the systems wastewater capacity
- check for signs of unsatisfactory system performance
- don't put cleaning agents, other chemicals or other inappropriate material into the system

### **Rainwater tank**

- tanks to be screened with fine mesh to prevent mosquitos entering and laying eggs
- first flush rainwater diverter system to prevent the entry of any pollutants such as dust, leaves and bird droppings from roof and gutters
- no direct cross connection between a rain water tank and any main water supply is allowed
- occasionally tanks will need to be flushed and cleaned to prevent a build up of sludge and debris on the bottom

### **Solar/ Wind power**

- Occasional cleaning of any solar panels and general maintenance of solar and wind power systems

### **GUIDELINES**

<b>Generally acceptable solutions:</b>
<ul style="list-style-type: none"><li>• in urban areas, connection to sewer system and town water supply</li><li>• in rural areas, provision of sewage system to local council specifications, power supply and provision of a rainwater tank. Councils should encourage the use of alternative energy sources</li><li>• regular monitoring/maintenance of sewage and any alternate power systems and rainwater tank</li><li>• a telephone service is available for guests in the case of an emergency.</li><li>• installation of any domestic services should not adversely affect neighbouring properties.</li></ul>

## 6. GOOD ONGOING MANAGEMENT

### **Performance objective**

#### **Good on going management to:**

- **minimise impacts on adjoining neighbours**
- **ensure compliance with relevant health and safety standards**

Ensuring a B&B is a good neighbour and meets health and safety standards into the future requires continuing commitment on the part of the operators, which is often shown by the development of a management plan. Many of the matters considered under Chapter 5 require a commitment to detailed management and maintenance procedures.

Council's interest in management planning need only be concerned with areas of significant risk to the environment, public health and amenity.

### **Use of business management plans**

Whilst operators cannot be forced to prepare and implement a management plan, there are a number of reasons why councils should encourage their development and implementation. not the least of which are to encourage good neighbourly relations, to maintain fire protection and other emergency systems and to ensure proper kitchen fitout and food handling.

Management plan can cover any number of matters including: budget, costs, marketing/advertising, plans for future expansion, waste management, maintenance of essential services in rural areas especially, natural hazard/environment protection measures, heritage conservation, staff training needs, fire safety measures, kitchen hazard identification and schedule of actions to avert potential problems and to minimise neighbourhood impacts.

### **Inspection and fee for service**

Council can undertake inspections of any B&B to check compliance with with relevant conditions of development consent, fire and public health standards under the BCA and Food Act 1989 and Regulations, using provisions under the EP&A Act 1979 and the LGA 1993. Inspections have two main advantages. Firstly, they enable the council to get an overall picture of the number and range of B&Bs within their council area. Secondly, inspection acts as a check to encourage the good ongoing site management of a B&B.

A councils' intention to undertake inspections should be outlined in the council's local or complying development approval.

Those councils that have exempt small scale B&Bs from the need for any development consent can still undertake inspections to check on fire and public health standards in B&Bs. Council's intention to undertake inspections of 'exempt' B&Bs should be set down in the council's exempt development policy.

All inspections are undertaken using the powers of entry and orders provisions under s118 and s121 of the Environmental Planning and Assessment Amendment Bill 1997 or Part 2, of chapter 8 (ss. 191-203) of the Local Government Act 1993.

Section 608 of the Local Government Act 1993 enables a council to charge a fee for inspections undertaken.

The following matters may be checked at the time of inspection:

- fridge temperature
- kitchen hygiene and food handling practices
- general cleanliness
- fire protection measures including location and operation of smoke detectors, provision of well maintained fire extinguisher and fire blanket
- any onsite sewage disposal system
- guest rooms.

## **Continuing education — eg TAFE courses**

Continuing education should be a priority for B&B operators and councils can have an active part in encouraging operators to undertake relevant courses. There are a number of quality courses available to prospective and current B&B operators.

For example, Technical and Further Education (TAFE) Courses in Food Handling and Business Management may be of assistance.

TAFE OTEN (the distance learning arm of TAFE) in conjunction with the B&B Council of NSW has developed a nationally accredited food hygiene course tailored to the B&B Industry. Flexible delivery either by distance learning or workshops in metropolitan and regional centres is available. Contact the B&B Council of NSW or TAFE OTEN for more information on the self-paced correspondence course. To arrange a food hygiene seminar in your area (minimum of 15 participants) contact the BBCNSW

Business Enterprise Centres (BEC) may also be of assistance to current or potential operators. BEC's consist of a network of offices throughout NSW and give advice on developing Business Plans and run seminars and workshops.

## **Industry bodies and accreditation/ rating programs**

### **Bed & Breakfast Council of NSW**

Through a wide ranging and representative membership, the B&B Council of NSW has a strong and effective voice. The council is actively working on behalf of its members to ensure that the industry is widely recognised for offering unique, Australian warmth and hospitality whilst at the same time providing the highest levels of business professionalism.

The BBCNSW is involved in issues such as marketing, training, professional standards, promotion and policy development and has a close liaison with Tourism New South Wales. Through publication of a quarterly newsletter members are assisted in keeping abreast of new management practices and industry standards.

### **Australian Bed and Breakfast Council**

The Australian Bed and Breakfast Council (ABBC) was formed in 1994 and has fulfilled many goals since that time including the formation of State Associations throughout Australia.

The ABBC comments on issues for and on behalf of its member organisations with the Federal Government and other National Organisations and Authorities. It also acts as a lobby group, conducts biannual conferences and communicates with its members through a national newsletter.

## Industry accreditation

Industry driven accreditation and rating programs can also contribute to good ongoing management by encouraging good industry practice. Industry sees this work as important for the ongoing sustainability of tourism in the highly competitive global market place. Local councils welcome evidence of accreditation in relevant programs as a demonstration of an understanding of the need for ongoing management commitment.

Details of some of the most common self-accreditation programs on offer are provided below.

## National accommodation classification scheme/ NRMA rating

The Australian Automobile Association has developed a National Accommodation Classification Scheme for B&Bs. This scheme has been operating since 1995 and in NSW is run by the NRMA.

The NRMA rates B&Bs for inclusion in their accommodation guide. B&Bs/Guest Houses are allocated a star rating that is determined by inspection of the standard of appointments and amenities provided.

The NRMA rating scheme is currently under review.

## Australian Tourism Operators Association (ATOA)

The ATOA runs the “Tourism Accreditation Program for Hosted Accommodation.” Accreditation with this program requires demonstration of a commitment to ongoing management practices, training and staff development in areas including; food safety and handling and environmental risks. This national program requires preparation of a management plan and involves self-accreditation (ATOA, 1996).

## GUIDELINES

<b>Generally acceptable solutions:</b>
<ul style="list-style-type: none"><li>• regular inspection of B&amp;B’s by council</li><li>• the need for management planning procedures to be provided when site circumstances warrant</li><li>• operators to undertake an approved food handling course.</li><li>• It is recommended that hosts be members of a B&amp;B Industry Association to maintain an awareness of industry best practice</li></ul>
<b>May be appropriate</b>
<ul style="list-style-type: none"><li>• submission of business management plan with Development Application</li><li>• Industry accreditation.</li></ul>



# References

Aging and Disability Department, 1998  
Draft NSW Government Disability Policy Framework

Australian Local Government Association, 1994  
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Getting into B&Bs  
Wyang Work Wise Inc

# Attachment 1

## Summary of Approvals guidelines for councils and B&B operators

Guidelines	Solutions	May be appropriate
Thinking of your neighbours	<ul style="list-style-type: none"> <li>small scale B&amp;Bs (two or three bedrooms) be classified as a complying development (if additional bedrooms, structural alterations or an expansion of on site sewage system are proposed this should involve a Development Application to council rather than a complying development certification.)</li> <li>adopt complying development Standards found at Attachment 2</li> <li>when assessing a complying development application for a B&amp;B, use the standard conditions of consent found at Attachment 4.</li> </ul>	exempt small scale B&Bs (eg one bedroom) from the need for development consent in rural areas provided certain basic health and safety standards can be satisfied and these B&Bs are registered with their local council to enable regular inspection.
Cultural heritage	<ul style="list-style-type: none"> <li>where a building or area has been identified as having cultural significance, care should be taken to conserve the value of significant features and qualities in any upgrading works</li> <li>council can advise on whether a building or site has been identified as having cultural heritage significance</li> <li>council to provide suggestions on initial steps to ensure any proposed building works do not unreasonably prejudice the cultural values of the existing building or area.</li> </ul>	
Number of guests	<ul style="list-style-type: none"> <li>there should be no maximum number of guests or bedrooms stipulated for Local Development.</li> <li>adopt the recommended standards for complying development as outlined under Chapter 2.</li> <li>councils should not prohibit larger scale B&amp;Bs (eg Class 3 B&amp;Bs) outright. A merit assessment of impacts and site conditions is recommended.</li> </ul>	
Parking and access	<ul style="list-style-type: none"> <li>one off street parking space per guest room — where there are real demands for on site parking due to existing traffic and parking constraints in the vicinity</li> <li>parking located behind the building line</li> <li>flood free access and all weather parking area — in rural areas</li> <li>in heavily trafficked streets only — forward direction exit from on site parking spaces.</li> </ul>	<ul style="list-style-type: none"> <li>where evidence of some safe, convenient, excess parking in street and no apparent inconvenience to others — one off-street parking space per two guest rooms</li> <li>where evidence of plenty of safe parking in the street and no apparent inconvenience to others — no off street parking</li> <li>management plan for access arrangements during flood periods</li> <li>parking in front of the building line where streetscape permits and adequate screening is proposed or unacceptable disruption to the rear yard would result</li> </ul>
Visual and acoustic privacy	<ul style="list-style-type: none"> <li>no overlooking from visitor common areas to the living areas of neighbours (indicate on site plan)</li> <li>no noise source potential in the vicinity of neighbour's living and sleeping areas</li> <li>have discussed application with neighbours and they have indicated no objections in writing</li> <li>signs to alert visitors to dwellings in close proximity and potential amenity impacts</li> </ul>	<ul style="list-style-type: none"> <li>physical works such as lattice, tree planting, sound barriers.</li> </ul>

Signs	<ul style="list-style-type: none"> <li>no more than one sign per residential property, max dimensions 0.5m<sup>2</sup>, not internally illuminated or flashing</li> <li>prepare a drawing with sign details for lodgement with the development application.</li> </ul>	<ul style="list-style-type: none"> <li>sensitively designed larger signs</li> <li>directional signs in rural areas.</li> </ul>
Sleeping rooms	<p>Each sleeping room should be provided with:</p> <ul style="list-style-type: none"> <li>a waste container</li> <li>appropriate window coverings</li> <li>a non key operated latching device on the bedroom door and the dwellings exit doors for larger (Class 3) B&amp;Bs as per BCA requirements and this is recommended as a standard for smaller Class 1 (b) buildings also</li> <li>a night light or other suitable illumination</li> <li>sufficient coat hooks, hanging space and secure storage for each person's possessions</li> <li>a flyscreen to at least one openable window</li> <li>a mirror</li> <li>all mattresses and pillows provided with washable coverings, with impermeable coverings on mattresses recommended to keep mattresses clean</li> <li>no excessive clutter in guest bedrooms</li> </ul>	<ul style="list-style-type: none"> <li>where the proposal incorporates new construction, sound transmission class (STC) rating of 50 for separating walls and floors between sleeping rooms and toilets, bathrooms, laundries and kitchens. STC rating of 45 for walls and floors in all other cases.</li> <li>if concerned about security — use a keyed lock when the B&amp;B is not occupied by guests.</li> </ul>
Fire safety	<ul style="list-style-type: none"> <li>documented fire prevention and management plan</li> <li>smoke detector alarms to be installed in all bedrooms and hallways and on each other storey of the building not already provided with an alarm. Approved (AS 3786) single station detector systems connected to a permanent 240v electricity supply with battery operated back-up device</li> <li>portable fire extinguisher (3.5kg carbon dioxide) and 1.2m square fire blanket mounted on kitchen wall with clear instructions for use</li> <li>no deadlocks on bedrooms or exit doors which require an internal key release</li> <li>no bars or restrictions to egress from windows</li> <li>instructions for action in the event of a fire to be placed in each guest room</li> <li>escape paths to be kept clear.</li> </ul>	<ul style="list-style-type: none"> <li>particularly for new construction, interconnection of self-contained smoke alarms is encouraged to provide an additional level of protection for occupants (interconnection of smoke alarms is a requirement in certain buildings).</li> </ul>
Kitchen and food handling	<ul style="list-style-type: none"> <li>those preparing meals should have demonstrated skills and competencies in food hygiene</li> <li>benches used for food preparation should be finished in a material that is smooth and durable, impervious to moisture and easily cleaned</li> <li>provision for hygienic cleaning of utensils — double bowl sink with commercial grade dishwasher preferred</li> <li>hand washing facility — a designated hand wash basin</li> <li>handy soap dispenser, nail brush and hand towels to encourage hand washing and drying by food handlers</li> <li>refrigerators to maintain food at below 5 degrees Celsius and thermometers in easily apparent positions to allow for systematic checking of temperatures</li> <li>clearly documented and displayed management arrangements outlining practices on daily cleaning and hygiene standards, check systems for food storage and a program for approved pest control treatment</li> <li>some small scale kitchen facilities be permitted in guest rooms</li> <li>once new food requirements are adopted, preparation of a Food Safety Program</li> </ul>	<ul style="list-style-type: none"> <li>the completion of a short course of study in food hygiene</li> <li>three bowl sink — one designated specifically for hand washing</li> <li>separate hand washing facility in close proximity</li> <li>non commercial grade dishwasher if approved high grade detergent is used instead</li> </ul>
Section 94 contributions and social economic effects	<ul style="list-style-type: none"> <li>no s94 contributions for small scale B&amp;Bs unless clear nexus can be shown.</li> </ul>	<ul style="list-style-type: none"> <li>s94 contributions to be levied for larger scale B&amp;Bs where nexus is shown in s94 Contributions Plan.</li> </ul>
Toilets and	<ul style="list-style-type: none"> <li>a minimum of two toilets available for use within the dwelling</li> </ul>	<ul style="list-style-type: none"> <li>in particularly low key</li> </ul>

showers	<ul style="list-style-type: none"> <li>• a minimum of two bathrooms available within the dwelling</li> <li>• bathrooms used by permanent residents to be separate from those used by guests</li> <li>• toilets and bathrooms to be situated, separated and screened to maintain privacy (without the need to enter through another bedroom).</li> </ul>	<p>development (eg 1 or 2 bedrooms only) it may be appropriate to allow for the sharing of toilets and bathrooms between permanent residents and guests.</p> <ul style="list-style-type: none"> <li>• NOTE: Accreditation standards require provision of separate bathroom and toilet facilities for guests.</li> </ul>
Access for people with disabilities and use of adaptable housing principles	<ul style="list-style-type: none"> <li>• require reasonable provision for access and circulation by people with disabilities</li> <li>• distribute an information brochure to all current and enquiring B&amp;B operators on the DDA and adaptable housing principles.</li> </ul>	<ul style="list-style-type: none"> <li>• for proposed new B&amp;Bs or where extensive alterations/additions are proposed — require consideration of AS4299 in the design.</li> </ul>
Domestic facilities	<ul style="list-style-type: none"> <li>• in urban areas, connection to sewer system and town water supply</li> <li>• in rural areas, provision of sewage system to local council specifications, power supply and provision of a rainwater tank.</li> <li>• a telephone service is available for guests in the case of an emergency.</li> <li>• regular monitoring/maintenance of sewage and any alternate power systems and rainwater tank.</li> </ul>	<ul style="list-style-type: none"> <li>• councils should encourage the use of alternative energy sources.</li> </ul>
<b>Issues of good ongoing management</b>		
Industry accreditation	<ul style="list-style-type: none"> <li>• business accreditation by a recognised industry accreditor</li> <li>• undertake a recognised industry training course to improve food handling or other business management skills.</li> </ul>	
Industry membership	<ul style="list-style-type: none"> <li>• member of relevant B&amp;B industry body.</li> </ul>	
Business management plan	<ul style="list-style-type: none"> <li>• completed and if appropriate, reviewed, a Business Management Plan.</li> </ul>	

# Attachment 2

## Model complying development criteria for B&Bs

- the B&B is located in an approved dwelling
- the dwelling is permanently occupied by a resident or residents
- no more than (insert no) guest rooms and a maximum of (insert no) guests are proposed
- only one external sign, of a maximum 0.5m<sup>2</sup> in area
- a separate hand wash basin is provided (in addition to any single or double bowl sink)
- either a double bowl sink or a single bowl sink and commercial grade dishwasher (can heat water to minimum of 77 degrees Celcius) is provided
- kitchen flooring and benches are of impervious material
- refridgerator can maintain food at below 5 degrees Celcius
- approved (AS 3786) single station detector systems connected to a permanent 240v electricity supply with battery operated back-up device are provided to all bedrooms and hallways and on each other storey of the building not already provided with an alarm
- one off street parking space per guest room, located behind the building line of the dwelling, is available
- guest vehicles can exit the site in a forward direction, from on site parking spaces, not using the buildings front setback
- each guest room is provided with space and facilities for occupants to store clothes and travel gear
- each guest room is provided with natural light and ventilation (either natural or mechanical ventilation) in accordance with BCA requirements
- bedding and flooring is provided to each guest room which are easily cleaned (bedding can be washed or drycleaned and flooring can be easily washed, mopped or vacuumed)
- no key release dead locks on guest bedroom and exit doors
- no bars or other restrictions to egress from guest room windows
- guest rooms are insulated from all noise generating sources (eg kitchens, bathrooms, laundries, other bedrooms) in accordance with BCA requirements for a Class (insert appropriate Class) building — rating of 50 STC for new buildings and rating of 45 STC for existing buildings.

# Attachment 3

## Standard conditions of consent for B&Bs classed as complying developments

In addition to any general standard conditions of consent to be placed on all complying development certificates, the following specific conditions for B&Bs are also recommended.

1. The B&B is to be located in an approved dwelling and occupied by the permanent residents.
2. There are to be no more than (relevant number) guest rooms and a maximum of (relevant number) guests.
3. Only one external sign, of a maximum 0.5m<sup>2</sup> in area is permitted.
4. The B&B is to comply with all requirements of the Food Act 1989, the Food (General) Regulation 1992 and the Food Standards Code. In particular, the following kitchen facilities are required to be provided: a separate hand wash basin and either a double bowl sink or a single bowl sink and commercial grade dishwasher that can heat water to at least 77 Degrees Celcius. Kitchen flooring and benches are to be of impervious material.
5. Refrigerators are to maintain food at below 5 degrees Celcius.
6. Smoke detection alarms are to be maintained and fully operational in all bedrooms and hallways and on each other storey of the building not already provided with an alarm. Approved (AS 3786) single station detector systems connected to a permanent 240v electricity supply with battery operated back-up device only are to be provided to comply with BCA requirements.
7. Lighting to assist evacuation in the event of a fire must be installed and be activated by the smoke alarm to comply with BCA requirements.
8. A portable fire extinguisher (3.5kg carbon dioxide) and 1.2m square fire blanket are to be mounted on the kitchen wall together with clear instructions for use.
9. One off street parking space per guest room is to be provided on site. All parking spaces are to be located behind the building line of the dwelling.
10. All vehicles are to exit the site in a forward direction. The buildings front setback is not to be used as a driveway or turning area.
11. Any deliveries are to be made only between the hours of 9am and 5pm, Monday to Friday and 9am to 12noon Saturday.
12. Each guest room is to be provided with space and facilities for occupants to store clothes and travel gear.
13. Each guest room is to be provided with natural light and ventilation (either natural or mechanical ventilation) in accordance with BCA provisions.
14. Bedding and flooring is to be provided to each guest room, which are regularly cleaned and maintained so as not to provide harbourage for vermin of any description.
15. Fire escape paths for guests are to be kept clear.
16. Key release dead locks on guest bedrooms and exit doors are not to be installed.
17. No bars or other restrictions to egress from guest windows are to be installed.
18. Instructions for action in the event of a fire are to be placed in each guest bedroom.
19. Guest room insulation from all noise generating sources (eg kitchens, bathrooms, laundries, other bedrooms) is to be retained in accordance with BCA requirements for a Class (insert appropriate class) building — rating of 50 STC for new buildings and rating of 45 STC for existing buildings.
20. The B&B is to be conducted in a manner which does not interfere with the amenity of the neighbourhood.

NOTE 1: Operators are encouraged to facilitate, as much as it is up to them, good neighbour relations and to minimise disruption to adjoining dwellings caused by guests.

NOTE 2: Regular inspections of your B&B will be undertaken by council to ensure good ongoing management and to check compliance with conditions of consent.

NOTE 3: No animals are permitted in the kitchen area.