

Customer action request – party house

Economy, Planning and Environment
Development Compliance
City Development
PO Box 5042 GOLD COAST MC QLD 9729
P: 5582 8184 F: 5596 3653
E: mail@goldcoast.qld.gov.au
W: cityofgoldcoast.com.au

Privacy statement

Council of the City of Gold Coast (Council) is collecting your personal information in order to provide the services requested, perform associated Council functions and services, and to update and maintain Council's customer information records. Your information is handled in accordance with the **Information Privacy Act (Qld) 2009** and may only be accessed by Councillors, Council employees and authorised contractors. Unless authorised or required by law, we will not provide your personal information to any other person or agency. For further information go to cityofgoldcoast.com.au/privacy.

Council may also use your personal information in order to contact you to provide you with information regarding Council functions and services. If you do not wish to receive such information please opt out using the unsubscribe link in the communication material sent to you.

Please note that anonymous requests may not be investigated.

Please use BLOCK LETTERS and complete all details in full

Requestor's contact details			
Name			
Postal address			
	Suburb	State	Postcode
Primary phone	Alternative phone		
Email			
Requestor's property details			
Property address			
Property the subject of this request			
Property address			
Description of activities observed			
Please read the Notes on the next page before completing this			
Please accurately describe the issue and as fully as you are able. You may add photos or other documents you believe may be of assistance.			
What type of 'party' is it?	<input type="checkbox"/> bucks party <input type="checkbox"/> hens party <input type="checkbox"/> rave <input type="checkbox"/> wedding reception <input type="checkbox"/> other – describe		
What particular things or persons have you observed at the party that enable you to identify it as a party of that type?			
When (date/time) did it start (approx.)?			
When (date/time) did it finish (approx.)?			
Number of people attending (approx.)?			
Were vehicles present that are not ordinarily at the property?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure		
If Yes, how many (approx.)?		Where were they parked?	<input type="checkbox"/> Property <input type="checkbox"/> Street <input type="checkbox"/> Both
Is the property used to provide short term accommodation?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure		
If Yes, how do you know?			
Was the property used for short term accommodation while the party was happening?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure		
If Yes, why do you say so?			
Development Compliance use only			
Document number:		Date received	
File number:		Customer request #	

For example: I saw 2 people arriving with suitcases the morning of the party. I saw them leave the day after the party.

Did you observe the length of stay? Yes Number of days No

Was the owner of the property present during the party or accommodation period? Yes No Unsure

If No, how can you tell?

Is this the first occasion you have observed a party at the property? Yes No

If No How many other parties have you observed, over what period?
For example: 2 others in the last 6 months.
If you know the dates, please state.

Is this your first Customer action request about the property? Yes No

Please describe how the activity impacts you

For example, describe if your amenity is affected by noise from music or attendees, behaviour, parking etc.

Please provide any other information you believe would be of assistance

Declaration

I declare that:

- The information provided in this form is complete and correct
- I have read the privacy notice

Signature		Date	
------------------	--	-------------	--

Notes	
Anonymous requests	We are happy to acknowledge receipt of your request if you provide a postal address for us to send the acknowledgement to. If you do not provide a postal address, your request may be dealt with as an anonymous request and may not be investigated.
'Party house'	A 'party house' is defined under the <i>Planning Act 2016</i> , as: party house means premises containing a dwelling that is used to provide, for a fee, accommodation or facilities for guests if— (a) guests regularly use all or part of the premises for parties (bucks parties, hens parties, raves, or wedding receptions, for example); and (b) the accommodation or facilities are provided for a period of less than 10 days; and (c) the owner of the premises does not occupy the premises during that period.
Excessive noise or offensive behaviour	If you have a complaint about excessive noise or offensive behaviour from a party, you should contact Queensland Police via Police Link on 131 444. This applies whether or not it is a party house. Queensland Police have specific powers under the <i>Police Powers and Responsibilities Act 2000</i> to deal with excessive noise and out-of-control events and are best equipped to respond to complaints about noise and behaviour while a party is happening.
Vehicle parking issues	If you have a complaint or concerns about vehicle parking on the street or road reserve, you should contact Council's City Parking Section on (07) 5667 5989.
Waste / garbage	If you have a complaint or concerns regarding the waste at the property, you should contact Council's Waste Management Section on (07) 5667 5976.
Littering	If you have a complaint or concerns regarding littering, you should contact Council's Environmental Health and City Law Services Section on (07) 5667 5988.
Sewage / septic	If you have a complaint or concerns about the on-site sewage facility on the property (non-sewered areas only), you should contact Council's Plumbing & Drainage Section on (07) 5582 8393.
What happens?	Complaints will be investigated to determine the appropriate action to be taken, which will depend on various factors including evidence as to whether it is operating as a party house. If there is evidence that it is operating as a party house, the outcome may be that the party house use is directed to stop, or if it is in the party house entertainment area, a direction given to stop the use unless a party house use development approval is obtained. Any enforcement action by the City to secure these outcomes must follow statutory processes, which range from issuing statutory notices such as show cause and enforcement notices, penalty infringement notices (fines) to court enforcement proceedings or prosecution.

You may forward the completed form to the City's Development Compliance section by any of the following methods:

- **Mail** – Development Compliance, City of Gold Coast, PO Box 5042, Gold Coast MC Qld 9729; or
- **Fax** – 07 5596 3653; or
- **Email** – mail@goldcoast.qld.gov.au