

23<sup>rd</sup> November 2022

To Mr. Daniel James  
Team Leader Alpine Resorts Team  
Department of Planning and Environment  
PO Box 36, Jindabyne NSW 2627

To Daniel,



Department of Planning  
and Environment

*Issued under the Environmental Planning and Assessment Act 1979*

Approved Section 4.56 Modification Application

No MOD 22/8121 (DA 10064 MOD 2)

Granted on the 23 December 2022

In respect to DA 10064

Signed M Brown

Sheet No 68 of 68

**Re: MOD 22/8121 (DA 10064 MOD 2) – Lot 794 DP 119757 BLACK BEAR, THREDBO**

At the request of Hidali Pty Ltd, we have been asked to provide professional comment on the requirement of a reception area within the proposed Black Bear development/building.

As a leader in the Holiday Management Accommodation space both in Thredbo and the Snowy Mountains, we do not understand the reasoning for a reception space within the building, with advances in technology and mobile applications, the need for reception's has all but become obsolete.

The majority of apartment type Tourist Accommodation is not staffed by receptionists or a meet and greet person these days, with keyless access mostly being provided to patrons via front door codes or a key box facility at the premises.

A lot of the reception spaces in many of the buildings that we manage all over the Snowy Mountains are now used for storage or have been converted to other uses.

When guests arrive in Thredbo, they are provided with an access code to access the property and or provided a key box code to access the property, alternatively keys are simply collected from our office which is located within the village.

Details regarding access to the properties is provided by email, SMS, or Text prior to their arrival.

In short, the requirement of a reception space would be unnecessary in today's building design; modern guest relations are handled via technology, accommodation management no longer requires a manned reception area, 95% of our bookings are done online or via a third party booking portal, check-in procedures done online or via an app, queries or communication between guest's and manager are by phone, SMS, text, or via a booking platform, access via key codes, key box and a text message.

The whole providing access to a property/apartment is now basically digitised; there is no physical contact at a reception – hence why we do not see the necessity of a reception space being a design requirement within the building.

Yours sincerely



23.11.2022

**Craig Moore**

Principal – Director

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