

# Short Term Rental Accommodation



Short-term rental accommodation, which is sometimes abbreviated to STRA, is regulated. From December 2020 a mandatory code was introduced that outlines minimum standards of behaviour and requirements for all participants including the booking platforms, hosts, guests and letting agents.

As a host, it is important to understand your obligations. Firstly, it is imperative that you do not breach the Code of Conduct or any criminal laws, planning laws, and applicable strata scheme by-laws. Moreover, starting from November 1, 2021, it is mandatory for all Short-term Rental Accommodations (STRAs) to be registered on the STRA premise register of the Department of Planning, Industry, and Environment.

According to the guidelines stated on the Fair Trading website, it is the duty of the host to obtain insurance that covers their liability for any injuries or fatalities caused to third-party individuals while on their premises. The insurance policy should be valid for the entire duration of the occupancy period.

To comply with this requirement, hosts are advised to carefully review the terms and conditions of the insurance policy they choose to purchase. They should also take into account the scope and nature of any exclusions mentioned in the policy.

The host or a representative must be available to manage any issues that arise by renting the premises between 8am and 5pm. They must also be contactable 24/7 to handle any emergencies.

If the guests are causing any disturbance to the neighbours, it is the responsibility of the host to take reasonable steps to ensure that the guests comply with their obligations under the Code. If neighbours report any breaches of the code, the host must address the issues in a timely manner.

For example, if a guest is playing loud music that is breaching the Code, the host is expected to contact the guest within an hour to turn the music off.

As per the regulations on the Fair Trading website, guests are required to abide by the following rules:

“The guest must not at any time:

- make noise that is unreasonably disruptive or interferes with the peace and comfort of neighbours and other occupants
- act in a violent or threatening manner
- act in a manner that could reasonably cause alarm or distress to neighbours and other occupants
- use or enjoy the premises in a manner that unreasonably interferes with the use or enjoyment of common or association property in a strata or community land scheme by neighbours or other occupants
- intentionally, recklessly or negligently damage the personal property of neighbours or other occupants.

Strata schemes have the option to pass a by-law that prohibits renting an apartment as a short-term rental accommodation (STRA) if the owner doesn't reside in the lot as their primary residence. This means that the owner cannot rent out the entire apartment for short stays but can only rent out a single room within the apartment if they are occupying another bedroom. However, if the owner is on vacation themselves, they can rent the entire apartment out as an STRA.

If such a by-law is passed, owners who bought investment properties in the scheme would not be able to list their apartments on short-term rental websites. Instead, they would only be able to rent out the property on longer leases, such as 6-month or yearly leases.

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