

Short-Term Rental Accommodation Guidelines

Responsible Division	Community Services
Responsible Business Unit	Community Planning
Responsible Officer	Manager Community Planning
Affected Business Units	Regulatory Services
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Introduction

These guidelines provide detailed information for landowners wishing to operate an unhosted Short-Term Rental Accommodation for more than 90 days in any 12 month period, in accordance with the Unhosted Short-Term Rental Accommodation Policy.

Guidelines

Note: These guidelines are a supplement to the specific requirements of lodging an application for Development Approval. They can be used as a checklist by applicants when preparing and application for unhosted STRA operating more than 90 days in a 12 month period.

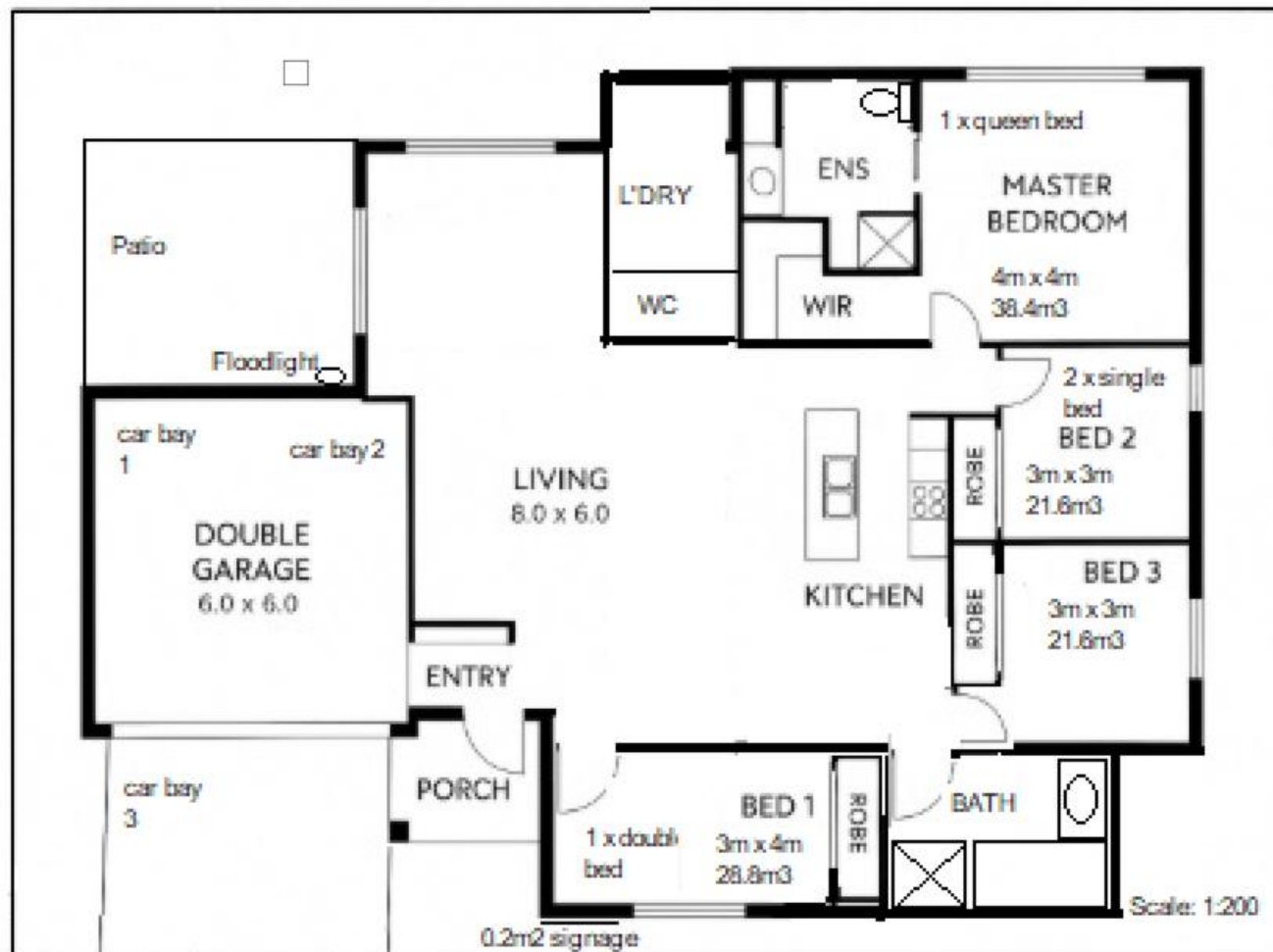
1. Cover letter and application form	☐
A cover letter should be provided with every application for Development Approval, detailing, but not limited to, the following: - Management – owner or managing agent - Justification for location, - Likely frequency and duration of bookings, - Number of guests, and visitors (if proposed) - Any variations to the policy provisions Note that all application for Development Approval must be accompanied by a Management Plan	

2. Site and Floor Plan



Site plan and floor plan to be submitted clearly indicating site boundary, location of car parking, available bedrooms and the number and size of beds within each bedroom, cubic meterage of each bedroom, external lighting, outdoor entertaining areas, and any areas not accessible to guests.

Example:



3. Location Justification

Where an unhosted STRA is proposed, detailed justification is to be provided, including but not limited to:

- Noise amelioration management
- Appropriateness of location

4. Management Plan	☐
The Management Plan is to address, but is not limited to, the following: • Control of anti-social behaviour and the potential conflict between guests and permanent residents of the area; • Minimum and maximum lengths of stay; • Maximum occupancy limit; • Guest arrival and departure procedures; including check in / check out times; • Car parking management; • Complaints management and after-hours complaints procedure including: ○ Nature of complaint ○ Date and time of complaint ○ Complainant details ○ Description of how complaint was addressed and whether feedback was provided to the complainant. ○ The provision of a contact telephone number of the accommodation owner and operator to neighbouring properties for business-hours and after-hours complaints; ○ Details of intended response timeframe, and process for notification or eviction of guests • Explanation of how guests are informed of the Code of Conduct prior to and on arrival. • Details of any external lighting, and to be turned off after 9pm • Details of installation of noise monitoring devices • Guest Screening, including referrals and reviews from online booking platforms	
5. Guest code of conduct	☐
The Code of Conduct is to address, but is not limited to, the following matters: • The expected behaviour of guests. • Periods of 'quiet time', 7pm -7am Monday to Friday and 9pm to 7am on weekends ; • Parties are not permitted; • Reasonable noise expectations (in compliance with the <i>Environmental Protection (Noise) Regulations 1997</i>); • Details regarding guest check-in and check-out procedures. Check in / check out of guests to be restricted during quiet hours; • Expected control and maintenance of pets (if permitted at the property); • Details of any car parking restrictions applicable to the area, and clarification on: ○ the maximum number of vehicles that can park on a property; and	

- that parking on surrounding properties and within the street and verge area is not permitted;
- Details regarding waste management which specifies the expectations on guests about general rubbish and bin collection;
- Rules and maintenance relating to the use of all common property and common facilities (if applicable);
- Information on relevant strata by-laws (if applicable);
- Emergency contact information;
- Contact details of emergency services; and
- Implications of breaching the code of conduct, including but not limited to, consequences such as eviction.

The Code of Conduct shall be provided in the form of an information booklet for guests at the accommodation, and online prior to arrival.

6. Bushfire



Where a STRA is located within a Bushfire Prone Area, in addition to the requirements under the relevant legislation, the application is to address, but is not limited to, the following:

- Emergency evacuation plan for visitors in the event of a bushfire. This should include a map of the area, provide advice on what to do in the event of a bushfire, identifies the subject property, access routes and suitable evacuation destinations.
- Installation of directional signage clearly indicating possible evacuation directions from the property.

7. Consultation

At a minimum, all adjoining landowners and landowners directly opposite the property will be included in the consultation.

