

The mandatory [Code of Conduct for the Short-term Rental Accommodation Industry](#) (Code) started on 18 December 2020.

The Code creates new minimum standards of behaviour and requirements for all participants, including the following:

Hosts

Most hosts must register their properties on the [Department of Planning, Industry and Environment's STRA premises register](#). Relevant properties must be registered before they can be advertised or offered for short-term rental.

Hosts must act lawfully and must not breach:

- the Code of Conduct
- criminal laws
- planning laws

The host or their representative must be contactable between 8 am to 5 pm every day of the week to manage guests, the premises, neighbourhood complaints or any other issues related to the premises.

The host or their representative must be contactable for emergencies outside of 8 am to 5 pm every day.

The host must take reasonable steps to ensure that guests comply with their obligations under the Code.

The host must provide the following information to the occupants of residential premises directly neighbouring the hosted premises and, if within a strata scheme or community land scheme, to the owners corporation or association:

- advice that the host is using the premises for short-term rental
- the contact details of the host or their representative.

A host contacted by the guests, neighbours, owners corporation or association about potential breaches of the Code must take reasonable steps in a timely manner to address any concerns raised.

Guests

Guest behaviour must comply with:

- the [Code of Conduct](#)
- criminal laws
- planning laws
- terms of the short-term rental arrangement
- any other laws.

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 i

Reasonable care must be taken of the host's premises and property at the premises.

If there are disputes or complaints about the behaviour of a guest or visitor, the guest must notify the host or their representative as soon as possible. For example, if a neighbour complains about the behaviour or noise of guests and visitors, the host must be notified.

Visitors are people who, with the guest's consent, are present at the premises during the occupancy.

Guests are responsible for any visitors they invite onto the premises and must ensure that the visitors comply with the obligations to neighbours.

Complaints

Complaints can be made to NSW Fair Trading about a potential breach of the Code via the [Make a complaint](#) page on the website.

Alternatively complaints can be made to the Local Council or Police, depending on the nature of the breach.