

# LOCAL PLANNING POLICY NO. 18 - SHORT-TERM RENTAL ACCOMMODATION (STRA)

## Citation

This is a Local Planning Policy prepared under Schedule 2 of the *Planning and Development (Local Planning Schemes) Regulations 2015 (Regulations)*. This Policy may be cited as Local Planning Policy No. 18 – Short Term Rental Accommodation.

## Introduction

Short Term Rental Accommodation (STRA) refers to the letting of residential properties – usually via online platforms – for short stays. It includes ‘hosted’ arrangements where the owner remains on-site, and ‘unhosted’ stays, where guests occupy the home alone.

The Town values its unique character, strong sense of community, and sustainable approach to growth. While STRA can support tourism and local business, it must be carefully managed to protect residential amenity and neighbourhood cohesion.

This policy sets out the requirements for STRA to operate responsibly and in line with the Town’s strategic vision.

## Policy Objectives

- (a) To balance the economic and tourism benefits of STRA with the need to protect residential amenity and maintain neighborhood character.
- (b) To provide guidance and standards for operators seeking to establish and operate STRA.

## Policy Application

This Policy applies to all applications for Unhosted STRA outside of the 90-night exemption (as applied under the Regulations) within the Residential, Mixed Use and Local Centre zones.

## Definitions

Amenity

*As defined in the [Planning and Development \(Local Planning Schemes\) Regulations 2015](#).*

*In a residential context, as defined under the Residential Design Codes, this includes the ‘liveability’, comfort or quality of a place which makes it pleasant and agreeable to be in for individuals and the community. Amenity is important in the public, communal and private domain and includes the*

*enjoyment of sunlight, outlook, privacy and quiet. It also includes protection from pollution and odours.*

Hosted Short Term Rental Accommodation	<i>As defined in the <a href="#">Planning and Development (Local Planning Schemes) Regulations 2015</a>.</i>
Short-Term Rental Accommodation	<i>As defined in the <a href="#">Planning and Development (Local Planning Schemes) Regulations 2015</a>.</i>
Unhosted Short Term Rental Accommodation	<i>As defined in the <a href="#">Planning and Development (Local Planning Schemes) Regulations 2015</a>.</i>

## Information Requirements

All applications for development approval for an Unhosted STRA are to include the following, in addition to standard application requirements:

- i A detailed Management Plan and Code of Conduct (refer to Appendix 1)
- ii Site Plan and Floor Plan for property – including details and location of parking within the property boundary.
- iii Details of any signage.

## Provisions

### 1. Operational Management

- a. Unhosted STRA is to be operated in accordance with approved Management Plan and Code of Conduct.
- b. A copy of the management plan and code of conduct are to be provided to neighbours.
- c. The contact details of the owner/manager are to be displayed at the front of the property.

### 2. Occupancy

- a. Unhosted STRA should have a maximum occupancy of two (2) persons per bedroom, with an overall maximum of 12 persons.
- b. Multiple dwellings to have maximum occupancy of six (6) persons.
- c. The number of people present on site between the hours of 10:00pm and 7:00am must not exceed the maximum occupancy permitted in accordance with the approved management plan.

- d. Rooms not designed as bedrooms will not be supported for use as bedrooms for the purpose of calculation maximum occupancy.

### 3. Car parking

- a) All car parking is to be wholly contained within the site subject of the application for STRA.
- b) Strata and community title developments must not rely on the use of visitor car parking bays.
- c) Parking is to be provided in accordance with the Residential Design Codes.
- d) Where the maximum number of guests is more than six (6) people, additional on-site parking bays are to be provided as below.

Number of people	Parking Bay Requirements
Up to 6	As per the R-codes.
7-10	R-Codes plus 1 additional bay
10-12	R-Codes plus 2 additional bays

### 4. Built Form & Appearance

- a) Purpose built facilities are to be consistent with requirements of the relevant planning framework as it relates to built form, density and any other requirements.
- b) Where the Residential Design Codes apply, the built form shall be consistent with the requirements of the relevant density coding.
- c) Signage shall be provided which is affixed to the main frontage of the building. It shall be visible from the street and include a current phone number for the property owner/manager.
- d) Signage shall be limited to signs affixed to the building, shall not exceed one sign per Unhosted STRA and shall be no more than an A3 paper in size.

### Consultation

All Unhosted STRA applications will be advertised in accordance with clause 64 of the Deemed Provisions.

Document responsibilities:			
Owner:	Community Planning	Owner Business Unit:	Planning and Regulation
Inception date:	25 October 2022	Decision maker:	Council
Review date:	26 August 2025	Repeal and replace:	N/A

## **Appendix 1**

### **Management Plan requirements**

A management plan is to outline how potential amenity impacts will be proactively addressed through operational management. This should include:

- Information on who will manage the property, and their contact information.
- How noise will be controlled and managed so as to comply with the *Environmental Protection (Noise) Regulations 1997* and to avoid conflict between temporary residents and permanent residents of the area.
- The control of vehicle access and car parking. The location of designated on-site parking within the lot boundary.
- If the property is identified as Bushfire Prone Area and if so, details of any mitigation measures in place to reduce risk to guests.
- How information will be provided to guests, prior to and during their stay.
- A complaints management procedure which is to include:
  - An after-hours complaints procedure including expected response times (noting that the Town will not provide a response to complaints outside of its ordinary business hours);
  - The provision of a telephone number of the accommodation owner/manager to neighbouring property owners / occupiers, for during and after hours complaints;
  - That guests are provided with the code of conduct prior to and on arrival; and
  - That guests are made aware that anti-social behaviour and breaches of the code of conduct will not be tolerated;
- A code of conduct document which will be provided to guests and neighbours.

## Code of Conduct

The Code of Conduct should outline rules and expectations for your guests and should include details such as the below:

- The expected behaviour of guests/residents to minimise any impact on adjoining residents (house rules).
- Details of any relevant car parking restrictions applicable to the area in relation to parking vehicles on surrounding properties and within the street and instructions that parking of vehicles on the verge or other properties is not permitted;
- Details regarding guest check-in and checkout procedures;
- Details regarding waste management which must include specifying the expectations on guests about general rubbish and bin collection (if applicable);
- Information on any relevant strata by-laws (if applicable);
- Details on whether pets are permitted at the property, and if so, whether they can be left unattended.
- Details on whether visitors are permitted and any related time restrictions.
- Details on whether parties or events are permitted.
- Where the Unhosted STRA is within a Bushfire Prone Area, details on any restrictions to activities and evacuation procedures.
- Rules relating to the use of a swimming pool and/or spa (if applicable).

*Note: Where a swimming pool/spa is located on the property and is available for use by guests, the swimming pool/spa shall meet the requirements of the Code of Practice for the Design, Construction, Operation, Management and Maintenance of Aquatic Facilities, this shall include confirmation that the relevant approvals for the swimming pool/spa have been obtained from the Chief Health Officer of the Department of Health.*