

Short Term Rental Accommodation Code of Conduct

Test your learning responses

Learning Activity 1:

Dr Crommelin's research with the Australian Housing and Urban Research Institute showed that while existing homeowners are benefiting from the rise of these platforms, prospective homeowners were finding entering the market more difficult as the possibility of short-term letting earnings could be translated into higher purchase prices. Her work also outlined that for tenants, there were few benefits as the rise in short-term letting is likely to cause greater uncertainty for prospective tenants seeking long-term rentals.

Learning Activity 2.

Below is an excerpt from the STRA Code of Conduct:

Notice of complaint or dispute

2.3.3. If a letting agent is made aware of a complaint or dispute concerning a host, guest, or premises subject to a short-term rental accommodation arrangement, the letting agent must notify the host or guest of the dispute or complaint as soon as practicable.

2.3.4 A letting agent must take reasonable steps to ensure that a host or guest is aware of how to lodge a complaint with the Commissioner about a guest, host or premises.

Learning Activity 3.

Booking platforms, hosts, and letting agents are required under the code not to enter into or facilitate short-term rental agreements with people who are listed on the Exclusion Register.