



Code of Conduct for Short-term Rental Accommodation

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Newsletter

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Australian College
of Professionals

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Code of Conduct for Short-term Rental Accommodation

It has been two years of waiting for strata owners to see what will happen with the short-term holiday letting code of conduct and now they have an answer.

In June 2018, the NSW Government announced that there would be a new regulatory framework to manage short-term rental accommodation. The key elements of the framework are:

- » a state-wide planning framework to achieve consistency and certainty across local planning controls
- » a Code of Conduct to apply to online accommodation platforms, letting agents, facilitators, hosts and guests

- » changes to strata laws to allow owners corporations to adopt by-laws that prohibit non-resident lot owners from offering short-term rentals
- » a mandatory short-term rental accommodation premises register.

As at **18 December 2020** the Code of Conduct will be in place to better manage and address anti-social behaviour, amenity impacts (including in shared facilities such as pools and gyms) and other issues experienced by neighbours and communities. The new Code has been published on the NSW Fair Trading website and this Code of Conduct is mandatory and applies to all short-term rental accommodation industry participants.



The Code of Conduct is split between hosts, letting agents, booking platforms and those participants who use short-term letting as guests. This provides a framework for how each of the participants are expected to conduct themselves as well as allowing disciplinary action against participants who breach the Code, including listing people who commit serious breaches on an exclusion register. People listed on the exclusion register will be banned from participating in the short-term rental accommodation industry for five years.

NSW Fair Trading have also noted the following:

“Since 10 April 2020, owners corporations can adopt by-

laws that limit short-term rental accommodation in their strata scheme, by banning it in lots that are not the host’s principal place of residence. This means if someone lives in a strata property as their principal place of residence, they can rent out their home or rooms while they live there, or temporarily go on holidays.”

One of the rules within the Code of Conduct that should be noted, is in reference to a premises register that short-term letting premises will now need to implement.

CONTINUED >

From 1 June 2021 onwards, a letting agent must only advertise or offer premises or otherwise facilitate the host of the premises entering into a short-term rental accommodation arrangement for the premises if:

- a. the host and premises are registered on the premises register, and
- b. the premise's registration number is displayed alongside the premise's details wherever those details are displayed by

the letting agent. This section is an offence provision under section 54C of the Act and a civil penalty provision under section 54D of the Act.

There appears to be a six month transition into the Code and penalties for non-compliance in many cases will not be applied until June 2021.

'Til next time, wishing you every success in your business ventures,

Rosy Sullivan
Director | College Principal



UPCOMING WEBINARS

3 HOUR COMPULSORY CPD

| | |
|-------------------|--------------------------------|
| Sales & Leasing | TUE 10 TH NOV |
| Strata Management | TUE 24 TH NOV |
| Sales & Leasing | TUE 12 TH JAN |

3 HOUR ELECTIVE CPD

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|---------------------------------|--------------------------------|
| Residential Property Management | TUE 17 TH NOV |
| Stock & Station | FRI 27 TH NOV |
| Property Sales | TUE 1 ST DEC |

Please note: All Webinars will be held via Zoom and run from 9am - 12pm unless stated otherwise.

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UPCOMING FACE TO FACE COURSES

COMBINED CPD (COMPULSORY & ELECTIVE) - REGIONAL NSW

| | | | |
|---|---|---|--------------------------------------|
| Stock & Station Wagga Wagga | TUE 17TH NOV | Stock & Station Orange | MON 23RD NOV |
| Property Sales Wagga Wagga | 17 TH - 18 TH NOV | Property Sales Tweed Heads | MON 23RD NOV |
| Residential Prop Mgmt Castle Hill | THU 19TH NOV | On-site Property Mgmt Ballina | TUE 24TH NOV |

Two 3-hour sessions. 9am - 4pm unless stated otherwise

3 HOUR COMPULSORY CPD

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|--------------------------|--------------------------------------|
| Strata Management | FRI 20TH NOV |
| Strata Management | FRI 11TH DEC |

3 HOUR ELECTIVE CPD

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|--------------------------|--------------------------------------|
| Strata Management | FRI 20TH NOV |
| Strata Management | FRI 11TH DEC |

ASSISTANT AGENT - CERTIFICATE OF REGISTRATION

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| Real Estate and Stock & Station | 7TH - 10TH DECEMBER |
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Units taken from nationally accredited training qualifications from the CPP41419 Certificate IV in Real Estate Practice.

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|------------------------------|--|
| Strata Management | 16TH - 19TH NOVEMBER |
|------------------------------|--|

Units taken from nationally accredited training qualifications from the CPP40516 Certificate IV in Strata Community Management.

Please note: All face to face courses will be held at our Town Hall premises in the Sydney CBD with the exception of combined regional CPD



From the office

And as yet another month draws to a close of this very long year of 2020, we are seeing that more and more agents are keen to complete their training in the face-to-face workshop environment.

With our smaller class sizes due to COVID and the need for “individualised everything”, we are adding in extra classes in our head office training rooms at Town Hall and also in our metropolitan and regional venues – the trainers are definitely happy that they are back in front of students again. This past fortnight we have conducted our new Property Management Business Development program, our extremely interactive ‘Present at tribunal’ workshop, the strata licensing program – not to mention a multitude of CPD classes for real estate, stock & station and strata management on webinars and face-to-face classes with many agents.

We have had one birthday celebration this fortnight – and yes there was cake – for our trainer Michael Carolan, who is a core member of the team in his provision

of student support for assessments and in facilitating classes. We have also been excited about the birth of yet another baby to the ACOP family, with little Ayla Louise being born to Samantha and Mitch. Sam is a past staff member of the College, and is also Rosy and John’s niece – so she is very much a part of the ACOP family. With Sam and her family in Brisbane now, and the borders still closed, we are making do with the daily photos and snapchats to keep us all entertained.

The excitement is building here in the College with our birthday month commencing on Sunday. We have always celebrated November to mark our birthday and this year is no different. For our 17th birthday, we have give-aways and specials that will be announced throughout the month, with the grand prize being drawn at the end of the month. Stay tuned to the ACOP social media and our website for your opportunity to participate. Oh....and there will most likely be a cake (or two).

UPCOMING FACE TO FACE COURSES

PROPERTY LICENSING

| | |
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| Commercial Sales & Leasing SYDNEY CBD | 11 TH - 12 TH MAR |
| Property Sales SYDNEY CBD | 25 TH - 27 TH NOV |
| Stock & Station Agency Practices SYDNEY CBD | 8 TH - 10 TH MAR |
| Strata Management Agency Practices SYDNEY CBD | 23 RD - 25 TH FEB |
| Auctioneering SYDNEY CBD | 2021 DATES TBA |
| Property Mgmt Business Development & NCAT SYDNEY CBD | 23 RD - 24 TH NOV |

PROPERTY LICENSING

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| Financial Management SYDNEY CBD | 30 TH NOV - 1 ST DEC |
| Trust Accounting + Insurance SYDNEY CBD | FRI 26 TH FEB |
| Trust Accounting SYDNEY CBD | 9 TH - 10 TH NOV |
| Property Management SYDNEY CBD | 11 TH - 13 TH NOV |
| Business Broking Agency Practices SYDNEY CBD | 3 RD - 4 TH DEC |

Units taken from nationally accredited training qualifications from the CPP41419 Certificate IV Real Estate Practice and CPP40516 Certificate IV in Strata Community Management.

FINANCE & MORTGAGE BROKING COURSES

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| Certificate IV in Finance & Mortgage Broking SYDNEY CBD | 8 TH - 10 TH FEB |
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| Diploma of Finance & Mortgage Broking Management <i>(Upgrade Program - Must hold Certificate IV in Finance & Mortgage Broking)</i> SYDNEY CBD | 11 TH - 12 TH FEB |
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Units taken from nationally accredited training qualifications from the FNS Financial Services Training Package.

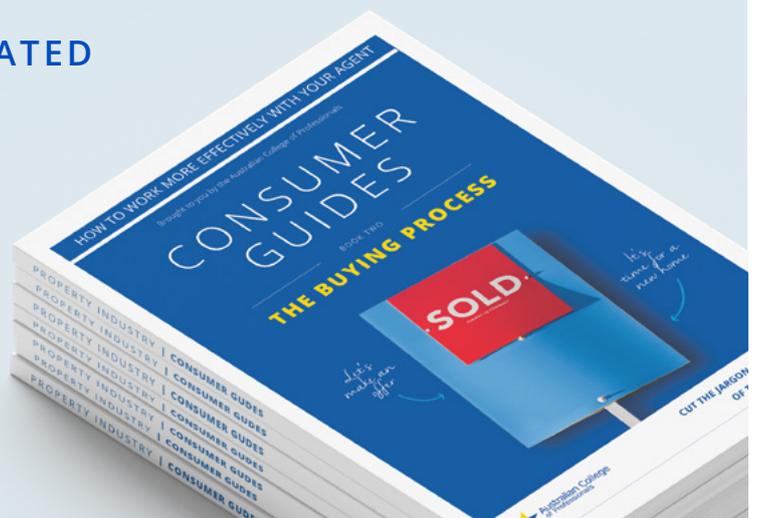
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