

# NSW short-term rental accommodation changes

Start 18 December 2020

**Communication Pack**

NSW Fair Trading





# Communication pack

This communication pack has been developed to help your organisation share information about the changes to short-term rental accommodation, which start on **18 December 2020**.

This pack contains content for:

- newsletters
- social media.

For more information, please visit [fairtrading.nsw.gov.au](https://fairtrading.nsw.gov.au).



# About the changes

A new Code of Conduct for short-term rental accommodation starts on **18 December 2020** to better manage and address:

- anti-social behaviour
- amenity impacts (including in shared facilities, such as pools and gyms)
- other issues experienced by neighbours and communities.

There are new requirements under the Code for all industry participants including hosts, guests, letting agents, and booking platforms.

The Code allows the Commissioner for Fair Trading to take disciplinary action against participants who breach the Code, including listing people who commit two serious breaches ('strikes') in two years on an exclusion register. People on the exclusion register will be banned from participating in short-term rental accommodation for five years.

The new Code has been published on the [Fair Trading website](#).



# Newsletter content – general



## Code of Conduct for short-term rental accommodation starts 18 December

The NSW Government is introducing a new Code of Conduct for short-term rental accommodation that starts on **18 December 2020**. The Code will help 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.

There are new requirements under the Code for all industry participants including hosts, guests, letting agents and booking platforms.

The Code allows the Commissioner for Fair Trading to take disciplinary action against participants who breach the Code, including listing people who commit two serious breaches ('strikes') in two years on an exclusion register. People on the exclusion register will be banned from participating in the short-term rental accommodation industry for five years.

### More information

You can find more information on the Code and the new requirements on the NSW Fair Trading website at [fairtrading.nsw.gov.au](https://fairtrading.nsw.gov.au).



# Newsletter content – for guests



## Code of Conduct for short-term rental accommodation starts 18 December

The NSW Government has declared a new Code of Conduct for short-term rental accommodation that starts on **18 December 2020** 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.

There are new requirements under the Code for all industry participants including hosts, guests, letting agents and booking platforms. As a guest, you:

- must not make noise that unreasonably disrupts your neighbours
- must not cause damage to the premises, including any common property
- are responsible for the actions of your visitors and must ensure they meet the behaviour standards set out in the Code.

If you don't meet your obligations under the Code, you could be issued a warning notice, fine or be added to the exclusion register if two breaches ('strikes') are recorded in a two-year period.

If you are added to the exclusion register, you won't be able to be a guest in short-term rental accommodation for five years.

### More information

You can find more information on the Code and the new requirements on the NSW Fair Trading website at [fairtrading.nsw.gov.au](https://www.fairtrading.nsw.gov.au)

# Newsletter content – for hosts



## Code of Conduct for short-term rental accommodation starts 18 December

The NSW Government has created a new Code of Conduct for short-term rental accommodation that starts on **18 December 2020**. The Code will help 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.

There are new requirements under the Code for all industry participants including hosts, guests, letting agents and booking platforms. As a host, you must:

- hold insurance that covers your liability for third party injuries and death
- ensure your neighbours can contact you (or your representative) about concerns with your property by giving them your contact details and being available between 8am and 5pm everyday
- take reasonable steps to ensure your guests meet their behaviour standards in the Code, including by making them aware that the Code applies to their stay and making a copy of the Code readily available to them
- provide the short-term accommodation in a condition that reflects how the property has been advertised or listed.

### More information

You can find more information on the Code and the new requirements on the NSW Fair Trading website at [fairtrading.nsw.gov.au](https://fairtrading.nsw.gov.au)

# Social media content

We have provided the content below for you to use in posts on your own social media channels:

- Heading away these summer holidays? New rules for guest behaviour in short-term rentals start on 18 December [bit.ly/short-rental-accommodation](https://bit.ly/short-rental-accommodation)
- If you rent out your home or investment property using online booking platforms, you need to make sure your guests know about the new rules to address anti-social behaviour in short-term rentals that start on 18 December [bit.ly/short-rental-accommodation](https://bit.ly/short-rental-accommodation)
- A new Code of Conduct is being introduced for the short-term rental accommodation industry, including powers to fine or ban guests and hosts for anti-social behaviour. The code starts on 18 December 2020. Find out more: [bit.ly/short-rental-accommodation](https://bit.ly/short-rental-accommodation)

Posts will be published on NSW Fair Trading's social media channels for you to share where appropriate:

- [NSW Fair Trading | Facebook](#)
- [NSW Fair Trading | Twitter](#)
- [NSW Fair Trading | LinkedIn](#)

