

Noosa Short-Term Letting / Accommodation Local Law Operational Compliance Checklist.

Complying with the operational requirements for the Noosa STA Local Law can be challenging. For our clients whose properties are under our management, we can assist to ensure compliance.

Talk to us about our expert property management services.

Operational Compliance	Check list
<p>Contact person</p> <p>A Contact Person must be identified for the premises at all times (which may include an individual, letting agent, property manager, security firm or the like), who –</p> <ul style="list-style-type: none"> (i) is available 24 hours a day, 7 days a week; and (ii) resides, or has a place of business, within a 20 kilometre radius of the premises; and <p>is responsible for the supervision and management of the premises, including addressing complaints about the use of the premises for short stay letting and visitor queries; and</p>	
<p>Complaint response</p> <p>The Contact Person is responsible for responding to each complaint</p> <ul style="list-style-type: none"> (A) within 30 minutes of receipt of notification of the complaint; or (B) if the premises forms part of the letting pool within an on-site managed complex – within the time frame specified by the letting agreement for the complex, or 30 minutes, whichever is the lesser; or (C) if the premises forms part of a community titles scheme and does not form part of the letting pool within an on-site managed complex – within the time frame specified by the body corporate bylaws or 30 	

<p>minutes, whichever is the lesser and if a time frame is not specified in the body corporate bylaws, within 30 minutes; and</p> <p>(i) is responsible for resolving each complaint at the premises, including ensuring compliance with the requirements of the code of conduct for guest behavior; and</p>	
<p>Signage</p> <p>If the premises does not form part of a community titles scheme –</p> <ul style="list-style-type: none"> (i) the holder of the approval must prominently and permanently display a current, and up to date, written notice (approval notice) at the front of the premises; and (ii) the approval notice must be visible to members of the public at all times; and (iii) the size of the approval notice must be a minimum and maximum size of 0.2m²; and (iv) the approval notice must specify, in letters and numbers not less than 50mm in height– <ul style="list-style-type: none"> (A) the current, and up to date, contact details for a complaint; and (B) the approval number allocated by the local government to the approval for the undertaking of the prescribed activity at the premises; and <p>If the premises forms part of a community titles scheme, the holder of the approval must notify the body corporate of the approval and display an approval notice which complies with the requirements specified in above subsection.</p>	
<p>Amenity</p> <p>If the approval is for the operation of short stay letting or home hosted accommodation at premises–</p> <ul style="list-style-type: none"> (a) the operation of the short stay letting or home hosted accommodation must not detrimentally affect the residential amenity (including but not limited to noise, overlooking or light spill) enjoyed by residents adjoining, or in the vicinity 	

<p>of, the premises; and</p> <p>(b) the operation of the short stay letting or home hosted accommodation at the premises must not constitute a nuisance (including a noise nuisance); and</p> <p>(c) adequate provision must be made at the premises for occupants to enter and leave the premises without causing disturbance to adjoining residents; and</p> <p>(d) adequate provision must be made for the parking of vehicles, including boats, trailers, jet skis and the like, on the premises, including a vehicle used by a person occupying the premises, and all vehicles must–</p> <p>(i) be stored in a manner that does not cause a nuisance or inconvenience to adjoining premises; and</p> <p>(ii) be parked within the parking facilities at the premises where provided; and</p> <p>(e) the operation of short stay letting or home hosted accommodation must not make provision for any occupant of the premises to sleep or camp on the premises in a tent, caravan, campervan or similar facility; and</p> <p>(f) the holder of the approval must, at all times, hold and maintain a broad form public liability insurance policy which provides indemnity–</p> <p>(i) in an amount not less than \$10,000,000.00 or another amount specified by the local government; and</p> <p>(ii) in respect of the use of the premises for the operation of short stay letting or home hosted accommodation; and</p> <p>(g) waste containers that are provided as part of the operation of the short stay letting or home hosted accommodation must, at all times, be regularly cleaned and maintained in a clean, tidy, sanitary and hygienic condition; and</p> <p>(h) if the premises does not form part of a community titles scheme where waste containers are managed by the body corporate – each of the approval holder and, if the contact person is not the approval holder, the contact</p>	
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<p>person, must–</p> <ul style="list-style-type: none"> (i) place the waste container for the premises on the kerb side frontage of the premises, for the collection of general waste from the container; and (ii) ensure that the container is placed on the kerb side frontage for no longer than 24 hours before or after the scheduled collection day for the collection of waste in the container; and (iii) if the premises are not provided with a kerb side frontage general waste collection service – ensure that general waste from the premises is removed from the premises and disposed of at a general waste facility; and <p>(i) the code of conduct (below) for guest behavior for the use, or occupation, of the premises must be–</p> <ul style="list-style-type: none"> (i) displayed in a manner, and in a prominent location within the premises, so that it can be viewed by persons using, or occupying, the premises; and (ii) made available by the holder of the approval, or the contact person, to all users and occupants of the premises, including on any website or social media used to promote the use of the premises for short stay letting or home hosted accommodation; and <p>(j) each of the approval holder and, if the contact person is not the approval holder, the contact person, must keep and maintain a written record of each complaint received by the contact person including, as a minimum, and for a period of not less than 2 years, the following information about each complaint –</p> <ul style="list-style-type: none"> (i) details of the complaint; and (ii) the date and time of receipt of the complaint; and (iii) details of how the complaint was resolved or addressed; and <p>(k) each of the approval holder and, if the contact person is not the approval holder, the contact</p>	
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<p>person, must, for a period of not less than 2 years, keep and maintain a register of the use of the premises and record in the register, each of the following –</p> <ul style="list-style-type: none"> (i) on each occasion on which the premises are used, or occupied, on a commercial basis – <ul style="list-style-type: none"> (A) the number of adults who are occupants of the premises; and (B) the number of minors, an individual who is under 18, who are occupants of the premises; and (ii) the dates when each person's use, or occupation, of the premises for short stay letting began and ended; and (iii) the number of guests of each person who uses, or occupies, the premises for short stay letting; and (l) each of the approval holder and, if the contact person is not the approval holder, the contact person, must make available, for inspection by the local government, within 5 business days of receipt of a written request given at any time, each of– <ul style="list-style-type: none"> (i) the written record of complaints referred to in paragraph (j); and <p>the register referred to in paragraph (k); and</p>	
<p>Code of Conduct</p> <p>Each of the approval holder and, if the contact person is not the approval holder, the contact person, must require each occupant of the premises to comply with each of the following conditions (collectively the code of conduct for guest behaviour).</p>	

To find out how we can help you, please contact:

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