# Registering a STRA Property

Registrants can lodge their Short-Term Rental Accommodation (STRA) property and make their registration fee payment via the NSW Planning Portal STRA registration digital service.

You must first register an account to access the NSW Planning Portal. To do this, please refer to our *Register for a Planning Portal Account* quick reference guide or video.

Getting started

1. Log in to the NSW Planning Portal **click** New and **select** STRA Registration to open the online registration form.	
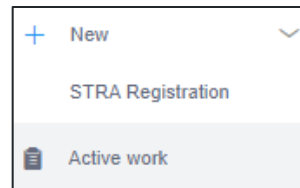
Note: When a new STRA registration is initiated, the Portal will automatically assign a reference number, visible at the top of the application. This is not the property ID.

Once your property registration is complete, you will be assigned STRA property ID starting with PID.
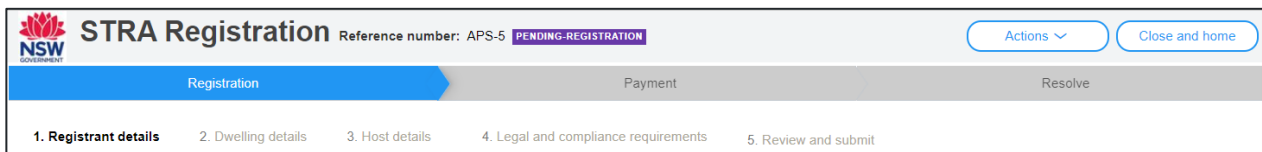
There are 5 sections of information on the STRA registration:

1. Registrant details
2. Dwelling details
3. Host details
4. Legal and compliance requirements
5. Review and submit

Note: On the STRA registration screen display, mandatory fields are indicated with an asterisk (*), and predictive functionality is indicated by a blue triangle on the bottom right-hand corner of the field box. Select the information icons ℹ️ available next to fields for further explanation.

STRA registrant details

2. **Identify** the registrant ownership status.	

<CM9 Reference>
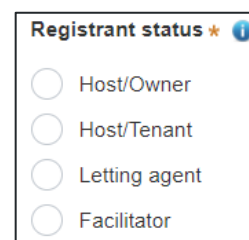
Note: Selecting the registrant ownership status defines what registrant details will be captured.

- Host/Owners enter their name, number, and date of birth.
- Host/Tenants enter their name, number, date of birth, and upload confirmation of owner's consent.
- Letting Agents enter a contact name, number, letting agent number, business details, and upload confirmation of owner's consent.
- Facilitators enter their name and contact information, business details, and upload confirmation of owner's consent.

3. **Enter** the registrant details defined by selecting the ownership status above.	First given name * Terry Family name * Trainer Contact number * 0233334444 Email sccapplicant@yopmail.com Date Of Birth
4. **Enter** the registrants address to search and locate the address. Once located, select the result from the list.	**Registrant Address** Address * e.g. 66 Harrington Street, Sydney NSW 2000 Address did not display ?

Note: For unregistered addresses, there is no auto-populate feature. Tick the Address did not display box to disable the predictive text feature and enter the address manually.

Registrant address

Address did not display ? ✓

Street Address *

Suburb *

Post Code *

State *

Country *

Australia

Note: Tenants, lettings agent and facilitator registrants are required to upload evidence of owners consent to register the STRA Property.

5. **Click** Upload Owner's Consent and select or drag and drop your file(s). Categorise the file type(s) before **clicking** Attach.	Upload Owner's Consent **Documents** Document type STRA Owner's Consent *
6. **Click** Save and continue to progress to the next step.	Save and continue

Dwelling details

7. **Select** the accommodation type from the dropdown menu.	
8. **Select** if the property being registered has received development approval for STRA from your council. If you select yes, you are required to upload a copy of your development consent and you can **enter** the council DA number.	
9. **Select** the hosting type.	
10. **Enter** the property address to search and locate the address. Once located, **select** the result from the list.	

Note: Please ensure that the address you enter is correct. You will not be able to update the address after the registration is complete.

For unregistered addresses, there is no auto-populate feature. Tick the Address did not display box to disable the predictive text feature and enter the address manually.

You must enter the street address, suburb, and council or consent authority name, e.g. Sydney, Ballina or Transport for NSW.

The postcode will be defined based on the suburb selection.

11. **Click** Save and continue to progress to the next step.	Save and <u>c</u>ontinue

Host details

Note: Letting agents and facilitators cannot be the host contact.	
12. **Identify** the host ownership status.	Host ownership status ★ ⓘ ◯ Owner ◯ Tenant
13. **Select** if the host is a business or individual.	Is this host a business or an individual? ★ ◯ Business ◯ Individual

Note: Business hosts are required to enter their business information and the contact details of a representative.

Individual hosts are required to enter the hosts details including contact information and date of birth.

14. **Enter** the host contact information. You may **select** the checkbox to prefill host contact information from the registrant details.	☐ Select this box if the host contact details are the same as the registrant First given name ★ Family name ★ Contact number ★ Host email address ★ Mobile number preferred Validate email

Note: The host address, phone number and date of birth must be the same across all registered STRA properties where the same host is nominated.

| 15. **Click** validate email to identify if there is another property registered to the same host using a different email address.	Host email address ★ applicant333@yopmail.com Validate email

Note: When validating the email address, the system will determine if there is another STRA property registered with the same host contact details.

16. If this host email address is captured as a host email address for another STRA property and the host contact details have changed on this registration, the information you enter will change the contact information for all registered STRA properties under this host. **Click** ok to continue.

   If the host email address has not been used previously for another STRA registration, you may **click** ok to continue.
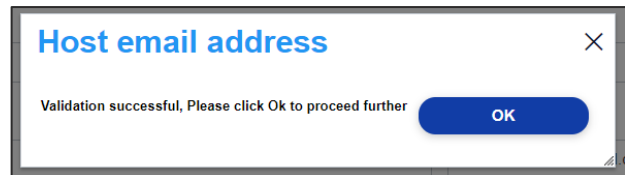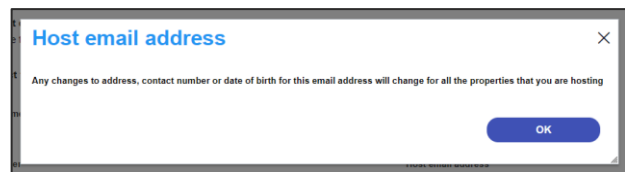
17. **Enter** the hosts address to search and locate the address. Once located, select the result from the list.
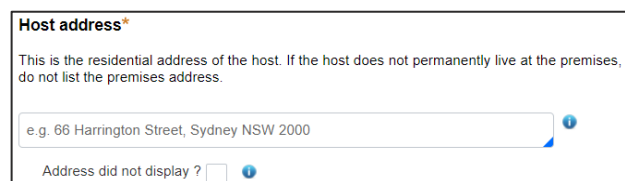
Note: For unregistered addresses, there is no auto-populate feature. Tick the Address did not display box to disable the predictive text feature and enter the address manually.

18. **Click** Save and continue to progress to the next step.

Note: You can click Save and exit to save the information you have populated. Save and exit will only work if all mandatory fields have been completed.

Legal and compliance requirements

Note: The Registrant must confirm the STRA property complies with the new fire and safety requirements and agree to follow the code of conduct before the registration is completed.

19. **Click** on the links provided to view the STRA fire safety standards, emergency information pack guide and the terms and conditions.

Does the dwelling comply with the relevant requirements in the Short Term Rental Accommodation Fire Safety Standard?* OR The dwelling will comply with the relevant requirements in the Short Term Rental Accommodation Fire Safety Standard by 1 March 2022* ★

○ Yes
○ No

Please click here to view the STRA Fire Safety Standards

Have you provided an Emergency Information Pack? *OR The Emergency Information Pack will be provided by 1 March 2022* ★

○ Yes
○ No

Please click here to view the guide on what to include in the Emergency Information Pack

Declarations ★

☐ As an Short-term Rental Accommodation industry participant, I am aware of my obligations under the mandatory Code of Conduct for the Short-term Rental Accommodation Industry. A copy can be found here on the Department of Customer Service website.

Please click here to view the Terms and Conditions

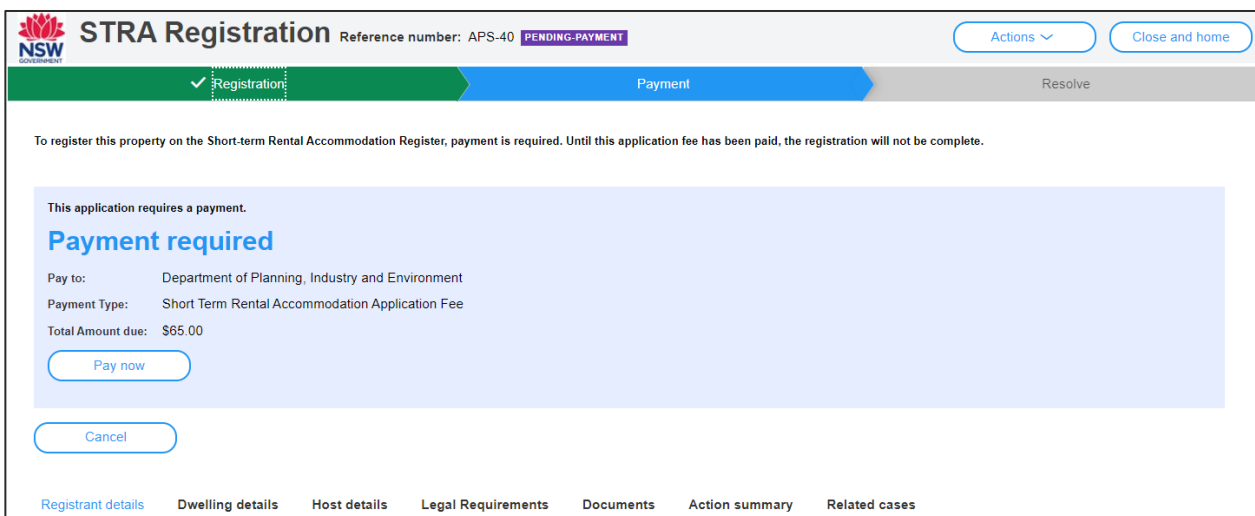|	
20. **Identify** your compliance by completing the questions and declaration.	
21. **Click** Save and continue to progress to the next step.	**Save and continue**

Review and submit

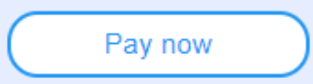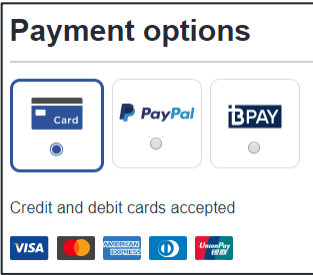|	
22. **Review** the registration details and **click** Proceed to Payment to save your registration and continue to registration fee payment.	**Proceed to Payment**

Note: Your registration details cannot be amended after you have clicked Proceed to Payment.

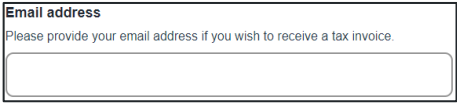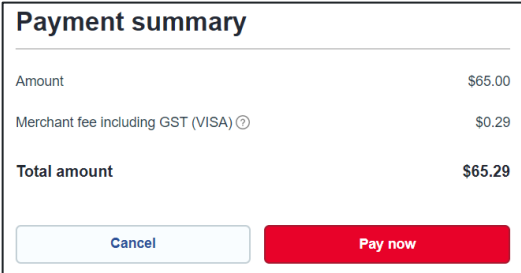## Paying the registration fee

Note: Until the registration fee is made the STRA property registration will not be complete. Following payment of the registration fee you will be issued a STRA property ID.

STRA Registration Reference number: APS-40 PENDING-PAYMENT

Actions ⌄   Close and home

✓ Registration   Payment   Resolve

To register this property on the Short-term Rental Accommodation Register, payment is required. Until this application fee has been paid, the registration will not be complete.

This application requires a payment.

Payment required

Pay to: Department of Planning, Industry and Environment
Payment Type: Short Term Rental Accommodation Application Fee
Total Amount due: $65.00

Pay now

Cancel

Registrant details   Dwelling details   Host details   Legal Requirements   Documents   Action summary   Related cases
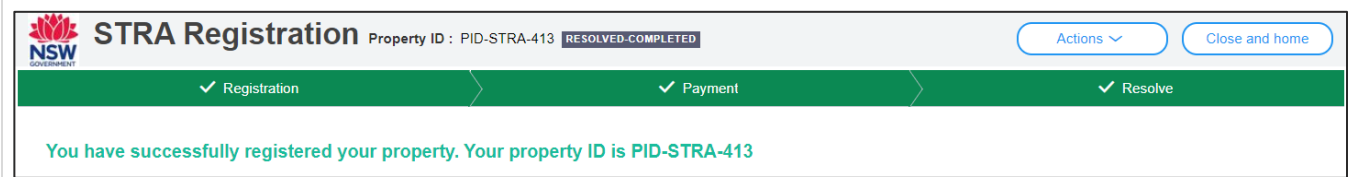
Note: Changes cannot be made once the STRA registration details are complete. If changes are required, click Cancel and restart the registration process.

23. **Click** Pay now to be taken to the payment screen.	
24. **Select** the payment type and follow the prompts to make your payment.	

Note: BPAY payments can take up to 3 business days to process. All other payments are promptly processed.

25. **Enter** an email address to receive a tax invoice.	
26.Click Pay now to submit the payment.	

27. Take note of the property ID that has been issued on your screen. This is the STRA Property ID that is to be dislayed alongside a short term rental accomodation online listing.

End of steps

What happens next?

- The STRA properties registered under this account can be viewed under the menu item STRA listings. Here, you will be able to modify host and registrant details, add or modify bookings, and also manage or de-register the property.

If you need more information

- Click the Help link at the top of the screen to access the NSW Planning Portal help pages and articles.

- Review the Frequently Asked Questions - https://www.planningportal.nsw.gov.au/support/frequently-asked-questions and / or contact ServiceNSW on 1300 305 695.