

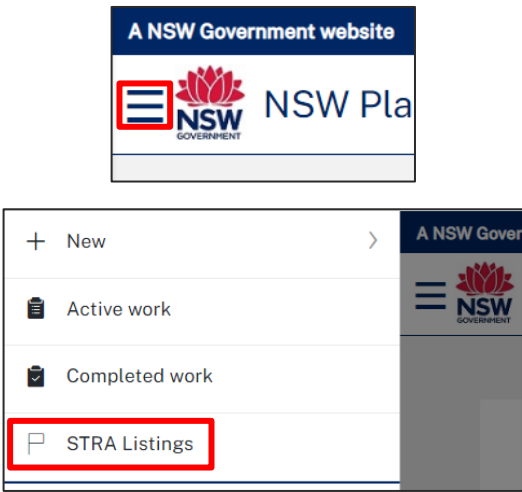
# Transfer management of a Short-Term Rental Accommodation property

Hosts can transfer the management of their registered short-term rental accommodation (STRA) property to another registrant at any time. The new registrant will need to have a registered NSW Planning Portal account before the transfer can be completed.

To transfer the management of a STRA property listing, follow the steps outlined below.

## Locating the STRA Property

1. Log in to the NSW Planning Portal and **open** the main menu in the top left-hand corner of the screen, then **click** STRA Listings to open the STRA Properties area.

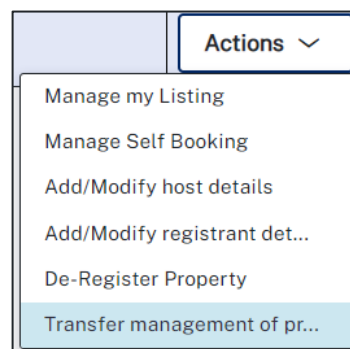


**Note:** The STRA Properties area will open displaying all STRA properties that have been registered under your NSW Planning Portal account.

STRA Properties							Close
This page displays the completed Short term Rental Accommodation (STRA) properties registered by this account. Any in progress registrations can be viewed on the active work NSW Planning Portal dashboard. To add a new STRA listing, select the "Add new listing" button below. You can also add a new listing by selecting "STRA Registration" from the New menu on the left.							
							Add new listing
Property ID	Site Address	Hosting Type	Renewal Date	Status	Sub Status		
PID-STRA-2120	180 NEW ENGLAND HIGHWAY RUTHERFORD 2320	Hosted	17/01/2024	Registered	Active		Actions

## Change the registrant for a STRA Property Listing

2. **Select** Transfer management of property from the Actions dropdown menu beside the relevant property.



**Note:** Transferring the management of the property is a function available to the host of the property and not the registrant.

3. **Select** Yes to indicate you are transferring the management of the property and **enter** the email address of the new registrant in the space provided.

Do you want to transfer the management of this property PID-STRA-1562 to another person / company / business who will manage the property in the STRA register?

☒ Yes ☐ No

Enter the registered NSW Planning Portal email address for the nominee.\*

4. **Click** Validate email.

**Validate email**

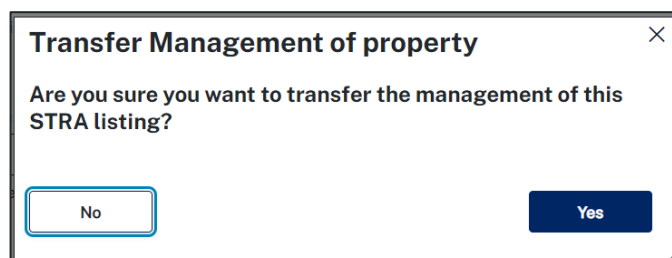
**Note:** The email address entered will be validated to ensure there is a valid NSW Planning Portal account. Once validated the registrants contact information will display.

An error message will display if there is no NSW Planning Portal account for that email address. If that occurs, speak with your new registrant to obtain their registered account details before continuing.

5. **Click** Submit.

**Submit**

6. **Click** Yes to confirm the transfer of management to the new registrant.
- Click** No to return and make changes before continuing.



**Note:** The new registrant will receive an email notification advising of the nomination to manage the STRA property. The STRA property will be available in the new registrants STRA Listings area.

The previous registrant will be copied on the communication and will have no access to manage the STRA property.

## End of steps

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## 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.
- For STRA Register questions, please contact the NSW Planning Portal team at [stra@dpie.nsw.gov.au](mailto:stra@dpie.nsw.gov.au).