

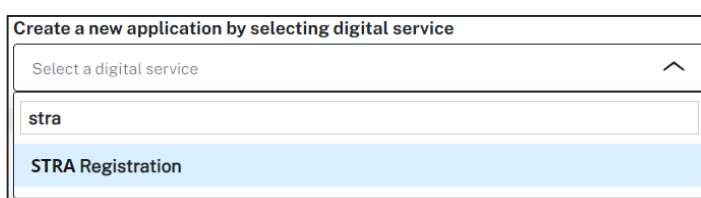
## Register a Short-Term Rental Accommodation (STRA) property

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 the NSW Planning Portal* quick reference guide or video.

### Getting started

1. Log in to the NSW Planning Portal and **select** STRA Registration from the Create a new application dropdown menu.



Create a new application by selecting digital service

Select a digital service

stra

STRA Registration

2. **Select** Create new.

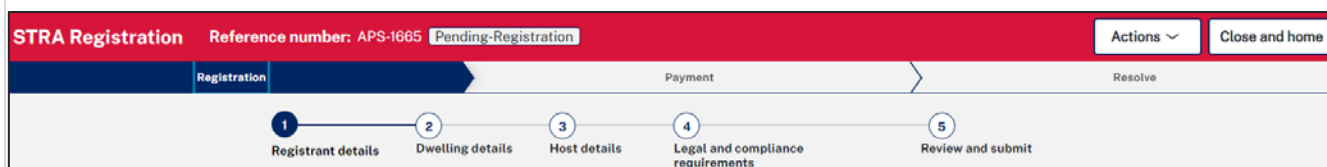
Create new

**Note:** When a new STRA registration is initiated, the NSW Planning Portal will automatically assign a reference number, visible at the top of the application. This is not the STRA property ID.

Once your property registration is complete, you will be assigned STRA property ID. This reference number will start 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 available next to fields for further explanation.

## STRA registrant details

<p><b>3. Identify</b> the registrant ownership status.</p>	<div style="border: 1px solid black; padding: 5px;"> <p><b>Registrant status*</b></p> <p><input type="radio"/> Host/Owner</p> <p><input type="radio"/> Host/Tenant</p> <p><input type="radio"/> Letting agent</p> <p><input type="radio"/> Facilitator</p> </div>
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**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.

<p><b>4. Enter</b> the registrant details defined by selecting the ownership status above.</p>	<table border="1" style="width: 100%;"> <tr> <td style="width: 50%;"> <p><b>First given name*</b></p> <input type="text" value="Walter"/> </td> <td style="width: 50%;"> <p><b>Family name*</b></p> <input type="text" value="White"/> </td> </tr> <tr> <td> <p><b>Contact number*</b></p> <input type="text" value="0112345675"/> </td> <td> <p><b>Email</b></p> <input type="text" value="svpaapplicant1@yopmail.c"/> </td> </tr> </table>	<p><b>First given name*</b></p> <input type="text" value="Walter"/>	<p><b>Family name*</b></p> <input type="text" value="White"/>	<p><b>Contact number*</b></p> <input type="text" value="0112345675"/>	<p><b>Email</b></p> <input type="text" value="svpaapplicant1@yopmail.c"/>
<p><b>First given name*</b></p> <input type="text" value="Walter"/>	<p><b>Family name*</b></p> <input type="text" value="White"/>				
<p><b>Contact number*</b></p> <input type="text" value="0112345675"/>	<p><b>Email</b></p> <input type="text" value="svpaapplicant1@yopmail.c"/>				

<p><b>5. Enter</b> the registrants address to search and locate the address. Once located, <b>select</b> the result from the list.</p>	<div style="border: 1px solid black; padding: 5px;"> <p><b>Address*</b></p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;"> <p>e.g. 66 Harrington Street, Sydney NSW 2000</p> </div> <p>Address did not display ? <input type="checkbox"/> ⓘ</p> </div>
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**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.

<p>Address did not display ? <input checked="" type="checkbox"/> ⓘ</p>	
<p><b>Street Address*</b></p> <input type="text"/>	<p><b>Suburb*</b></p> <input type="text" value="Suburb"/>
<p><b>Post Code*</b></p> <input type="text"/>	<p><b>State*</b></p> <input type="text"/>
<p><b>Country*</b></p> <input type="text" value="Australia"/>	

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

<p>6. <b>Click</b> Upload Owner’s Consent and select or drag and drop your file(s). Categorise the file type(s) before <b>clicking</b> Attach.</p>	<div style="border: 1px solid black; padding: 5px;"> <p style="text-align: center; background-color: #004a99; color: white; padding: 2px;">Upload Owner’s Consent</p> <p><b>Documents</b></p> <p>Document type</p> <p>STRA Owner’s Consent*</p> </div>
<p>7. <b>Click</b> Save and continue to progress to the next step.</p>	<div style="border: 1px solid black; padding: 5px; text-align: center;"> <p style="background-color: #004a99; color: white; padding: 5px; display: inline-block;">Save and continue</p> </div>
<p><b>Note:</b> You can click Save and exit to save the information you have populated.</p>	

## Dwelling details

<p>8. <b>Select</b> the accommodation type from the dropdown menu.</p>	<div style="border: 1px solid black; padding: 5px;"> <p><b>Residential accommodation type*</b></p> <p>Select <span style="float: right;">▼</span></p> </div>
<p>9. <b>Select</b> if the property being registered has received development approval for STRA from your council.</p> <p>If you select yes, you are required to upload a copy of your development consent and you can <b>enter</b> the council DA number.</p>	<div style="border: 1px solid black; padding: 5px;"> <p>Do you have a development approval from your council for STRA at this property?*</p> <p><input checked="" type="radio"/> Yes</p> <p><input type="radio"/> No</p> <p>Please upload a copy of your development consent</p> <p style="text-align: center;"><span style="background-color: #004a99; color: white; padding: 2px 5px; border: 1px solid black;">Upload DA</span> ⓘ</p> <p>DA Number</p> <input style="width: 100%; height: 20px;" type="text"/> </div>
<p>10. <b>Select</b> the hosting type.</p>	<div style="border: 1px solid black; padding: 5px;"> <p><b>Hosting type*</b></p> <p><input type="radio"/> Hosted STRA</p> <p><input type="radio"/> Non-Hosted STRA</p> </div>
<p>11. <b>Enter</b> the property address to search and locate the address. Once located, <b>select</b> the result from the list.</p>	<div style="border: 1px solid black; padding: 5px;"> <p><b>Dwelling address</b></p> <p><b>Address*</b></p> <p style="font-size: small; color: gray;">e.g. 66 Harrington Street, Sydney NSW 2000</p> </div>
<p><b>Note:</b> Please ensure that the address you enter is correct. <u>You will not be able to update the address after the registration is complete.</u></p>	

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.

Address did not display?  ⓘ

<b>Street Address *</b> <input type="text"/>	<b>Select council name or consent authority *</b> <input type="text" value="Council name"/>
<b>Suburb *</b> <input type="text" value="Suburb"/>	<b>Post Code</b> <input type="text"/>

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

**Save and continue**

## Host details

**Note:** Letting agents and facilitators cannot be the host contact.

**13. Identify** the host ownership status.

**Host ownership status \***

Owner

Tenant

**14. 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.

**15. Enter** the host contact information.

You may **select** the checkbox to automatically populate the host contact information with the registrant details.

**Select this box if the host contact details are the same as the registrant**

<b>First given name *</b> <input type="text"/>	<b>Family name *</b> <input type="text"/>
<b>Contact number *</b> <input type="text" value="Mobile number preferred"/>	<b>Host email address *</b> <input type="text"/>

**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.

16. Click validate email to identify if there is another property registered to the same host using a different email address.

**Host email address \***

**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.

17. 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, click ok to continue.

**Host email address** ✕

Any changes to address, contact number or date of birth for this email address will change for all the properties that you are hosting

**OK**

**Host email address** ✕

Validation successful, Please click Ok to proceed further

**OK**

18. Enter the host's address to search and locate the address. Once located, select the result from the list.

**Host address\***

This is the residential address of the host. If the host does not permanently live at the dwelling, do not list the dwelling address.

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.

Address did not display?  ?

<b>Street Address *</b>	<b>Suburb *</b>
<input type="text"/>	<input type="text"/>
<b>Post Code *</b>	<b>State *</b>
<input type="text"/>	<input type="text"/>
<b>HostCountry *</b>	
<input type="text" value="Australia"/>	

19. Click Save and continue to progress to the next step.

**Save and continue**

**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.

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

<p><b>Does the dwelling comply with the relevant requirements in the Short Term Rental Accommodation Fire Safety Standard? *</b></p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No</p> <p><a href="#">Please click here to view the STRA Fire Safety Standards</a></p> <p><b>Have you provided an Emergency Information Pack? *</b></p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No</p> <p><a href="#">Please click here to view the guide on what to include in the Emergency Information Pack</a></p> <p><b>Declarations *</b></p> <p><input type="checkbox"/> 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 <a href="#">here</a> on the Department of Customer Service website.</p> <p><a href="#">Please click here to view the Terms and Conditions</a></p>
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**21.** Identify your compliance by completing the questions and declaration.

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

Save and continue

## Review and submit

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

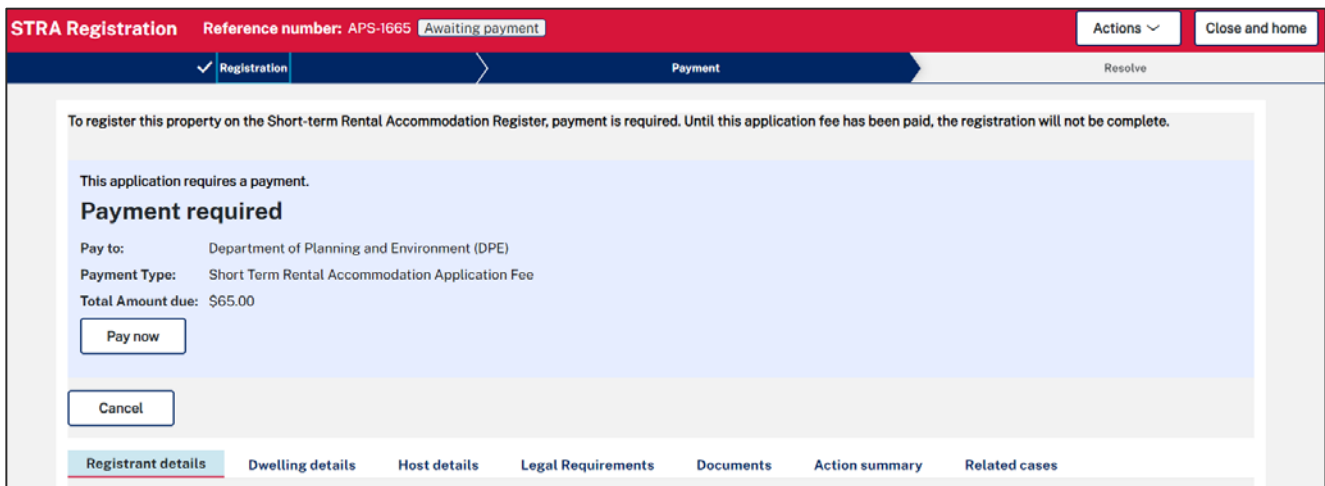
Proceed to Payment

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

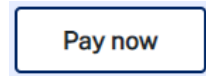
## Paying the registration fee

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.

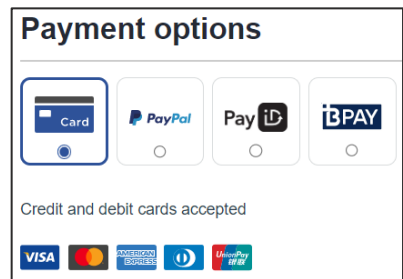
**Note:** Changes cannot be made once the STRA registration details are complete. If changes are required, click Cancel and restart the registration process.



24. Click Pay now to be taken to the payment screen.

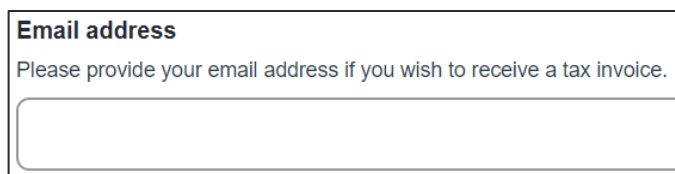


25. Select the payment type and follow the prompts to make your payment.



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

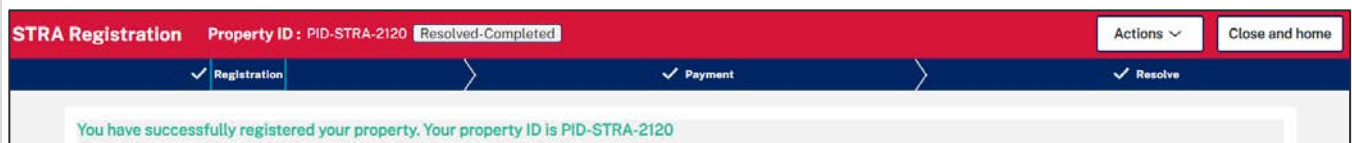
26. Enter an email address. The tax invoice will be sent to this address.



27. Click Pay now to submit the payment.

Payment summary	
Amount	\$65.00
Merchant fee including GST (VISA) ⓘ	\$0.29
<b>Total amount</b>	<b>\$65.29</b>
<input type="button" value="Cancel"/>	<input type="button" value="Pay now"/>

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



The screenshot shows a progress bar for 'STRA Registration' with three steps: 'Registration' (checked), 'Payment' (checked), and 'Resolve' (checked). The status is 'Resolved-Completed'. A message box states: 'You have successfully registered your property. Your property ID is PID-STRA-2120'. There are 'Actions' and 'Close and home' buttons.

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