

Renew a Short-Term Rental Accommodation (STRA) property

STRA properties must be renewed every 12 months to remain active on the STRA Premises register. The registrant will start receiving renewal reminders via email at 45, 30, 7, and 0 days before the renewal end date.

If the property is not renewed by the end date, registrants have an additional 90-day grace period to renew the property. In this time no further bookings may be recorded on the property. Email reminders will be issued at 60 and 30 days before the grace period ends.

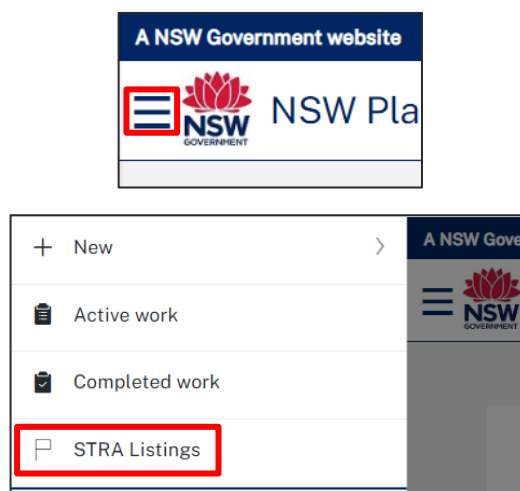
If the property is not renewed before the end of the grace period, the property will be automatically de-registered. Once the property is de-registered it cannot be renewed and a new property registration must be completed.

If a STRA registration has incomplete information, you will be prompted to complete the information when renewing the registration.

To renew 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

Renewing a STRA Property Listing

2. **Select** Renew my listing from the Actions dropdown menu beside the relevant property.



Note: The STRA Registration screen will display. If your registration is missing information that must be completed as a result of changes made to the STRA service, you will be prompted to complete the information before continuing to pay the renewal fee.



3. **Click** Save and continue until you reach the review and submit section and **complete** any mandatory fields marked with an * that are incomplete or **update** any necessary information along the way.

Save and continue

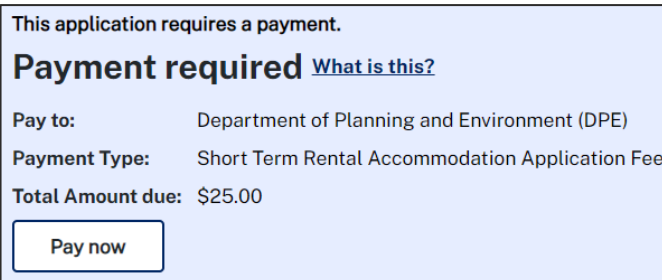
4. **Click** Proceed to Payment.

Proceed to Payment

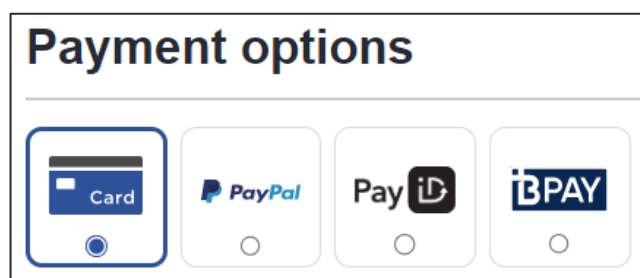
Note: The STRA registration status will change to pending payment. The renewal will not be complete until the renewal fee is paid.

Paying the renewal fee

5. **Click** Pay now to be taken to the payment screen.



6. **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.

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

Email address
Please provide your email address if you wish to receive a tax invoice.

8. **Click** Pay now to submit the payment.

Amount	\$25.00
Merchant fee including GST (VISA) ?	\$0.11
Total amount	\$25.11

CancelPay now

Note: Once the payment is processed you will be redirected back to the STRA registration. If you selected an instant payment method, a confirmation message will be displayed.

End of steps

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.