

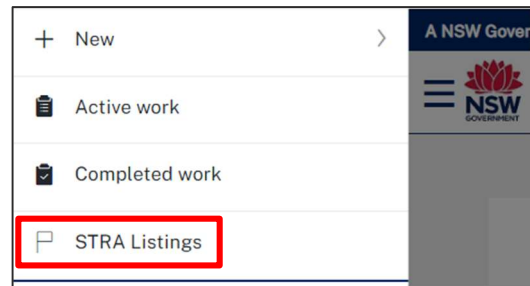
How to de-register a Short-Term Rental Accommodation (STRA) property

To de-register a STRA property listing, follow the steps outlined below. Note: Once a property has been de-registered it cannot be renewed and a new property registration must be completed before the property can be used for short-term rental accommodation again.

De-registering a property

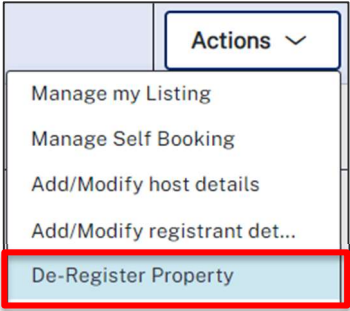


Whilst the property can be de-registered from the STRA property listing with future bookings, it is recommended that you cancel all future bookings before proceeding with de-registration. The system will automatically cancel all bookings listed on the STRA register once the property is de-registered, but it will not update bookings made on an external booking platform.

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



The STRA Properties table will open displaying all STRA properties that have been registered under your NSW Planning Portal account.

STRA Properties								Close
<small>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.</small>								
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 ▾		

<p>2. Select 'De-Register Property' from the 'Actions' dropdown menu beside the relevant property.</p>	
<p>If you have any future bookings, a warning message will display on the screen. The system will allow you to continue to de-register the property, however you will need to cancel any bookings with the external booking provider directly.</p>	
<p>3. Select a de-registration reason from the dropdown menu.</p>	
<p>4. Click 'Submit'.</p>	

What happens next

- When you have successfully de-registered the property, a confirmation message will be displayed on the screen.
- The status for the property listing will be updated to 'Deregistered' on the 'STRA Properties' table.
- Any future bookings will be cancelled on the STRA register and the record will be removed.
- You will need to coordinate with any external booking providers to cancel the booking on their system. Please reference the relevant property ID when doing so. It is your responsibility to ensure that all bookings associated with the property, including those made on online booking platforms, are cancelled. Offering premises for Short-Term Rental Accommodation (STRA) is prohibited until both the host and the premises are registered on the STRA Register.

More information

We have developed a range of support materials, including quick reference guides for other services and frequently asked questions (where applicable), to assist you when using the NSW Planning Portal digital services. You can access these via in the Help and Resources section of the NSW

Planning Portal. We encourage you to scan these resources prior to contacting the Customer Support team.

We also offer a range of training sessions on the NSW Planning Portal digital services. You can view and/or register for upcoming training on the Information and Training sessions page of the NSW Planning Portal.

If you require further assistance, please contact ServiceNSW on 1300 305 695 or submit an enquiry online. If you are calling from outside Australia, please call +61 2 8894 1555.