

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

You register a Short-Term Rental Accommodation (STRA) property and make the associated registration fee payment via the NSW Planning Portal STRA registration digital service.

To register a property, you will need a NSW Planning Portal account. To register a new account, refer to the *How to register for a NSW Planning Portal* quick reference guide.

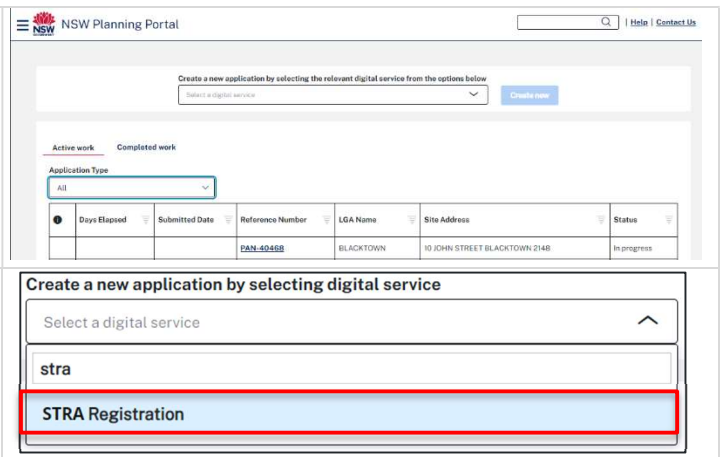
This quick reference guide covers:

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Tip: Mandatory fields are marked with an *asterisk. You must complete all mandatory fields on the application and any desired fields as required.

Step 1: Initiate an application

1. **Log in** to the NSW Planning Portal to display your dashboard.
3. **Select** ‘STRA registration’ from the list of options.



4. Click 'Create new'.

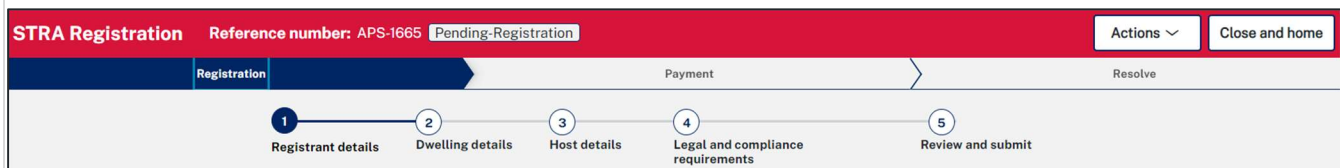
Create new

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-STRA'.

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



Step 2: Enter the registrant details

5. Identify the registrant ownership status.

Registrant status*

- Host/Owner
- Host/Tenant
- Letting agent
- Facilitator

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.

6. **Enter** the registrant details defined by selecting the ownership status above.

First given name *	Family name *
<input type="text" value="Walter"/>	<input type="text" value="White"/>
Contact number *	Email
<input type="text" value="0112345675"/>	<input type="text" value="svpaapplicant1@yopmail.c"/>

7. **Enter** the registrants address to search and locate the address. Once located, **select** the result from the list.

Address*

Address did not display? ⓘ

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? ⓘ

Street Address *	Suburb *
<input type="text"/>	<input type="text" value="Suburb"/>
Post Code *	State *
<input type="text"/>	<input type="text"/>
Country *	
<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.

8. **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*

9. **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. This will only work if all mandatory fields have been completed.

Step 3: Enter dwelling details

10. **Select** the accommodation type from the dropdown menu.

Residential accommodation type*

Select
▼

11. **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.

Do you have a development approval from your council for STRA at this property? *

Yes
 No

Please upload a copy of your development consent

Upload DA ⓘ

DA Number

12. **Select** the hosting type.

Hosting type *

Hosted STRA
 Non-Hosted STRA

13. **Enter** the property address to search and locate the address. Once located, **select** the result from the list.

Dwelling address

Address *

e.g. 66 Harrington Street, Sydney NSW 2000

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 Unit number, street address, suburb, and council or consent authority name. The postcode will be defined based on the suburb selection.

Address did not display? ⓘ

Unit no. *

Street Address *

Select council name or consent authority *

Council name

Suburb *

Post Code

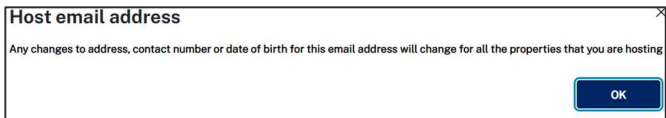
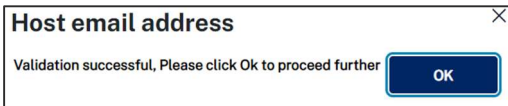
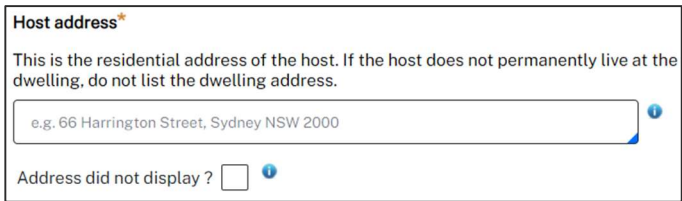
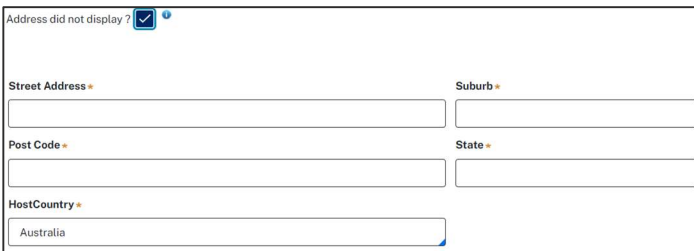

14. **Click** 'Save and continue' to progress to the next step.

Save and continue

Step 4: Enter host details

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

<p>15. Identify the host ownership status.</p>	<div style="border: 1px solid black; padding: 5px;"> <p>Host ownership status *</p> <p><input type="radio"/> Owner</p> <p><input type="radio"/> Tenant</p> </div>						
<p>16. Select if the host is a business or individual.</p>	<div style="border: 1px solid black; padding: 5px;"> <p>Is this host a business or an individual? *</p> <p><input checked="" type="radio"/> Business</p> <p><input type="radio"/> Individual</p> </div>						
<p><u>Note:</u> 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.</p>							
<p>17. Enter the host contact information.</p> <p>You can select the checkbox to automatically populate the host contact information with the registrant details if the same.</p>	<div style="border: 1px solid black; padding: 5px;"> <div style="border: 2px solid red; padding: 2px; margin-bottom: 5px;"> <input type="checkbox"/> Select this box if the host contact details are the same as the registrant </div> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; border-bottom: 1px solid #ccc; padding: 2px;"><small>First given name *</small></td> <td style="width: 50%; border-bottom: 1px solid #ccc; padding: 2px;"><small>Family name *</small></td> </tr> <tr> <td style="border-bottom: 1px solid #ccc; padding: 2px;"><small>Contact number *</small></td> <td style="border-bottom: 1px solid #ccc; padding: 2px;"><small>Host email address *</small></td> </tr> <tr> <td style="padding: 2px;"><small>Mobile number preferred</small></td> <td style="text-align: right; padding: 2px;">Validate email</td> </tr> </table> </div>	<small>First given name *</small>	<small>Family name *</small>	<small>Contact number *</small>	<small>Host email address *</small>	<small>Mobile number preferred</small>	Validate email
<small>First given name *</small>	<small>Family name *</small>						
<small>Contact number *</small>	<small>Host email address *</small>						
<small>Mobile number preferred</small>	Validate email						
<p><u>Note:</u> The host address, phone number and date of birth must be the same across all registered STRA properties where the same host is nominated.</p>							
<p>18. Click ‘Validate email’ to identify if there is another property registered to the same host using a different email address.</p>	<div style="border: 1px solid black; padding: 5px;"> <p>Host email address *</p> <p style="border: 1px solid #ccc; padding: 2px;">applicant999@yopmail.com</p> <p style="text-align: right;">Validate email</p> </div>						

<p>19. 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.</p>	 <p>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</p>
<p>If the host email address has not been used previously for another STRA registration, click 'OK' to continue.</p>	 <p>Host email address Validation successful, Please click Ok to proceed further OK</p>
<p>20. Enter the host's address to search and locate the address. Once located, select the result from the list.</p>	 <p>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. e.g. 66 Harrington Street, Sydney NSW 2000 Address did not display? <input type="checkbox"/></p>
<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.</p>	 <p>Address did not display? <input checked="" type="checkbox"/> Street Address* Suburb* Post Code* State* HostCountry* Australia</p>
<p>21. Click 'Save and continue' to progress to the next step.</p>	 <p>Save and continue</p>

Step 5: Enter Legal and compliance requirements

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.

22. **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?*

- Yes
 No

[Please click here to view the STRA Fire Safety Standards](#)

Have you provided an Emergency Information Pack?*

- 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](#)

23. **Identify** your compliance by completing the questions and declaration.

24. **Click** 'Save and continue' to progress to the next step.

Save and continue

Step 6: Review and submit registration

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

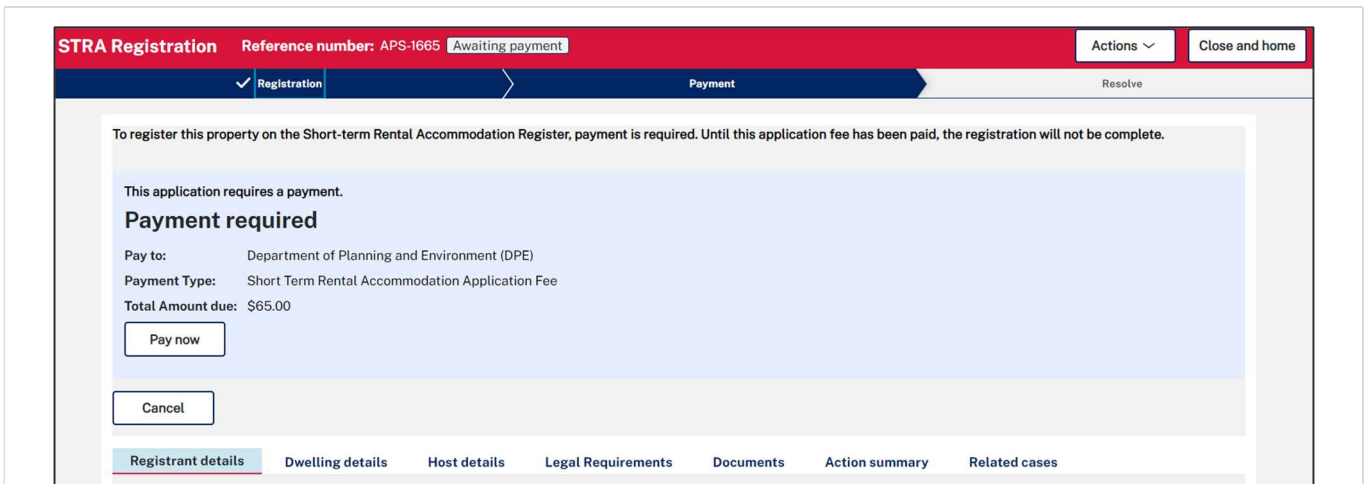
Proceed to Payment

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

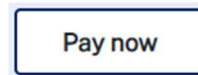
Step 7: Pay the registration fee

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.

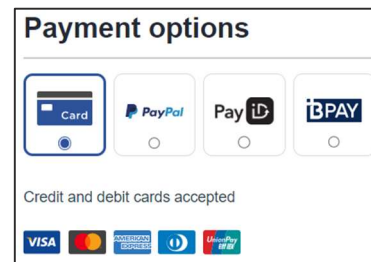
Note: Changes cannot be made once the STRA registration details are complete. If changes are required, click Cancel and restart the registration process.



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



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

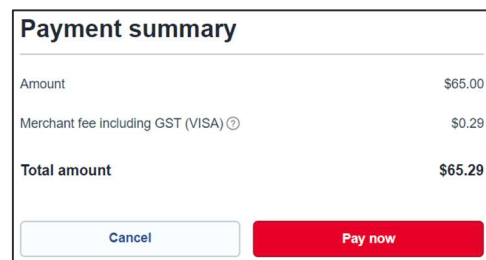


28. Enter an email address. The tax invoice will be sent to this address.

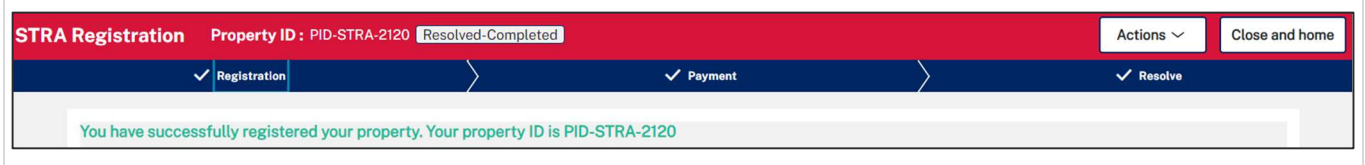
Email address

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

29. Click 'Pay now' to submit the payment and complete the registration process.



Payment summary	
Amount	\$65.00
Merchant fee including GST (VISA) ☺	\$0.29
Total amount	\$65.29



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.

What happens next

- When you have successfully registered the property, a confirmation message will be displayed on the screen, along with the property ID. This will start with 'PID-STRA'.
- The status for the property listing will state 'Registered' on the 'STRA Properties' table, accessed from the 'STRA listings' menu.
- You can modify host and registrant details, add or modify bookings, and also manage or de-register the property from the 'STRA Properties' table.

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.