

Standard conditions of approval

The approval for short stay letting is conditional on the following standard conditions 1-9 being met at all times.

1. Contact person and complaints management

An up to date contact person must be identified for the premises at all times (which may include an individual, letting agent, property manager, security firm or the like), who —

- (i) is available 24 hours a day, 7 days a week; and
- (ii) resides, or has a place of business, within a 20 kilometer radius of the premises; and
- (iii) is responsible for the supervision and management of the premises, including addressing complaints about the use of the premises for short stay letting and visitor queries; and
- (iv) is responsible for responding to each complaint within 30 minutes of receipt of notification of the complaint.

or

if the premises forms part of the letting pool within an on-site managed complex — within the time frame specified by the letting agreement for the complex, or 30 minutes, whichever is the lesser; or

if the premises forms part of a community titles scheme and does not form part of the letting pool within an on-site managed complex — within the time frame specified by the body corporate bylaws or 30 minutes, whichever is the lesser and if a time frame is not specified in the body corporate bylaws, within 30 minutes; and

- (v) is responsible for resolving each complaint at the premises, including ensuring compliance with the requirements of the code of conduct for guest behavior.

2. Approval Notice

The holder of the approval must prominently and permanently display a current, and up to date, written notice (**approval notice**) at the front of the premises; and

- (i) the approval notice must be visible to members of the public at all times; and
- (ii) the size of the approval notice must be a minimum and maximum size of 0.2m²; and
- (iii) the approval notice must specify, in letters and numbers not less than 50mm in height - the current, and up to date, contact details for a complaint and the approval number.

Note: The contact details for a complaints to be included on the approval notice is Council's 24/7 complaints hotline number TBA

If the premises forms part of a community titles scheme, the holder of the approval must notify the body corporate of the approval and display an approval notice.

3. Residential amenity

3.1 The operation of the short stay letting or home hosted accommodation must not detrimentally affect the residential amenity (including but not limited to noise, overlooking or light spill) enjoyed by residents adjoining, or in the vicinity of, the premises.

3.2 The operation of the short stay letting or home hosted accommodation at the premises must not constitute a nuisance (including a noise nuisance).

3.3 Adequate provision must be made at the premises for occupants to enter and leave the premises without causing disturbance to adjoining residents.

4. Vehicle management

Adequate provision must be made for the parking of vehicles, including boats, trailers, jet skis and the like, on the premises including a vehicle used by a person occupying the premises, and all vehicles must—

- (i) be stored in a manner that does not cause a nuisance or inconvenience to adjoining premises; and
- (ii) be parked within the parking facilities at the premises where provided.

5. Camping or caravanning onsite

The operation of short stay letting or home hosted accommodation must not make provision for any occupant of the premises to sleep or camp on the premises in a tent, caravan, campervan or similar facility.

6. Public liability insurance

The holder of the approval must, at all times, hold and maintain a broadform public liability insurance policy which provides indemnity—

- (i) in an amount not less than \$10,000,000.00 or another amount specified by the local government; and
- (ii) in respect of the use of the premises for the operation of short stay letting or home hosted accommodation.

7. Waste management

7.1 Waste containers that are provided as part of the operation of the short stay letting or home hosted accommodation must, at all times, be regularly cleaned and maintained in a clean, tidy, sanitary and hygienic condition.

7.2 Each of the approval holder and, if the contact person is not the approval holder, the contact person, must—

- (i) place the waste container for the premises on the kerb side frontage of the premises, for the collection of general waste from the container; and

- (ii) ensure that the container is placed on the kerb side frontage for no longer than 24 hours before or after the scheduled collection day for the collection of waste in the container;
- (iii) if the premises are not provided with a kerb side frontage general waste collection service — ensure that general waste from the premises is removed from the premises and disposed of at a general waste facility.

8. Records management

8.1 The approval holder and, if the contact person is not the approval holder, the contact person, must keep and maintain a written record of each complaint received by the contact person including, as a minimum and for a period of not less than 2 years, the following information about each complaint —

- (i) details of the complaint; and
- (ii) the date and time of receipt of the complaint; and
- (iii) details of how the complaint was resolved or addressed; and

8.2 The approval holder and, if the contact person is not the approval holder, the contact person, must, for a period of not less than 2 years keep and maintain a register of the use of the premises and record in the register, each of the following —

- (i) on each occasion on which the premises are used, or occupied, on a commercial basis —
 - (A) the number of adults who are occupants of the premises; and
 - (B) the number of minors, an individual who is under 18, who are occupants of the premises; and
- (ii) the dates when each person's use, or occupation, of the premises for short stay letting began and ended; and
- (iii) the number of guests of each person who uses, or occupies, the premises for short stay letting; and

8.3 The approval holder and, if the contact person is not the approval holder, the contact person, must make available, for inspection by the local government, within 5 business days of receipt of a written request given at any time, each of—

- (i) the written record of complaints
- (ii) the register of use

9. Code of conduct for guest behavior

9.1 The code of conduct for guest behavior for the use, or occupation, of the premises must be—

- (i) displayed in a manner, and in a prominent location within the premises, so that it can be viewed by persons using, or occupying, the premises; and
- (ii) made available by the holder of the approval, or the contact person, to all users and occupants of the premises, including on any website or social media used to promote the use of the premises for short stay letting or home hosted accommodation.

9.2 The approval holder and, if the contact person is not the approval holder, the contact person, must require each occupant of the premises to comply with each of the following

conditions (collectively the **code of conduct for guest behaviour**)—

- (i) each vehicle used by an occupant of the premises must—
 - (A) be stored in a manner that does not cause a nuisance or inconvenience to adjoining premises; and
 - (B) be parked within the parking facilities at the premises;
- (ii) each occupant of the premises who enters, uses or occupies the premises, including any outdoor area of the premises, for example, an outdoor entertainment area, deck, balcony, swimming pool or spa, must not—
 - (A) detrimentally affect the residential amenity (including but not limited to noise, overlooking or light spill) enjoyed by residents adjoining, or in the vicinity of, the premises; or
 - (B) cause a nuisance (including a noise nuisance); or
 - (C) display unacceptable behavior, for example—
 - loud aggressive behaviour;
 - yelling, screaming, arguing;
 - excessively loud cheering, clapping or singing; or
 - (D) create a level of noise which is in excess of the acceptable levels described by Queensland Government legislation for environmental protection (noise).
- (iii) an occupant of the premises must not sleep or camp on the premises in a tent, caravan, campervan or similar facility;
- (iv) pets occupying the premises must be managed and not cause a nuisance (including a noise nuisance);
- (v) each occupant of the premises must store general waste (including the separation of recyclable waste) produced as a result of the ordinary use or occupation of the premises in a waste container;
- (vi) each occupant of the premises must ensure that the premises, including the grounds of the premises, are kept in a safe and tidy condition.

Term of approval

The term of the approval commences on the date the approval is granted and expires on the next 30th day of June. A renewal notice will be issued by Council prior to each 30th June anniversary.