

Short Stay Accommodation Rule

This rule was made under section 30(3) of the *Short Stay Accommodation Local Law 2025*



Dedicated to a better Brisbane

Contents

Part 1: Introduction	2
Part 2: Application	2
1. Permit checklist	2
2. Submission of application	2
Part 3: Conditions of permit	3
1. Permit information in advertising	3
2. Contact person	3
3. Noise	3
4. Lighting	4
5. Waste management and odour	4
6. Use and enjoyment of land	4
7. Restricted structures	4
8. Code of Conduct	4
9. Guest information	4
10. Public liability insurance	5
Part 4: Amendments	5
Part 5: Transfer of permit	5
Part 6: Revocation of a permit	5
Part 7: Resources	5
Useful standards and documents	5

Part 1: Introduction

The Short Stay Accommodation Rule sets out the process for applying for and obtaining a permit to operate short stay accommodation at a nominated premises and prescribes the conditions that will ordinarily be imposed on an approved permit under the *Short Stay Accommodation Local Law 2025* (the **local law**).

Part 2: Application

1. Permit checklist

Applications for a short stay accommodation permit, must be submitted online via Council's website along with payment of the prescribed fee.

An online tool is available on Council's website to help customers understand the regulatory requirements for operating short stay accommodation in Brisbane.

The application form requires the following information to be provided:

- whether the short stay accommodation is operated in a detached house, granny flat/duplex, townhouse, multi-unit dwelling or other type of premises
- the maximum number of guests that can be accommodated at the premises
- if a swimming pool or spa is available for guests at the premises.

2. Submission of application

To support a short stay accommodation permit application, certain mandatory information is required. Additionally, Council may require other documentation to be submitted.

(a) Owner's consent

If you are not the owner of the premises, you must obtain written consent from each owner of the premises. The written consent must include the owner's contact information and be signed and dated by each owner.

If the premises is part of a community titles Act, you must provide a copy of the notice of intent issued to the body corporate pursuant to clause 6(3)(b) of the local law indicating your intentions to operate short stay accommodation at the premises.

If, during the term of the permit, the owner revokes their consent, then Council may revoke the permit.

(b) Confirmation of other approvals

You will need to confirm you have obtained all necessary approvals from Commonwealth, State and local authorities for your short stay accommodation. It is your responsibility to obtain and maintain these approvals for the duration of your short stay accommodation permit.

Approvals relevant to short stay accommodation may include:

- planning approval (including any development application required)
- building approval
- pool safety certification
- fire safety compliance

- electrical safety certification
- if an agent who lets or collects rent in a building complex, a resident letting approval under the *Property Occupations Act 2014 (Qld)*.

(c) Contact person

You need to provide details of a contact person who will manage all complaints related to short stay accommodation bookings and activities.

A contact person may be an individual, a corporation or another legal entity.

The contact person may be the permit holder, or another person such as a property manager.

The contact person must be available 24 hours a day, 7 days a week.

The permit holder remains responsible for ensuring compliance with all permit conditions regardless of whether they are the contact person or not.

Part 3: Conditions of permit

The following conditions will ordinarily apply to your permit:

1. Permit information in advertising

The permit number issued by Council must be clearly displayed in all advertisements for short stay accommodation at the premises including the booking platform's online booking service.

2. Contact person

The permit holder must advise Council within 24 hours if the details of the contact person change.

The contact person must—

- be at least 18 years old; and
- have a current mobile phone number and email address; and
- be responsible for the supervision and management of the premises, including addressing any issues, complaints or queries arising in relation to the short stay accommodation including by:
 - being contactable 24 hours a day, 7 days a week; and
 - acknowledging the receipt of any complaint received from Council within 60 minutes of being notified; and
 - informing Council in writing of any and all action taken to resolve the complaint within 24 hours of receiving the notification of a complaint.

3. Noise

The permit holder must ensure guests and visitors do not generate audible noise that unreasonably interferes with the occupiers of properties in the vicinity of the short stay accommodation. This does not extend to noise matters falling under the responsibility of the *Environmental Protection Act 1994* such as air conditioning noise.

The permit holder must ensure guests and visitors do not generate audible amplified music noise after 10pm or before 6am.

Audible noise means noise that can be clearly heard by an individual who is an occupier of an affected property.

4. **Lighting**

The permit holder must ensure that guests and visitors do not use lighting that unreasonably interferes with or intrudes upon occupiers of properties in the vicinity of the short stay accommodation.

5. **Waste management and odour**

The permit holder must ensure that all waste generated from the premises is appropriately and regularly disposed of.

6. **Use and enjoyment of land**

The permit holder must ensure that the short stay accommodation does not unreasonably interfere with the enjoyment and use of land in the vicinity of the short stay accommodation.

7. **Restricted structures**

The following must not be used for short stay accommodation at a premises:

- (a) cars and other motor vehicles;
- (b) caravans, campervans and the like;
- (c) boats and other vessels;
- (d) tents and other temporary structures.

8. **Code of Conduct**

The permit holder must ensure a code of conduct describing expected reasonable guest behaviour for the occupation of the premises is:

- clearly displayed in a manner, and in a prominent location within the premises, so that it can be viewed by guests and visitors; and
- made available to all guests, including on any website or social media used to promote the premises for short stay accommodation; and
- includes the name and contact details of the contact person for any issues or complaints that might arise.

9. **Guest information**

The permit holder must ensure the following information is made available to all guests and visitors:

- the process for dealing with complaints;
- the name and contact details of the contact person;
- the location of waste containers at the premises and times and location for collection;

- emergency and other useful contact details; and
- if in a premises that has a body corporate or similar arrangement, any relevant by-laws.

10. Public liability insurance

The permit holder must hold public liability insurance in the amount of at least \$20million for the premises operated as short stay accommodation for the duration of each short stay accommodation booking.

The certificate of currency for public liability insurance must be available for inspection by a Council officer for the duration of each short stay accommodation booking. A copy must be made available to view by the Council officer if requested.

Part 4: Amendments

The permit holder may apply to Council to amend details of the permit in accordance with section 13 of the local law. Amendments may be requested for matters including:

- conditions attaching to a permit;
- permit holder's contact details (address, phone number or email address);
- contact person's contact details (name, phone number or email address).

Part 5: Transfer of permit

The permit holder cannot transfer a permit under the local law to any other person, unless Council decides, in its absolute discretion, that extenuating circumstances exist.

An example of extenuating circumstances may be where the permit holder is deceased, and the beneficiary of the premises wishes to continue operating short stay accommodation for the remaining term of the permit.

Part 6: Revocation of a permit

If any of the following issues occur, Council may consider revoking your short stay accommodation permit:

- 3 or more substantiated complaints within the past 36-month term of the permit have been lodged in relation to operating the short stay accommodation at the premises;
- there have been 3 or more occurrences in the past 36-months where the contact person has failed to acknowledge a notification from Council that a complaint has been lodged, within the 60 minute time period permitted in accordance with section 6(3)(d)(ii) of the local law.

Part 7: Resources

Useful standards and documents

- Short Stay Accommodation Pathfinder tool - see <https://www.brisbane.qld.gov.au>