UNHOSTED SHORT-TERM RENTAL ACCOMMODATION
Frequently Asked Questions (FAQ)

This FAQ is intended to provide general information and guidance to common questions regarding Unhosted Short-Term Rental Accommodation (STRA) within the City.

What is an Unhosted STRA?
Unhosted STRA refers to a type of accommodation where person(s) rent a Dwelling, or a part of a Dwelling, on a short-term commercial basis, without the presence of an on-site host or property manager.

The term "Unhosted Short-Term Rental Accommodation" is defined in Schedule 2, Part 1 of the *Planning and Development (Local Planning Schemes) Regulations 2015* (LPS Regulations).

Is an Unhosted STRA effectively the same as a Holiday Home?
Yes. The *LPS Regulations Amendment (Short-Term Rental Accommodation) Regulations 2024* introduced several key changes to how Unhosted STRAs are classified in Western Australia.

Under these changes, the term Unhosted STRA replaced the previous land uses referred to as "Holiday Home (Single House)" and "Holiday Home (Grouped/Multiple Dwelling)" as defined under the *City's Local Planning Scheme No. 21 (Scheme).*

Can I apply for Unhosted STRA and what is Additional Use 'A87'?
Additional Use A87 designates Unhosted STRA as an 'A' land use in certain identified areas and only in zones where a dwelling is otherwise permitted. An 'A' use means that the land use is not permitted unless the local government exercises its discretion and grants development approval following public advertising in accordance with Clause 64 of the Deemed Provisions.

Accordingly, where Additional Use A87 applies to a property, the City may consider an application for Unhosted STRA, subject to compliance with the relevant planning requirements.

Where Additional Use A87 does not apply, Unhosted STRA is classified as an 'X' use under Table 1 (Zoning Table) of the Scheme. An 'X' use is prohibited, meaning an application for Unhosted STRA cannot be accepted or approved by the City for that property.

The easiest way to determine whether your property may be eligible for Unhosted STRA is to refer to Appendix 1 of Local Planning Policy 4.1: Unhosted STRA (LPP4.1 : Unhosted STRA). The Appendix includes a map identifying the areas where Additional Use A87 does not apply and where Unhosted STRA is therefore a prohibited land use.

Can I apply for a Unhosted STRA if my property does not have Additional Use A87?
No. As outlined above, if A87 does not apply to your land Unhosted STRA is prohibited and an application for Unhosted STRA cannot be accepted by the City.

What if I have a current development approval not within an area subject to A87 (i.e. where Unhosted STRA are a "prohibited" land use?
Most development approvals granted prior to 29 January 2025 were not time-limited. Accordingly, provided the Unhosted STRA continues to operate in accordance with that approval and remains registered on the STRA Register, the use benefits from non-conforming land use rights under the *LPS Regulations*.

However, should the use cease for a period exceeding six (6) months, those rights may be lost. If you have any questions or wish to discuss the circumstances specific to your property, please contact the City's Planning Team.

What is the relevant planning framework and how is it assessed?
In considering an application for development (planning) approval, the local government shall have due regard to the matters to be considered under cl 67 of the *Planning and Development (Local Planning Schemes) Regulations 2015* (Deemed Provisions) and apply the principles of orderly and proper planning.

In making a determination on the suitability of the proposed development, the assessment shall have due regard to the purpose, objectives and provisions of the following, including, but not limited:

- *Planning and Development (Local Planning Schemes) Regulations 2015*
- *City of Busselton Local Planning Scheme No. 21 (Scheme)*
- Local Planning Policy 4.1: Unhosted Short-Term Rental Accommodation.

Local Planning Policy 4.1: Unhosted STRA

What Local Planning Policy are Unhosted STRA assessed against?
The City's LPP4.1 : Unhosted STRA is applied during the assessment of all development applications for Unhosted STRA where an application for an Unhosted STRA can be considered by the City.

When was the current LPP 4.1: Unhosted STRA adopted?
Council at its meeting held on the 11 June 2025 resolved to adopt LPP 4.1: Unhosted STRA.

How is an Unhosted STRA assessed against the Policy?
The purpose of LPP 4.1: Unhosted STRA is to provide guidance regarding the assessment of development applications for Unhosted STRA. The Policy provides two pathways for the assessment and determination of proposed Unhosted STRA being "Accepted Standard" and "Performance Criteria" -

> ***"Accepted Standard"*** *means a provision which, if satisfied, the Unhosted STRA is deemed compliant with respect to the matters subject of that provision. Where the application satisfies all the relevant Accepted Standard provisions it will be approved by the City.*
>
> ***"Performance Criteria"*** *where a development application does not meet the "Accepted Standard" the City must be satisfied that the associated "Performance Criteria", objectives of LPP4.1 : Unhosted STRA and* matters outlined in clause 67 of the *Regulations has been met.*

Would an Unhosted STRA which meets the "Accepted Standard" be approved?
Yes. An application for Unhosted STRA which satisfies all the relevant "Accepted Standard" provisions will be approved by the City, subject to conditions.

Would an Unhosted STRA which does not meet the "Accepted Standard" be approved?
Maybe. The Policy provide two pathways for the assessment and determination of proposed Unhosted STRA being "Accepted Standard" and "Performance Criteria". Applications which do not meet the relevant Accepted Standard provision will be assessed against the relevant Performance Criteria.

Where the City is satisfied that a proposal will meet the relevant Performance Criteria, *objectives of LPP4.1 : Unhosted STRA and* matters outlined in clause 67 of the *Regulations* the City may determine to approve the development, subject to conditions.

General

What happens if the Unhosted STRA is approved?
Where an Unhosted STRA meets the relevant planning framework, development approval will be granted for an initial 12-month period, subject to condition(s).

The Unhosted STRA is required to comply with any condition(s) imposed on the development approval, including but not limited to the endorsed Operational Management Plan and Code of Conduct. Following the initial 12-month approval period, landowner(s) may apply to renew the approval.

Following the initial 12-month approval period, there is potential for the Unhosted STRA to be approved for a further 3-years, followed by a further 5-years for subsequent renewals.

IMPORTANT RATE INFORMATION : Please be advised that once development approval is granted, the Unhosted STRA Differential Rating Category will be applied in the next financial year. Please refer to the Rates section on the City's website for more information.

What is considered in the assessment to renew an Unhosted STRA?
In considering an application to renew an Unhosted STRA, the City will confirm if the development had "substantially commenced", and have due regard to any valid complaints received and changes made to the operation of the Unhosted STRA during the previous approval period.

In addition, the assessment will consider if any condition(s) imposed on the previous development approval have been satisfied and/or any non-compliances with any previous approvals. This includes a review of bookings on the WA STRA Register to confirm that the number of Occupants per booking is in accordance with condition/s imposed on the development approval, which restrict the maximum number of Occupants.

Where an Unhosted STRA has been operating in contravention of a development approval, these matters will be considered in the assessment to renew the Unhosted STRA.

What is considered "substantial commenced"?
An Unhosted STRA is considered "substantially commenced" once it has been registered on the WA STRA Register, available via the following link:

WA Government Short-Term Rental Accommodation Register

You are also advised that prior to commencement of the Unhosted STRA, any condition(s) imposed on the development approval will need to be addressed, to the satisfaction of the City.

How do I lodge a complaint regarding an approved Unhosted STRA?
The appointed property manager is to be contacted should any issues arise during occupation of the approved Unhosted STRA, including (but not limited to) noise complaints, the number of occupants exceeding the approved maximum, parking issues (such as occupant vehicles obstructing neighbouring driveways), and/or waste management matters.

The manager's contact details are available on the sign displayed at the premises (where applicable) or via the online booking platform through which the premises is advertised.

The property manager is available to be contacted 24-hours a day and is required to respond to and address any breaches within 12 hours.

You are advised that where contact is required to be made with the property manager, the City should also be notified of the issue via the City's request system (see link below) so that any complaints may be considered as part of the renewal process:

https://www.busselton.wa.gov.au/forms/report-it/34

Reports or complaints should include evidence (eg photos, noise logs etc…) to substantiate the concerns. You are reminded of your obligations under relevant privacy laws, and any submitted evidence which is in breach of the law will not be considered in determining an application to renew an Unhosted STRA. All concerns will be registered against the approval and considered at the time of renewal.

Further Assistance
If you need further help, contact Planning at (08) 9781 1731 or lodge an enquiry request online:

https://www.busselton.wa.gov.au/council/report-an-issue-or-request-assistance

*** Disclaimer ***
This FAQ sheet is intended for general information purposes only and should not be relied upon as a comprehensive source of guidance. For accurate and official information, please consult the relevant planning framework, Local Laws and applicable legislation. The City of Busselton accepts no liability for any errors, omissions, or reliance on the information contained herein.