



Noosa  
Short Term  
Accommodation  
Association

## **NSTAA – Code of Practice**

As members of the Noosa Short Term Accommodation Association (NSTAA), we recognise the significance of professional conduct and our responsibility to guests, tenants, property owners, residents, the community, staff, suppliers, and fellow members. We are committed to ensuring Noosa is a world class tourist destination where visitors and residents live harmoniously together.

### **Professional conduct Standards**

#### **We commit to:**

Conduct our professional activities with high levels of duty of care, safety and concern towards our guests, tenants, property owners, residents, the community, staff, suppliers, and fellow members.

Pledge our efforts to act honestly and with integrity in all our business dealings

Comply with the laws of Australia and ensure we meet contractual and agreed obligations

Understand and comply with the laws and regulations in relation to short-term accommodation and management of rental property

Speak and act respectfully and not denigrate, slander anyone or discriminate on the basis of race, gender, religious belief, sexual orientation, or political persuasion

### **Responsibility to our guests and tenants**

#### **We commit to:**

Engage in honest advertising practices without misleading information

Provide fair pricing related to season and availability

Provide clear information regarding style and quality of accommodation

Clearly communicate guest and tenant responsibilities via a Guest Code of Conduct which includes information regarding maximum occupancy capacity, noise restrictions, parking, and waste disposal

Provide 24-hour support for guests which can be via an emergency phone number outside of normal business operating hours

Ensure that each and every property we manage has the appropriate legislated health, security, and safety standards in place. These include, but are not limited to, pool, spa and sauna safety, fire and electrical safety, smoke alarm testing, pest management, trip hazard management and building compliance

Ensure guests and tenants are fully aware of what they need to do in the event of an emergency

Respond to and resolve guest and tenant complaints in a timely and courteous manner, and change business processes and policies where necessary

### **Responsibility to our property owners**

#### **We commit to:**

Comply with the Queensland Government's Property Occupations Act 2014 and all relevant Federal and State legislation including the Property Occupations Act 2014, Competition and Consumer Act 2010, and the Australian Consumer Law 2011

Hold the appropriate Real Estate Licences, Registrations, and Insurances for the business of letting of short-term accommodation on behalf of property owners

Use the Queensland Government Property Occupations Form 6 when entering into an Letting Agreement with a property owner

Ensure that each and every property we manage on behalf of an owner has the appropriate legislated health, security, and safety standards in place.

Ensure the properties are kept clean and well maintained, and that any problems which may arise are dealt with promptly

Act consistently with the preferences and requirements of the prospective guests for premises of different types, sizes, qualities, location, and rental rates and within such constraints will share occupancies as fairly as possible

Set tariffs based on market conditions and the condition and facilities of the property, so as to maximise the rental income

### **Responsibility to residents and the community**

#### **We commit to:**

Consider the interests of residents and the community in all our business processes and practices

Not tolerate party houses as defined in the Queensland Government Planning Act 2016 and will refuse to accept any property which the owner wishes to short-term let as a party house

Ensure our guests and tenants are aware of their responsibilities when staying at the property, including maximum occupancy capacity, noise restrictions, parking, and waste disposal

Display the Guest Code of Conduct on our websites, on any confirmation emails, at check-in, and in every property

Display on the exterior of the property, or where allowed in strata properties, the letting manager contact details including an emergency contact phone number that can be used by residents 24 hours a day in the event of seriously unacceptable behaviour by the guests or tenants

Respond to and resolve resident complaints in a timely and courteous manner, and change business processes and policies where necessary

Pledge our efforts to operate our businesses guided by environmental best practice guidelines, conserving water, energy, and the natural environment, so as to preserve and improve Noosa's economy and quality of life

The concept of an Advisory Board comprised of Council representatives, industry representatives, Community leaders, and residents to guide the ongoing management of tourism in Noosa

Being ambassadors for tourism in Noosa, and to helping promote community understanding of the importance of tourism as a vibrant contributor to Noosa's economy and quality of life

### **Responsibility to our staff, suppliers, and other members**

#### **We commit to:**

Pledge our efforts to employ local staff and support local businesses whenever possible

Operate a safe, healthy, and satisfying working environment for staff, and to manage staff fairly and equitably