

# Short Stay Rental Accommodation Designated Person Advice & Template Letter



*Lifestyle Capital of Victoria*

## What is a Designated Person?

It is a requirement under clause 2.5.1(b) of the Short Stay Rental Accommodation Local Law that the Owner of a Short Stay Rental Accommodation must provide contiguous neighbours on all boundaries with the contact details of a designated person. This also includes neighbouring properties directly across the street from the Short Stay Rental Accommodation.

Council has prepared a sample template letter (over page) that owners of registered Short Stay Rental Accommodation may wish to use. This template letter allows you to add specific information relating to the designated person for your property.

A designated person may include:

- A security company
- A real estate agent or managing agent
- An individual (including the Property Owner)

The designated person must respond within two hours to any contact made. A response may include any action taken to deal with the issues raised.

The designated person is not expected to be involved with matters that would require Police intervention, such as aggressive or threatening behaviour. Please call Victoria Police on 000 in these events. In the event that Council receives a complaint, a Council Officer may request information on the action taken to deal with any issues reported to the designated person.

## Privacy

In accordance with Council's commitment to privacy, only details of the Designated Person (as nominated on the application form) will be disclosed in response to requests from neighbours of the Short Stay Rental Accommodation.

Date:

Dear Neighbour,

The Frankston City Council *Short Stay Rental Accommodation Local Law 2020* was adopted by Council on 30 March 2020 and can be accessed at [Frankston.vic.gov.au](http://Frankston.vic.gov.au).

The Local Law includes the 'Standard of Management' which provides clear guidelines for the operation of this type of accommodation.

We have a Short Stay Rental Accommodation property that is registered with the Frankston City Council, under the *Short Stay Rental Accommodation Local Law 2020*.

The property is located at \_\_\_\_\_  
\_\_\_\_\_

The designated person for the property is:

Name: \_\_\_\_\_

Contact Number: \_\_\_\_\_

The above person can be contacted in the event of concerns relating to occupant behaviour at the property. The designated person must respond within 2 hours of the complaint being made.

Please refer to the Local Law to make yourself familiar with what constitutes a breach of the Local Law.

The designated person is not expected to be involved with matters that would require Police intervention, such as aggressive or threatening behaviour. Please call Victoria Police on 000 in these events.

The designated person will discuss the expected behaviours with the occupants and ask for their compliance. If the poor behaviour continues then please contact the Council during business hours on 1300 322 322. An Authorised Officer will respond and contact you in accordance with our usual standard.

The name and contact number of the designated person have been provided in accordance with the requirements of the Frankston City Council *Short Stay Rental Accommodation Local Law 2020* and should only be used and disclosed in accordance with that law.