

Code of Conduct for Short-Term Letting Operators and/or their Agents

Protecting Short-term let operators and their guests

Short-term let operators or their agents will:

- ensure that contact information is clearly visible on their websites;
- provide guests with dedicated contact details to register complaints or report any issues during their stay;
- ensure that terms and conditions are easily available on their websites, including cancellation policy and security or housekeeping deposits;
- protect the personal data of guests in accordance with data protection and privacy law;
- undertake regular Fire Risk Assessments and show due diligence with regards to fire safety;
- comply with all health and safety standards which apply to short-term letting in the relevant jurisdiction, and to show a duty of care;
- provide guests with information on how to exit the building safely in case of emergency and emergency services numbers;
- delist guests who have been proven to be in serious breach of their terms and conditions, for example committing fraud or causing major damage;
- have in place relevant insurance protection including public liability;
- Ensure that the booking process covers terms of rental, to include:
 - Maximum number of occupants
 - Minimum age for lead guest
 - The lead guest to be responsible for any nuisance or damage
 - The apartment rental is for holiday (or business) purposes only and any other use, including parties, is by prior permission only
 - Visitors are not permitted to the apartment without prior permission

Supporting enforcement

Short-term let operators or their agents will:

- Ensure that they are aware of local planning guidelines and assess if Change of Use planning permission is required.
- Ensure that accommodation adheres to the appropriate Building Standards regulations.
- seek guidance from the relevant local authority on any local rules that may apply to short-term letting which are specific to their area;
- understand obligations to landlords and/or mortgage/insurance providers before a property is used for short-term letting.

Maintaining residential amenity

Short-term let operators or their agents will:

- communicate to guests that use of the property is for holiday or business only and any other use, including parties, is by prior permission only;
- communicate to guests that visitors to the property are not permitted without prior permission;
- communication to guests that the number of persons booked may not be exceeded;
- encourage all guests to be mindful of neighbours when coming in late, to not make excessive noise and to read the 'house rules' which should be provided;
- ensure cleaners or other service providers show respect to neighbours when such services are being performed;
- display a notice in the property or guest handbook asking guests to respect neighbours;
- have clear instructions for rubbish and recycling which meet the local guidelines for collection and responsible removal or ensure that rubbish is removed and uplifted at each changeover;
- provide dedicated contact details for members of the public or local authorities to register complaints.

Supporting tourism and local business

Short-term let operators or their agents will:

- share information with guests about local businesses they can visit, to help promote local businesses and tourism.
- Be a member of a trade body representing the sector, the local tourism group or Destination Management Organisation (DMO); Chamber of Commerce or Federation of Small Businesses (FSB).
- Be registered as commercial, paying Business Rates rather than Council Tax, paying for commercial refuse uplift and water rates if applicable on any property that is available for letting for more than 140 days per year.
- Be committed to quality and register with a recognised online review site.

Agents acting for short-term let operators will:

- Provide the businesses they represent with a copy of this code, and encourage its use.
- have processes in place to remove fake listings once notified by the appropriate authorities;
- delist any short-term let operator found to be acting in a discriminatory way to potential guests once notified by the appropriate authorities;
- have processes in place to help prevent fraud such as identity verification of short-term let operators and guests;
- provide short-term let operators with guidance on how to protect themselves against fraud;
- protect the personal data of short-term let operators and guests in accordance with data protection and privacy law;

- always promote responsible short-term letting and compliance with local regulations, including in all public advertising campaigns; and remove any listing proven to be in breach of applicable regulations once notified by the appropriate authorities.