

## FACTSHEET

## Find out more about offering short-term visitor accommodation (STVA) in Queenstown Lakes District.

### WHAT IS SHORT-TERM VISITOR ACCOMMODATION?

Short-term visitor accommodation is when paying guests are hosted at a property for any period of under 90 days. This includes hosting a property on platforms like Airbnb and Bookabach.

**Please note:** If the same paying guests stay for 90 days or more, they are classed as tenants and the property is classed as a rental.

### HOW DO I OPERATE SHORT-TERM VISITOR ACCOMMODATION WITHIN THE RULES?

There are four things you need to do if you provide short-term visitor accommodation:

- 1 Find out what type of short-term visitor accommodation you provide.

#### **Residential Visitor Accommodation:**

Accommodation is classed as Residential Visitor Accommodation when a residential unit or residential flat is occupied by paying guests for any period under 90 days.

*A residential unit is a single self-contained household unit (and accessory buildings) with no more than one kitchen and laundry facility i.e. the main house.*

*A residential flat is a secondary self-contained flat/unit/standalone structure with kitchen and/or laundry facilities on the same site and in the same ownership as the residential unit e.g. a self-contained granny flat connected to the main house, or a tiny house or cottage separate from the main house.*

#### **OR**

#### **Homestay:**

Accommodation is classed as a Homestay when the resident of the property occupies the property at the same time as paying guests staying for any period under 90 days.

This includes offering a room(s) in the property you live in, bed and breakfasts, and farm-stays. A self-contained residential flat can be used as a Homestay if the resident of the property is living in the main house.

# Short-Term Visitor Accommodation

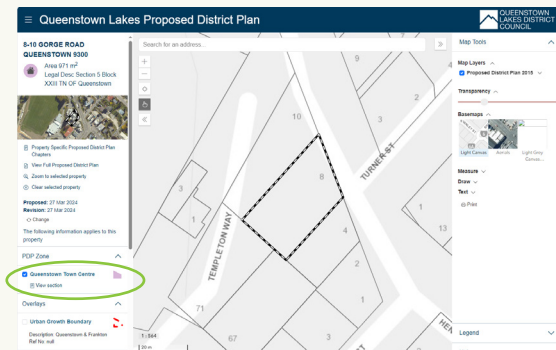
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### 2 Find out the rules for your short-term visitor accommodation.

If your property is classed as Residential Visitor Accommodation, the number of nights it can be rented out as STVA and the rules that apply depend on where it is in the district.

You will need to:

- > Register online on our STVA website [qldc.gov.nz/STVA](http://qldc.gov.nz/STVA)
- > Determine the zoning of your property by visiting the ePlan [www.qldc.gov.nz/eplan](http://www.qldc.gov.nz/eplan) and typing in your address.



- > And then check the rules of your zone on our short-term visitor accommodation website [qldc.gov.nz/STVA](http://qldc.gov.nz/STVA) or by clicking on Property Specific District Plan Chapters and navigating to the relevant chapter by searching for “visitor accommodation” in the keyword search bar.

If your property is classed as a Homestay there is no limit to the number of nights you can offer as STVA but you must typically follow these rules:

- > Register online on our STVA website [qldc.gov.nz/STVA](http://qldc.gov.nz/STVA)
- > No more than five (5) guests per night.
- > No minivans/coaches/buses capable of carrying more than 12 people.
- > You must keep records of your Homestay activity, including number of guests per night available for inspection within 24 hours' notice.
- > You must provide at least one mobility parking space.

### 3 Register your accommodation with us.

Operators of both Homestays and Residential Visitor Accommodation must register online on our short-term visitor accommodation website [qldc.gov.nz/STVA](http://qldc.gov.nz/STVA)

### 4 Apply for resource consent if needed.

If you wish to operate outside of the rules for their property's zone, then a resource consent will be required.

You can reach out to our Duty Planner or drop in to our offices on Shotover Street in Queenstown, or on Ardmore Street in Wānaka, for guidance and advice.

Many people decide to employ an independent planning professional to handle their resource consent application. This can be a good option for those unfamiliar with the District Plan and the resource consent process.

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### WILL MY RATES CHANGE?

If you're offering short-term visitor accommodation, your rates will increase unless you only make your property available for short-term visitors once a year for a single period of up to 28 consecutive days (e.g., if you only rent out your property over the Christmas period). This 28-day consecutive period can include multiple stays by different guests and refers to the length of time the property is available to be rented.

*Please note that changes to ratings do not come into effect until the next ratings year, beginning 1 July.*

- > A **Homestay** will be rated as **Mixed-Use** increasing rate payments by 25-35%.
- > **Residential Visitor Accommodation**
  - If operating **under 180 days**, your property will be rated as **Mixed-Use** increasing rates payments by 25-35%. *Please note that you may also require a resource consent.*
  - If operating between **181 to 365 days**, your property will be rated as **Accommodation** increasing rates payments by 50-80%. *Please note that you will also require a resource consent.*

### WHAT IF I STOP OFFERING SHORT-TERM VISITOR ACCOMMODATION?

If you stop offering short-term visitor accommodation or have bought a property with Mixed-Use rating and do not intend to operate short-term visitor accommodation yourself, please contact QLDC with your valuation number or property address by emailing [rates@qldc.govt.nz](mailto:rates@qldc.govt.nz).

*Please note that changes to ratings do not come into effect until the next ratings year, beginning 1 July.*

If your property has a resource consent for the short-term accommodation use, you will be required to surrender that consent. Please contact the Duty Planner or visit our website for guidance on this process at [qldc.govt.nz/stva](http://qldc.govt.nz/stva).

### WHAT HAPPENS TO THOSE OPERATING UNLAWFULLY?

If we identify that anyone are operating short-term visitor accommodation unlawfully, enforcement will be undertaken in accordance with the Resource Management Act 1991 which may include infringements, abatement notices or further escalated enforcement action.

Additionally, those found to be operating without registering or obtaining consent as required, rates may be adjusted without prior notice.

### CONTACT US

#### General enquiries

Please contact our Customer Service team.

Phone: 03 441 0499

Email: [services@qldc.govt.nz](mailto:services@qldc.govt.nz)

#### Ratings enquiries

Please contact our Rates team.

Email: [rates@qldc.govt.nz](mailto:rates@qldc.govt.nz)

#### Resource Consent enquiries

Please contact our Duty Planner

Email: [dutyplanner@qldc.govt.nz](mailto:dutyplanner@qldc.govt.nz)