

# Code of Conduct for STRA Industry

## Objectives

The principal objectives of this code are to set out the norms, rules and responsibilities or proper practices for short-term rental accommodation (STRA) industry participants. The code of conduct is not a regulatory document. It is a set of common principles that will serve as a baseline to guide industry common practices.

In the absence of a specific legislation or regulatory framework by the relevant authorities, the code of conduct will help set a benchmark or standards for the short-term rental accommodation industry.

## Best practices for Hosts

Short-term rental hosts shall adhere to the following industry code of conduct to ensure safe and responsible hosting practices and standards:

### Compliance with law, rules and regulations

1. Does not engage in conduct that contravenes any laws including criminal law, planning laws or by-laws at the federal or state level and rules applied to the property in hosting STRA
2. Study and abide by specific by-laws, rules, and regulations relevant to their hosting activities and their premises, including obligations relating to accommodation registration.
3. Ensure compliance with the principal law for consumer protection in Malaysia under the Consumer Protection Act (CPA) 1999. This includes the requirement to provide authentic and accurate advertisement of their accommodation and premises.

### Obligations towards guests

1. Ensure clear and coordinated communications with guests to facilitate a smooth check-in and check-out process. Among others, hosts are encouraged to share a comprehensive step-by-step guide to guests before their arrival. This may include photos of the relevant locations in the building e.g. parking areas, letter box to collect access cards, main lobby etc and directions to the accommodation.

2. Be available for guests during and outside ordinary hours to support any emergencies or queries. In their absence or when the duty is delegated, ensure that their authorised representative is available to provide support. Guests should also be informed about emergency contact information including host contact information, the representatives' contact information and local emergency services such as the nearest police station and hospital.
3. Be available to address serious complaints or queries raised by building management, neighbours or authorities during and outside ordinary hours. In their absence or when the duty is delegated, ensure that their authorised representative is reachable to provide the support.
4. Ensure that guests are informed about specific by-laws, rules, and norms (e.g. nuisance, safety, use of common areas) applied to the property, neighbors, and community. A dedicated hard-copy or digital guidebook may be provided to guests.
5. Raise awareness and remind guests to:
  - Use the property, and the facilities in the common areas reasonably and responsibly.
  - Avoid causing nuisance that is likely to harm, offend, or unreasonably disrupt or interfere with the peace and comfort of neighbours and other occupants of the premises.
  - Avoid acting in a violent or threatening manner towards neighbours or other occupants of the premises
  - Avoid intentionally, recklessly or negligently causing damage to premises, any common property or any other communal facilities within the immediate vicinity of the premises, or any public property in the vicinity of the premises

## **Health and Safety**

1. Study and follow national and local requirements on health and safety as well as expert guidance on cleaning protocols, including the standard operating procedures (SOP) issued by the National Security Council and the Ministry of Health
2. Provide a first aid kit, keep it in an easily accessible place for guests, and restock the supplies regularly
3. Provide guests with a clearly marked fire escape route and display fire escape map at a

visible location in the property

4. Ensure that guests comply with the maximum occupancy limit as prescribed in the listing on the STRA platform. Hosts to regularly check the latest guidelines by the respective local authorities to determine the maximum number of occupants for each property
5. Notify the building management if any guest is tested positive for any infectious diseases
6. Consider purchasing relevant insurance policies that would provide adequate protection to hosts, guests and the property against any damages, negligence or liabilities

### **Tax obligations**

1. Study relevant tax obligations including personal income tax, corporate income tax, services tax, tourism tax and local taxes imposed by municipal councils such as assessment tax and quit rent.
  - Declare income derived from STRA activities to tax authorities in a timely and accurate manner.
  - Register for service tax if income earned reaches RM 500,000 or more per year.

### **Common courtesies**

2. Practice common courtesies and respect local sensitivities when dealing with guests, other residents and authorities.
3. Be warm, helpful and welcoming hosts and share local insights with guests such as local attractions or special delicacies to explore. Apart from enriching their experiences while staying in the city, this will also help to boost the local economy

### **Breach of the Code**

1. A host who breaches any of the requirements in the code of conduct may be subjected to any of the following actions:
  - served with a written warning by STRA platforms or any industry association that s/he is a member of
  - banned temporarily or permanently from hosting STRA on any platform

- if the breach is grievous in nature, a formal complaint or report will be lodged against the host with the relevant authorities

## Best practices for guests

STRA guests shall adhere to the following industry code of conduct to ensure safe and responsible hosting practices and standards:

### Laws and regulations

1. Do not engage in conduct that contravenes any laws including criminal law, planning laws (both federal and state levels), building rules or rules of STRA platforms.

### Be a responsible guest

1. Study the step-by-step guide prepared by hosts to help ensure a smooth check-in and check-out process. Engage with hosts if you have any questions or if you need any assistance
2. Take reasonable care of the host's premises and the host's property at the premises. This includes the preservation of property and cleanliness of the property - maintain hygiene standards
3. Notify the host or the authorised host's representative of any dispute or complaint made against them as soon as possible after the dispute or complaint arises
4. Avoid causing nuisance that is likely to harm, offend, or unreasonably disrupt or interfere with the peace and comfort of neighbours and other occupants of the premises. Always remember that you are staying in someone else's home or neighbourhood. This includes making excessive noises as well as disregarding local sensitivities and building rules.
5. Avoid acting in a violent or threatening manner towards neighbours or other occupants of the premises
6. Avoid intentionally, recklessly or negligently causing damage to premises, any common property or any other communal facilities within the immediate vicinity of the premises, or any public property in the vicinity of the premises
7. Use appropriate channels, including notifying STRA platforms to raise complaints about the property or hosts. Your feedback is valuable and the STRA platform will review each

dispute expeditiously to ensure STRA activities continue to operate in a safe and conducive environment.

### **Health and Safety**

1. Follow national and local requirements on health and safety requirements as recommended by hosts.
2. Keep emergency contact details that are provided by hosts.
3. Familiarise yourself with the exact location of the first aid kit and the fire escape route.
4. Ensure compliance with the maximum occupancy limit as prescribed in the listing on the STRA platform.
5. Notify hosts if you are unwell or if tested positive for any infectious diseases. This will enable hosts to take appropriate actions including notifying health authorities

### **Common courtesies**

1. Practice common courtesies and respect local sensitivities when dealing with hosts or other residents
2. When staying in STRA premises within residential areas, guests should expect that neighbours will continue to conduct their daily activities. Therefore, guests must be tolerant and try to appreciate the different value systems, cultural and religious practices which may to a certain extent give a different experience than when staying in a traditional hotel.
3. Explore and appreciate local cultures, local attractions and local food. Apart from enriching your personal experience, this will also help boost the local economy and those who make a living out of it.

### **Breach of the Code**

1. A guest who breaches any the requirements in the code of conduct may be subjected to any of the following actions:
  - served with a written warning from STRA platforms
  - banned temporarily or permanently from making any reservation on any platform

- if the breach is grievous in nature, a formal complaint or report will be lodged against the guest with the relevant authorities