Dear NSW Government,

As a guest who has travelled to NSW using the Airbnb platform in the past 12 months, I strongly believe in the right of people to share their houses and apartments. I absolutely embrace my responsibilities as a guest to treat hosts’ homes in a responsible and respectful way, and I know that Airbnb’s review system keeps hosts and guests accountable for their travelling behaviours.

Extreme regulations, and red tape like caps and costly registration processes could severely affect my ability to travel using Airbnb and restrict my choices as a traveller. Please accept this as a formal submission to the Options Paper.

Why do I travel to NSW using Airbnb?

Local hosts make valuable recommendations of their favourite cafes, restaurants and shops so that small businesses get a boost from local tourism, with a ripple effect of supporting jobs in these communities.

I wish to support the following options:

Section 4: Industry Self Regulation - including industry complaints management and education which encourages responsible hosting and self regulation. Any Code of Conduct would need to be reasonable and representative of the home sharing community.

Section 5: Strata Regulation - This includes options for by-laws to manage visitor behaviour and to receive a revenue share from home sharing. I would also support rules to deal with bad actors and isolated incidents of unruly behaviour. I would not support a regulatory environment which allows Owners Corporations to ban outright short term rentals.

I wish to register my opposition to the following options:

Section 5: Strata Regulation - By-laws which could prohibit hosts from sharing their own homes would see strata residents treated as second class citizens. Current rules in NSW do not allow by-laws that ban hosts from sharing their own home, and any change to this would be a step backwards for NSW.

Section 6: Planning Framework - A planning framework including caps and restrictions would have a negative impact on home sharing. The planning frameworks in both South Australia and Tasmania don’t include any caps on nights at all.

Section 7: Registration or Licensing - A registration or licensing system to share your own home would have a negative impact on home sharing. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, most home sharing requires no approvals. For others there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances - usually for holiday homes or weekenders only.

To maximise participation in the sharing economy, any regulations should be clear and easy to understand and comply with, and also cost effective for hosts.
I encourage the NSW Government to follow the lead of South Australia and Tasmania, as well as other cities around the world, which have embraced home sharing and are reaping the rewards.

Blake Robinson

5001
Dear NSW Government,

As a guest who has travelled to NSW using the Airbnb platform in the past 12 months, I strongly believe in the right of people to share their houses and apartments. I absolutely embrace my responsibilities as a guest to treat hosts’ homes in a responsible and respectful way, and I know that Airbnb’s review system keeps hosts and guests accountable for their travelling behaviours.

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I encourage the NSW Government to follow the lead of South Australia and Tasmania, as well as other cities around the world, which have embraced home sharing and are reaping the rewards.
Dear NSW Government,

Along with the information set out below, my husband and I choose to use Airbnb as our accommodation options all over the world as we find they are a good alternative price wise for the comfort and privacy offered, we can interact with our hosts which makes it a far more personal experience and we can cater for ourselves rather than having the added expense of purchasing food out due to not having facilities available for preparation and cooking.

After using the Airbnb website more than 30 times and choosing the sort of accommodation that suits us (entire home rather than simply a room), we have found each one to have everything we need, with privacy assured and the added bonus of not only being able to review each one ourselves, but also be given a review from them so other hosts can gain an understanding of what we are like as paying guests.

We are pensioners and being able to choose the price we can afford and the area we require to ensure easy access to our specific needs at the time makes the whole experience hassle free and enjoyable.

As a guest who has travelled to NSW using the Airbnb platform in the past 12 months, I strongly believe in the right of people to share their houses and apartments. I absolutely embrace my responsibilities as a guest to treat hosts’ homes in a responsible and respectful way, and I know that Airbnb’s review system keeps hosts and guests accountable for their travelling behaviours.

Extreme regulations, and red tape like caps and costly registration processes could severely affect my ability to travel using Airbnb and restrict my choices as a traveller. Please accept this as a formal submission to the Options Paper.

Why do I travel to NSW using Airbnb?

Local hosts make valuable recommendations of their favourite cafes, restaurants and shops so that small businesses get a boost from local tourism, with a ripple effect of supporting jobs in these communities.

I wish to support the following options:

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I wish to register my opposition to the following options:

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To maximise participation in the sharing economy, any regulations should be clear and easy to understand and comply with, and also cost effective for hosts.

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Jennifer Robinson
5003
Dear NSW Government,

As a guest who has travelled to NSW using the Airbnb platform in the past 12 months, I strongly believe in the right of people to share their houses and apartments. I absolutely embrace my responsibilities as a guest to treat hosts’ homes in a responsible and respectful way, and I know that Airbnb’s review system keeps hosts and guests accountable for their travelling behaviours.

Extreme regulations, and red tape like caps and costly registration processes could severely affect my ability to travel using Airbnb and restrict my choices as a traveller. Please accept this as a formal submission to the Options Paper.

Why do I travel to NSW using Airbnb?

Local hosts make valuable recommendations of their favourite cafes, restaurants and shops so that small businesses get a boost from local tourism, with a ripple effect of supporting jobs in these communities.

I wish to support the following options:

Section 4: Industry Self Regulation - including industry complaints management and education which encourages responsible hosting and self regulation. Any Code of Conduct would need to be reasonable and representative of the home sharing community.

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I wish to register my opposition to the following options:

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To maximise participation in the sharing economy, any regulations should be clear and easy to understand and comply with, and also cost effective for hosts.

I encourage the NSW Government to follow the lead of South Australia and Tasmania, as well as other cities around the world, which have embraced home sharing and are reaping the rewards.

Terry Robinson

5004
Dear NSW Government,

I strongly believe in the right of people to share their houses and apartments across New South Wales in a responsible and respectful way, without extreme regulations like caps and costly registration processes. Please accept this as a formal submission to the Options Paper.

Why do I host with Airbnb?

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I wish to support the following options:

Section 4: Industry Self Regulation - including industry complaints management and education which encourages responsible hosting and self regulation. Any Code of Conduct would need to be reasonable and representative of the home sharing community.
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Ozzy Rockman

5005
Director Housing Policy  
Department of Planning and Environment  

Dear Director  

I object to Airbn setting business in a Residential Building. I also object to 75% of owners most of them Investors changing the DA in their buildings to satisfy their greed. Those Das are there for a reason and I believe that the State Government should not weaken them but make them stronger so we can live in a Caring and Liveable city instead of a city that some people believe that they have the right to do as they please and the rest have to suffer the consequences of high strata levies and lack of trust on their neighbourhood.  

If the State Government is destroying Sydney with the mantra that we need more housing to house the growing population, why then commercialised the residential buildings?  

If we bought our Homes with a DA of residential buildings and full ownership of our Homes, why is the State Government try to change the rules so 75% can decide the fate of the 25%?  

**What does a good government do when a person or business mislead the public?**  

Like for example, I mortgaged my Home 41 years ago in a building of 4 believing that all levels of government were working for the benefit of all instead of the benefit of the few and that if something went wrong I could trust them to do the right thing. I was wrong, if something goes wrong in our Stratum nobody is there to help us in the government side but make thing worse when it changes the legislation to please the Building Industry.  

Finally, we should be entitled to own what we paid when we bought our Homes.  


Yours sincerely  

Fernanda Rodas  

5006
Dear NSW Government,

As a guest who has travelled around NSW using the Airbnb platform in the past 12 months, I strongly believe in the right of people to share their houses and apartments. I absolutely embrace my responsibilities as a guest to treat hosts’ homes in a responsible and respectful way, and I know that Airbnb’s review system keeps hosts and guests accountable for their travelling behaviours.

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I encourage the NSW Government to follow the lead of South Australia and Tasmania, as well as other cities around the world, which have embraced home sharing and are reaping the rewards.
Angela Rodgers

5007
Dear NSW Government,

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Jamie Rojas
5008
Dear Ms Brill,

RE: RESPONSE TO STHL OPTIONS PAPER

Below are my comments on the issue of Short-Term Holiday Letting and the July 2017 Options Paper
Specifically I am restricting these comments to the occupation of residences (apartments, villas or
townhouses) as facilitated by Airbnb and the like, that are subject to registered strata plans.

I am a town planner and mediator by profession. My planning experience includes over 17 years as a
statutory planner (DA assessment and Court enforcement) in local government in Sydney’s inner
west. My mediation experience extends for over 30 years and is extensive, covering family disputes,
community/neighbourhood disputes, planning and development disputes and (for the last 10 years in
particular) disputes referred under the Strata Schemes Management Act. I am an owner and
former owner and occupier of lots in strata schemes and for many years was a member of the
(then) executive committee at one property (which was and remains today self-managed).

My comments below are ordered under a series of questions.

1) How is STHL/Airbnb to be categorised under NSW planning legislation and is it permissible?

From my planning law experience, the first step is to establish what is the true nature of a use that is
occurring, what definition provides the best ‘fit’ for that use and then by reference to the relevant
LEP zoning table, determine whether the use is permissible (with or without consent) or prohibited.

It is clear that STHL/Airbnb is ‘tourist & visitor accommodation’ as established by cases decided by
the NSW Land & Environment Court(LEC). While there are other definitions such as ‘serviced
apartments’ or ‘bed & breakfast establishments’ under the Standard LEP Template (and the Model
Provisions before that) which may provide a closer ‘fit’ in a particular circumstance, these definitions
are also sub-sets of the ‘tourist & visitor accommodation’ category.

It is also clear from LEC and other caselaw that STHL/Airbnb is NOT the mere continuance of the use
of a residential apartment, town house or villa as a ‘dwelling’ or as a ‘residence’ as the occupiers
(tourists and visitors) do not consider the space as their normal abode ie where they live. In my own
case, while on occasions occupying an Airbnb apartment overseas, if I am asked ‘where do you live?’
my answer is ‘Sydney, Australia’. The catch-all definition of ‘residential accommodation’ (which
includes apartments, villa, town houses) includes the words ‘used predominantly as a place of
residence’ but also specifically states that this does not include ‘tourist & visitor accommodation’.
The Standard LEP Template provides for the following Residential Zones – R1, R2, R3 & R4 and it is typically the case that ‘tourist & visitor accommodation’ is a Prohibited Use (Column 4) in the land use tables of all these zones (certainly in the Sydney Region). It is possible that STHL/Airbnb where it is occurring to the virtual exclusion of any use as a ‘residence’, could be categorised as a ‘serviced apartment’ and as this use is typically not mentioned in the land use tables, it would be a use that would require development consent. This would also be the case where Business Zones apply and/or where land use tables provide for ‘mixed development’ as a permissible use.

On the basis of the ‘best fit’ definition, STHL/Airbnb is ‘tourist and visitor accommodation’ and certainly where it is occurring in a residential zone, it is prohibited under NSW planning legislation. Where an owner or his/her tenant continues to reside at the property concerned and shares the accommodation (offering private use of a bedroom for example), it could be said that there is either no change of use or (depending on the scale) that consent for ‘bed & breakfast accommodation’ is required. However, it appears that most STHL/Airbnb listings for apartments in Sydney are for studios, 1 or 2 bedroom apartments and that no ‘sharing’ with the owner/tenant is involved (or indeed contemplated!).

In passing I suggest that the definition proposed for STHL on page 18 of the Option Paper is not a definition which gives clarity or understanding and would (if adopted) only lead to argument about the nature of the use (including resort to the LEC). A term one seeks to define should not then appear in its definition, nor is it good practice to seek to define something by saying what it is not (particularly when what it is not has already been found to be what it is!!)

2) Can owners corporations of residential strata plans prohibit or restrict STHL/Airbnb?

Buildings are erected subject to development consent which will state what has been approved and the conditions of that approval. A development consent once implemented runs with the land, as do the conditions of that consent, and is enforceable against the holder of the consent including anyone who subsequently uses or relies on that consent. In the case of a consent to erect (for example) a ‘residential flat building’ (RFB) as a permissible use in a residential zone, the granting of that consent is sufficient to authorise the use of that RFB once erected viz: by the occupant(s) of each flat as his/her/their ‘residence’.

Strata plans invariably require the prior approval of the local council for the area, which will include a checking for conformity with the development consent for the building and its conditions. For example, a condition of development consent may require the provision of six (6) visitor car parking spaces, or the provision of a communal rooftop recreation area available to all residents – a check of the strata plan is to ensure these car spaces are shown as ‘visitor parking’ and the rooftop is appropriately described as ‘common property- recreation area’. Upon approval and registration of the strata plan, the control of the property will pass to the owners corporation which (amongst other things) has the responsibility to ensure that the building and its use continues to comply with the development consent given (including its conditions).

Under the Strata Schemes Management Act (SSMA) 2015 and its predecessors, owners corporations have the responsibility to administer the strata scheme and manage and control the use of the common property ‘for the benefit of owners of lots in the strata scheme’ (s 9). To assist in fulfilling
these functions, an owners corporation can adopt by-laws that under s135 bind the owners corporation and the owners, tenants or occupiers of a lot.

By-laws can provide for matters involving the management, administration, control, use or enjoyment of the lots or the common property (s136). Owners corporations can introduce new by-laws and or delete or vary existing ones, by special resolution at a general meeting of owners. Often the by-laws are those lodged with the initial registration of the strata plan but owners corporations are required to regularly review their by-laws.

The Regulations under the SSMA 2015 provide for a set of Model By-Laws which can be adopted (all or part) if an owners corporation chooses. These include By-Law 6 (Noise) and By-Law 7 (Behaviour of Occupiers/Invitees) which are both directed at ensuring that the use of a lot does not interfere with the peaceful enjoyment by others of their lots. The previous Model By-Laws under the SSMA 1996 included By-Law 2 (Vehicles Parking on Common Property) which has and is being used to ensure that designated visitor spaces are retained for this purpose and By-Law 14 (Floor Covering) which requires the floor of areas (other than kitchens, bathrooms and laundries) to be covered or treated sufficiently to prevent the transmission of noise likely to disturb the peaceful enjoyment by others of their lots.

Model By-Law 19 under the 1996 Act requires notification to the owners corporation of a change of use of a lot in a way that may affect the building’s insurance (for example, to commercial use from residential use). This is somewhat reflected in Model By-Law 17 of the current 2015 Regulations which requires notification of change in use or occupation of a lot, which is required to be given 21 days before the change occurs ‘or a lease or sublease commences’ and includes a change of use of a lot ‘for short term or holiday letting’. While the By-Law is silent on what options are available to the owners corporation on receiving such a notification, Model By-Law 18 (Compliance with Planning & Other Requirements) states – ‘(1) The owner or occupier of a lot must ensure that the lot is not used for any purpose that is prohibited by law.’ Presumably an owners corporation of a building subject to a development consent which requires its use as a ‘residential flat building’ (as noted above) would, if Model By-Laws 17 & 18 were adopted, serve a notice on the owner/occupier to cease the STHL use given that it is either prohibited or requires prior planning consent.

Owners corporations are able (by special resolution) to adopt any by-laws proposed that the owners collectively feel will assist them discharge their responsibilities under s136 of the SSMA 2015. Model by-laws may assist them in this regard but certainly their experiences over the years in trying to fulfil the requirements of s9 of the Act (and its predecessors) may well have required the adopting of by-laws that are tailored to dealing with specific issues at their individual strata schemes. This is certainly my experience, both as a strata lot owner and as a mediator dealing with many strata schemes and their by-laws.

3) **Is STHL/Airbnb a ‘dealing’ relating to a lot in a strata scheme?**

NSW Land & Property Information (LPI) defines a ‘dealing’ as any document evidencing a land transaction that can be registered; examples given are a property transfer (such as when a strata lot is sold to a new owner), a mortgage, a notice of death and a lease. A ‘lease’ is a contract between parties under which land (viz a strata lot) or services are conveyed from one (the owner/landlord) to the other(s) (tenant) for a specified time, with exclusive possession to the tenant for that period;
the lease gives a legal ‘interest’ in the land/strata lot and its terms can be enforced by the tenant (as well as the landlord) in a relevant court/tribunal.

A ‘licence’ however is a personal agreement (verbal or written) between say in this case a lot owner and an intending occupier(s) of the lot which permits non-exclusive occupation of the lot (usually for a short period of time). A licence goes not grant an interest in the lot and therefore it is not a ‘dealing’ in the lot. A licence may be revoked by the lot owner at any time and while doing so may be a breach of the agreement between the parties, if the licence is revoked the (now former) occupier has no authority to enter or remain at the lot. The former occupier is left (if he/she chooses) to seek damages from the lot owner for breach of contract.

What is the status of a STHL/Airbnb occupation of a strata lot?

It is not a lease – it is not a legal interest in the lot, it is not able to be registered nor can its terms be enforced (say in the NSW Civil & Administrative Tribunal). The NSW Boarding Houses Act (2012) does not apply as this relates to providing accommodation as a place of residence (under an ‘occupancy agreement’); the NSW Residential Tenancies Act 2010 does not apply to an ‘agreement’ which gives a person a right to occupy for not more than three (3) months ‘for the purpose of a holiday’ (s.8(h)) – neither Act applies to serviced apartments, backpacker hostels, hotels or motels or where an owner shares their residence with another in an informal arrangement.

Is it a licence? – possibly. But where do parties go if things go wrong? Airbnb makes references on its website to protection for owners re insurance cover for property damage by occupiers. As a booking service, Airbnb holds the (fully paid) advance payment for each booking pending advice from the intending occupier on arrival that the space booked is suitable and that the occupation will in fact commence. However Airbnb offers no dispute resolution service nor is it backed by any legislation which gives the parties to the transaction (which Airbnb points out does not include it) any particular recourse; presumably an owner would call the police to have an occupier removed and/or change the locks and the (now former) occupier would be suing the owner (if he can be found) for a refund for the accommodation not provided. It appears that Airbnb has on occasions acted as a ‘go-between’ or in the face of sustained demands to ‘do something’ itself made ex gratia payments, presumably to minimise the risk to its business of a negative social media campaign by those who would otherwise remain dissatisfied.

Section 139(2) of the SSMA 2015 states:

“by-law cannot prevent dealing in relation to lot. No by-law is capable of operating to prohibit or restrict the devolution of a lot or a transfer, lease, mortgage or other dealing relating to a lot.”

‘Devolution’ is a property transfer as may occur following a notice of death and probate being declared. STHL/Airbnb does not involve a transfer, lease or mortgage nor is it an ‘other dealing relating to a lot’ as it does not fall within or meet the definition of a ‘dealing’.

NSW Fair Trading in its publication Strata Living states (on page 28) ‘Strata laws prevent an owners corporation restricting an owner from letting their lot, including short term letting’. To the extent that this statement is based on s139(2) of the SSMA 2015, it is incorrect - s139(2) refers to property transactions that are registered or capable of being registered, while STHL/Airbnb is a financial
4) Should owners corporations be able to prohibit or restrict STHL/Airbnb?

As noted above s.9 of the SSMA 2015 places an obligation on an owners corporation to manage and administer to strata scheme ‘for the benefit of the owners of the lots in the strata scheme’. This is a collective responsibility. Within a strata scheme individual owners (whether they realise it or not) have joined a corporation – there are individual rights of lot ownership but there are also owner responsibilities (and duties) owed to the collective so that the strata scheme may function.

In a residential strata scheme in particular, owners and residents also form a community. They share a common interest in how the building(s) is maintained and how well it functions, how levies are spent, the carrying out of repairs, how common property areas and facilities are used and managed and the provision of a level of amenity which is suitable for their use of their lots as ‘residences’.

Subject to s139(1), owners collectively are able to adopt any by-laws which they feel will assist in the management and administration of their strata scheme. As noted above s136 allows ‘use’ of lots and/or the common property to be subject to a by-law(s).

In the same way that by-laws can prevent smoking within the building, prohibit an occupier from keeping a pet, stop a resident’s garage being used for commercial storage, restrict the drying of clothes on an apartment balcony etc, a by-law should be able to re-enforce the appropriate (and approved) ‘use’ of the lots within a residential strata plan – that is, the use of each lot as a ‘residence’ by the owner and/or occupier.

To the extent that there is any lack of clarity ie that a by-law can require a lot in a residential strata scheme to continue to be used for the purposes of a ‘residence’ (for example p28 of Strata Living, as relied on in Estens v OC SP11825 NSW CATCD 63 decision 6 July 2017), the SSMA and the Regulations should be amended to remove this uncertainty or to make (if considered necessary) a specific provision to this effect.

Thank you for reading my comments.

Yours Faithfully

David Rollinson

BA, MSc(Arch)(Conservation), MA(Conflict Resolution), Dip T&C Planning, Dip Urban Studies, PhD

5009
Dear NSW Government,

I strongly believe in the right of people to share their houses and apartments across New South Wales in a responsible and respectful way, without extreme regulations like caps and costly registration processes. Please accept this as a formal submission to the Options Paper.

Why do I host with Airbnb?

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I wish to support the following options:

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Section 5: Strata Regulation - By-laws which could prohibit hosts from sharing their own homes would see strata residents treated as second class citizens. Current rules in NSW do not allow by-laws that ban hosts from sharing their own home, and this would be a step backwards for NSW.

To maximise participation in the sharing economy, any regulations should be clear and easy to understand and comply with, and also cost effective for hosts.

I encourage the NSW Government to follow the lead of South Australia and Tasmania, as well as other cities around the world, which have embraced home sharing and are reaping the rewards.

Chris Romano

5010
Dear NSW Government,

As a guest and a host in NSW using the Airbnb platform, I strongly believe in the right of people to share their houses and apartments. I absolutely embrace my responsibilities as a guest and as a host and I know that Airbnb’s review system keeps hosts and guests accountable for their travelling behaviours.

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Pauline Romao
5011
Dear Sir/Madam

While not wishing to regulate the STHL industry to the point at which it can not operate, a number of key factors need to be considered.

1. The competitors to STHL operators (hotels, motels, etc) are regulated to minimise community impacts. There is a need for a level playing field.
2. Whatever model of regulation is put in place, it is critical that a fast, effective and comprehensive complaints mechanism is available that is not captured by the STHL operators (as happened to the regulatory framework in the greyhound sector).
3. The complaints handling framework should be fully funded through a license fee on the STHL operators (who therefore must be registered).
4. STHL operators as individuals should be registered to avoid 'phoenix' operators, as happens in the building industry.
5. The body corporate of a strata scheme should be able to take action quickly (and receive compensation) where there are breaches of any rules governing the operation of a STHL. Action by the body corporate should not rely on solely on local or state government action (which is inevitably too slow). The nature of a decentralised STHL industry requires decentralised enforcement of rules.
6. Noise impacting on the quiet enjoyment of an adjoining property is likely to be the key externality (particularly for apartment owners) and should therefore receive the highest regulatory attention.
7. A STHL within a strata scheme (eg apartment block) is likely to result increase maintenance costs. The body corporate should have the capacity to levy higher fees as a result of cost incurred. Other strata owners should not be required to subsidise the income of the owner of a STHL operators.
8. Local councils should be given the capacity to levy business rates on STHL operators consistent with their use. Where a regulatory limit of say 90 days on STHL applies (ie 25% of the year), the property should be subject to 25% business rate and 75% residential rate (again to ensure a level playing field with commercial operators).

Finally as with all regulation, the target will be a minority of operators who abuse the system. A key mistake made by most regulators is to underestimate the ability of rogue operators to find loopholes. Given this, erring on the side of greater regulation with a 5 year review is likely to be prudent. In this way the amenity of individuals in the community will not be adversely impacted too greatly while the industry becomes more mature.

Mark Ronsisvalle

5012
Dear NSW Government,

As a guest who has travelled in NSW and Victoria using the Airbnb platform in the past 12 months, I strongly believe in the right of people to share their houses and apartments. I absolutely embrace my responsibilities as a guest to treat hosts’ homes in a responsible and respectful way, and I know that Airbnb’s review system keeps hosts and guests accountable for their travelling behaviours.

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Gerard Rooney
5013
Hi,

I rent out my home on Airbnb and Stayz on weekends and school holidays when we are away. We have amazing neighbours who would not complain about noise made by tenants, but we have a great respect for them and do not want them to experience negative consequences as a result of our letting out our house. We have had people lie to us about who would be on the premises and the purpose of their renting out our house.

On one occasion we had a woman book the house and it ended up being a bucks party. Not pleasant for the neighbours or us. We then decided to only accept families.

We then had a man book the house for a "babymoon" with his 7 month pregnant wife and three couples. That turned out to be a bucks party. We discovered on the second day of the rental that it was a group of at least 15 men (thanks to a neighbour, who minimised to us the amount of noise they were making). We were powerless to do anything. According to the police they would not assist us in getting them to leave unless we believed they were causing malicious damage. It turns out they did damage and trashed our house in disgusting ways, but at that time we did not have evidence for this (I would have had to try to enter our property when there were 15 men who were drunk and drugged (not sure whether the substance that I found, under an outside cushion that my kids use for building cubby houses, was ice or cocaine). The police told us it was a civil matter. What if they decided to overstay? Where would my children (5 and 7 years old now) sleep? Would we have access to their school clothes etc?

Please give home owners some power to remove people who are causing problems for their neighbours. We would not hesitate to do so if we were able! Please don’t just look at restricting owners, but take this opportunity to improve the system generally.

Many thanks,

Kathy Rooney

5014
Dear NSW Government,

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Kelly Roper

5015
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Vashti Rosenberg

5016
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Adam Ross

5018
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angela ross

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Why do I host with Airbnb?

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

We also offer more accommodation options than are available with other motels in the area. The small selection of AirBnB premises in the Lake Macquarie area draw more tourists to the area and encourage couples and families to travel and explore our beautiful state. We believe (based on our personal experience) that home sharing encourages more travel and support of local communities around Australia without cannibalising the existing tourism industry.

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Chris Ross

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Margaret Ross

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Glenn Rowe

5022
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michele rowland

5023
The NSW Government has released an Options Paper, building on the work of the Parliamentary Inquiry and existing practice, to start a public discussion on potential options to develop a suitable approach for short-term holiday letting (STHL) in NSW.

The Options Paper for STHL outlines potential options around the development of an appropriate approach to managing STHL. These options could be considered either individually or in combination.

Prior to making a whole of government policy framework, we are seeking feedback from the community and our stakeholders on the options discussed in the paper.

You are invited to respond to the Options Paper by submitting this form to the NSW Department of Planning and Environment.

You can also provide your feedback by:
- filling out the online survey
- email to STHL@planning.nsw.gov.au
- writing to:
  Director, Housing Policy
  Department of Planning and Environment
  GPO Box 39, Sydney NSW 2001

If you have further inquiries, please email us at STHL@planning.nsw.gov.au

The consultation process is open until 31 October 2017.

By hitting submit you agree to the Department’s Privacy Policy.

<table>
<thead>
<tr>
<th>Name, Surname</th>
<th>JOACHIM ROXIN</th>
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<tbody>
<tr>
<td>Organisation</td>
<td></td>
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<tr>
<td>Suburb</td>
<td>Adamstown Heights</td>
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<tr>
<td>E-mail Address</td>
<td></td>
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<tr>
<td>Date of Submission</td>
<td>10 August 2017</td>
</tr>
</tbody>
</table>
13 If STHL is to be regulated via the planning framework, how should it apply?
- Number of total days per year: No
- Number of consecutive days: No
- Number of bedrooms: No
- Length of stay: No
- Presence of a host: No
- Location (metro vs. regional): No
- Compliance with a Code of Conduct: No

14 Should there be different planning frameworks in regional and metropolitan areas? If so, how and why?

I don't know (I am in Newcastle)

Registration or Licensing

15 Could a licensing system for STHL work in NSW? If so, how might it operate?

I don't see the need for it.

Summary of Options

16 The options outlined in this paper are summarised in the below table. For the future regulatory framework, which top 3 options (if any) would you like to see in this framework? Why?

(Please tell us the reasons for your choices).

Potential Options

<table>
<thead>
<tr>
<th>Themes</th>
<th>INDUSTRY SELF REGULATION</th>
<th>STRATA REGULATION</th>
<th>PLANNING REGULATION</th>
<th>REGISTRATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Code of conduct</td>
<td>Refer Section 4</td>
<td>By-laws to manage visitor behaviour</td>
<td>Development approval - exempt/complying</td>
<td>Registration to manage safety and amenity issues</td>
</tr>
<tr>
<td>Complaints management</td>
<td>Refer Section 5</td>
<td>Development approval - development consent</td>
<td>Limit the length of stay</td>
<td></td>
</tr>
<tr>
<td>Education</td>
<td>Refer Section 6</td>
<td>Limit the number of days per year</td>
<td>By-laws to prohibit STHL</td>
<td></td>
</tr>
<tr>
<td>Monitoring and reporting</td>
<td>Refer Section 7</td>
<td>Registration to monitor that other regulatory approaches (e.g., number of days, number of properties) are being met</td>
<td>Regulate by whether the host is present when STHL takes place</td>
<td></td>
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</tbody>
</table>

Note: The policy options for STHL could include regulatory or non-regulatory approaches, or a combination of both. A combination of options from any rows or columns (or/and other options not covered in the paper) can be chosen to suggest a policy framework for the STHL in the submission form.
Dear NSW Government,

As a guest who has travelled to NSW using the Airbnb platform in the past 12 months, I strongly believe in the right of people to share their houses and apartments. I absolutely embrace my responsibilities as a guest to treat hosts’ homes in a responsible and respectful way, and I know that Airbnb’s review system keeps hosts and guests accountable for their travelling behaviours.

Extreme regulations, and red tape like caps and costly registration processes could severely affect my ability to travel using Airbnb and restrict my choices as a traveller. Please accept this as a formal submission to the Options Paper.

Why do I travel to NSW using Airbnb?

Local hosts make valuable recommendations of their favourite cafes, restaurants and shops so that small businesses get a boost from local tourism, with a ripple effect of supporting jobs in these communities.

I wish to support the following options:

Section 4: Industry Self Regulation - including industry complaints management and education which encourages responsible hosting and self regulation. Any Code of Conduct would need to be reasonable and representative of the home sharing community.

Section 5: Strata Regulation - This includes options for by-laws to manage visitor behaviour and to receive a revenue share from home sharing. I would also support rules to deal with bad actors and isolated incidents of unruly behaviour. I would not support a regulatory environment which allows Owners Corporations to ban outright short term rentals.

I wish to register my opposition to the following options:

Section 5: Strata Regulation - By-laws which could prohibit hosts from sharing their own homes would see strata residents treated as second class citizens. Current rules in NSW do not allow by-laws that ban hosts from sharing their own home, and any change to this would be a step backwards for NSW.

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To maximise participation in the sharing economy, any regulations should be clear and easy to understand and comply with, and also cost effective for hosts.
I encourage the NSW Government to follow the lead of South Australia and Tasmania, as well as other cities around the world, which have embraced home sharing and are reaping the rewards.

Diana Rozvora

5025
Dear NSW Government,

As a self-funded retiree I rely on any extra income from whatever source as invaluable. I rent out 2 rooms in my house on AIRBNB, which allows me to stay in Byron Bay close to family and children. I would be extremely pissed off if you changed the law that would make this impossible. At the moment I do this legally and in a fully declared, tax wise, way. If you make it too difficult, I will just have to go underground and rent my rooms out anyway.

You pollies have ruined the housing market, now its time to fix it, and the private market is not the way! Start building social (or council) housing just as we did before and after WW2 and as the rest of the world does today. Change rental laws to protect renters as they do in the rest of the world and stop going after the few of us who are just renting out a room to two to make ends meet!

Brefney Ruhl

5026
Dear NSW Government,

I strongly believe in the right of people to share their houses and apartments across New South Wales in a responsible and respectful way, without extreme regulations like caps and costly registration processes. Please accept this as a formal submission to the Options Paper.

Why do I host with Airbnb?

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I wish to support the following options:

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Jonas Rundback

5027
I. Runge  
23 Elanora Road  
Kiama Heights  
NSW 2533  
24/10/2017

Attention:  
Director Housing Policy  
Dept of Planning and Environment  
GPO Box 39 Sydney NSW  
2001

Reference: Short Term Holiday Letting

Dear Director,
I am writing to you in regards to Short Term Rental Accommodation (STRA). As a family we have been putting up with holiday rentals for the last 10 years. I am always stressed as to what selfish, noisy holiday renters are about to arrive and inflict a weekend of total disruption on my life. I’ve even considered selling up and moving from this once quiet residential street.
I still believe that people are running a business in a residential area not zoned for business activities. One has worked hard all year, and look forward to some rest, peace and quiet especially at Christmas, We are then confronted with holiday letters. Here is a small summary of what these selfish people get up to. They over crowd houses, up to all hours of the night yelling and playing music, out on verandahs after midnight making noise, parking everywhere on nature strips and in drive ways, over flowing garbage, hens and bucks parties. When confronted they inform us, they can do what they want because they are on holidays. Do you think this is right, and would you put up with this behaviour in your residential street?
We have tried to do something about it by writing letters to Kiama Council, but have been told by Council that they have
limited powers to control the problem. In Council's word I will just have to put up with this anti social behaviour. If we try to ring the owner they just ignore our calls. The owners of these properties, only want to make money, they don’t care about neighbours.

My big issues is that Kiama Council runs holiday letting through their van parks and holiday cabins. The Council have a manager that lives on the property, and Council does not put up with the anti social behaviour that we are forced to bare in our residential street. So we have one rule for Council and another for its rate paying residents.

We spend a lot of time down the Snowy Mountains, who have enforced some strict holiday letting rules. Firstly the owners require a Development Application (DA) to operate STRA. This requires an inspection from a Council Officer, who ascertains how many people can stay in the property at any one time, and how much off street parking is available. If a complaint is received from a neighbour, and the owner of the STRA has breached the DA for this property, the owner can receive a substantial fine.

Here are a few points your Department should consider.

1. All STRA properties should have to obtain a DA from their local council. This gives Councils more powers to control these properties.
2. A system of making these properties fire compliant. The present situation there is no enforcement to check if smoke detectors are up to date and working.
3. Garbage. Holiday letters generate large amounts of garbage. As a ratepayer I feel that I am subsidising the owners of these properties, as Council is increasing the cost of garbage collection ever year, in part to cover the increased cost of processing this extra garbage created by STRA.
4. The people managing STRA properties should be contactable 24 hours a day, so as to clamp down on any anti social behaviour by tenants.

I hope some of my ideas and comments will be of assistance to
your Department as we as residents are relying on your Department, to solve an issue Council can’t and has no intention of solving.

Yours Sincerely
I. Runge

5028
Dear NSW Government,

I strongly believe in the right of people to share their houses and apartments across New South Wales in a responsible and respectful way, without extreme regulations like caps and costly registration processes. Please accept this as a formal submission to the Options Paper.

Why do I host with Airbnb?

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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To maximise participation in the sharing economy, any regulations should be clear and easy to understand and comply with, and also cost effective for hosts.

I encourage the NSW Government to follow the lead of South Australia and Tasmania, as well as other cities around the world, which have embraced home sharing and are reaping the rewards.

Kaye Russell

5029
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Lucy Russell

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Roger Russell

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Lise Rutherford

5032
Dear NSW Government,

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Natalie Rutherford

5033
Dear NSW Government,

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Sandra Rutledge
5034
I write to make a submission to the New South Wales Governments Short Term Holiday Letting Options Paper.

1. Impacts such as noise or party-house caused by short-term holiday letting (STHL) can be managed by industry self regulation such as (1) code of conduct (2) complaints management (3) education.
2. STHL and strata management can work collaboratively whereby strata management can receive fair compensation to adverse impacts of STHL, if any.
3. STHL should be treated equally to long-term letting in terms of licenses required to operate.

5035
Dear NSW Government,

I strongly believe in the right of people to share their houses and apartments across New South Wales in a responsible and respectful way, without extreme regulations like caps and costly registration processes. Please accept this as a formal submission to the Options Paper.

Why do I host with Airbnb?

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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I encourage the NSW Government to follow the lead of South Australia and Tasmania, as well as other cities around the world, which have embraced home sharing and are reaping the rewards.

Ernest Ryan

5036
Dear NSW Government,

I strongly believe in the right of people to SHARE their houses and apartments across NSW in a responsible and respectful way, without extreme and costly registration processes. I do believe that there should however be regulations to stop people leaving perfectly gold rental properties empty for months at a time only to charge a fortune for them over holiday periods when locals are desperate for affordable rentals. I believe this makes for an unhealthy environments, especially in tourist areas with low employment and wages. I believe it makes it hard to maintain a local culture and healthy neighbourhoods. Please accept this as a formal submission to the Options Paper.

Why do I host with Airbnb? I host one bedroom if my 3 bed rental (with owner permission) because it is too small for 3 adults to on a permanent basis but too expensive for just 2. As well as that though, I like being part of a community that helps travellers to have a rich and reasonably priced experience in Aust. and allows me to meet new people and be part of that experience.

I think it’s True that some home owners (NOT INVESTORS) depend on hosting as an economic lifeline to help pay the mortgage and the bills in an increasingly expensive economy. I do recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I wish to support the following options:

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I think the main problem within this community is the same as within the larger housing industry in
Aus. Block the people who just wanna get rich and encourage those who want to just earn a little extra cash in a responsible and community minded way.

Toni Ryan

5037
Dear NSW Government,

I strongly believe in the right of people to share their houses and apartments across New South Wales in a responsible and respectful way, without extreme regulations like caps and costly registration processes. Please accept this as a formal submission to the Options Paper.

Why do I host with Airbnb?

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism. I also believe Air bnb is bringing people together especially those of us who are empty nesters, who have successfully raised children - now solid pillars of society.

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To maximise participation in the sharing economy, any regulations should be clear and easy to understand and comply with, and also cost effective for hosts.

I encourage the NSW Government to follow the lead of South Australia and Tasmania, as well as other cities around the world, which have embraced home sharing and are reaping the rewards.

5038
Dear NSW Government,

I strongly believe in the right of people to share their houses and apartments across New South Wales in a responsible and respectful way, without extreme regulations like caps and costly registration processes. Please accept this as a formal submission to the Options Paper.

My view:

Hosting and house sharing is no different. Sydney has become very expensive place for young professionals to live and only way to be able to afford a place is to share it with other people. I do not see why this should be denied of us. We do not make a profit by hosting, we share our rental cost the same way as people do when having a flat mate.

The reason why we want to use airbnb for short rentals is to give us as a couple a freedom to sometimes have our home just for our selves or receive friends and relatives who visit from overseas. This would not be possible with a long term flat mate.

Airbnb enables us to meet new people from different cultures and educates us about their lives, this adds to the overall diversity of the country and acceptance of different cultures. It is a community that we create that people do not get to experience when staying in hotels. They do not to get experience true local life style and visit our favourite cafes and markets we list on our Airbnb guide book. This also supports small and local businesses.

I encourage the NSW Government to follow the lead of South Australia and Tasmania, as well as other cities around the world, which have embraced home sharing and are reaping the rewards.

Jenni Saarijarvi

5039
Dear NSW Government,

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Why do I host with Airbnb?

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Wendy Saddleton

5040
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Christian Sal

5041
Dear NSW Government,

As a guest who has travelled to NSW using the Airbnb platform in the past 12 months, I strongly believe in the right of people to share their houses and apartments. I absolutely embrace my responsibilities as a guest to treat hosts’ homes in a responsible and respectful way, and I know that Airbnb’s review system keeps hosts and guests accountable for their travelling behaviours.

Extreme regulations, and red tape like caps and costly registration processes could severely affect my ability to travel using Airbnb and restrict my choices as a traveller. Please accept this as a formal submission to the Options Paper.

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Peta Saltmarsh

5042
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Engeline Salvatierra

5043
I write to make a submission to the New South Wales Governments Short Term Holiday Letting Options Paper.
I do not believe that the same rules should be applied to holiday homes that are being considered for apartments and room sharing in strata properties in the city.
Short-Term-Rental is a key part of the visitor and tourist economy of regional cities and towns. If some of the proposed options are put in place, it could be too burdensome to rent out holiday homes. If this happens then jobs will be lost and the economy will be starved of much needed tourist income in regional New South Wales.
I urge you to treat holiday homes differently to other short term rental and listen to the voices and concerns of homeowners.
Dear NSW Government,

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Vicki Sanbrook

5045
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Chanel Sandon

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Sirin Sanguansin

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Ariane Santos

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Sarah P

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Carolina Sardella

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Dab Sarecki

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Vani Sathis

5053
Dear Sirs

As an owner/occupier of an apartment in Altair ( ), I **strongly oppose** any legislation that would prevent or curtail our Owners Corporation from limiting or restricting Short Term Holiday Letting (STHL).

I specifically purchased into the Altair community in 2016 after carefully examining its By-Laws and the manner in which the building was being organised and maintained.

As you are aware from the many detailed submissions opposing STHL, Altair contains over 140 apartments. The proper maintenance, security and amenity of our complex requires strict and effective control from within. Each apartment complex must have the right to organise its own affairs referable to its particular needs; to create legal and enforceable By-Laws to protect its amenities and residents.

STHL must not be mandated by legislation. If Altair (or any other large apartment complex) is rendered powerless to effectively control and monitor the movement of people within our complex, this would lead to serious issues regarding security, noise and an inability to manage incoming and outgoing traffic (to name just a few). Our lives within our special community would become unworkable and unbearable.

Please ensure that the status quo remains. STHL is a matter that must be considered and determined by each individual apartment complex.

Kindly register my objection.

David Gaguine Saul

5054
Dear NSW Government,

As a guest who has travelled to NSW using the Airbnb platform in the past 12 months, I strongly believe in the right of people to share their houses and apartments. I absolutely embrace my responsibilities as a guest to treat hosts’ homes in a responsible and respectful way, and I know that Airbnb’s review system keeps hosts and guests accountable for their travelling behaviours.

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To maximise participation in the sharing economy, any regulations should be clear and easy to understand and comply with, and also cost effective for hosts.

I encourage the NSW Government to follow the lead of South Australia and Tasmania, as well as other cities around the world, which have embraced home sharing and are reaping the rewards.
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I also do not want my taxes to pay for the extra administration and monitoring this type of regulation would require, it is excessively bureaucratic and wasteful.

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Mery Saveska

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Toby Savill

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Our guests often from overseas are given locations and attractions to visit which supports the small business trade and our way of life - no rush and enjoy what we have to offer.

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Stephen Schiemer

5064
I write to make a submission to the New South Wales Governments Short Term Holiday Letting Options Paper.
I do not believe that the same rules should be applied to holiday homes that are being considered for apartments and room sharing in strata properties in the city.
Short-Term-Rental is a key part of the visitor and tourist economy of regional cities and towns. If some of the proposed options are put in place, it could be too burdensome to rent out holiday homes. If this happens then jobs will be lost and the economy will be starved of much needed tourist income in regional New South Wales.
I urge you to treat holiday homes differently to other short term rental and listen to the voices and concerns of homeowners.

My home is a premium property with a private fenced yard where families can come and relax and enjoy our amazing coastline it is not effecting the amenity of my neighbours and improves the local economy with employment maintenance contractors.

The area and region does not have formal Accommodation the could cope with the influx of travellers to our area and as such the entire town would loose the ability to support the local population that rely’s on such income

Regards
Steve Schott

5065
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We need the government to understand that Home sharing is not trying to compete with hotels, but offer travellers a different and unique Sydney experience and make some extra income at the same time. There is room for all of us in the tourism mix. Here are some of the positive arguments I put forward:

- Strangers are ‘friends we haven't met yet’. Airbnb guests who go into the suburbs want to belong and to live like locals. Our house rules make our guests aware of how to behave in our neighbourhood.
- Airbnb guests spread the tourist dollar so that suburban businesses thrive as well as the hosts. Hosts provide word of mouth recommendations for their favourite businesses.
- Airbnb hosts are great ambassadors who give visitors an insight into the incredible friendliness of Australians, encouraging them to stay longer and spend more.
- Airbnb hosts are constantly being reviewed to ensure the standard of service is maintained.
- Many Airbnb hosts are retirees. Sharing their homes empowers them to feel useful and earn income to enjoy retirement.

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Darren Scott

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Section 7: Registration or Licensing - A registration or licensing system to share your own home would have a negative impact on home sharing. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, most home sharing requires no approvals. For others there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances - usually for holiday homes or weekenders only.

To maximise participation in the sharing economy, any regulations should be clear and easy to understand and comply with, and also cost effective for hosts.

I encourage the NSW Government to follow the lead of South Australia and Tasmania, as well as other cities around the world, which have embraced home sharing and are reaping the rewards.
T Scott

5069
Dear NSW Government,

I will be travelling to NSW with work early next year. As a guest, I enjoy the experience much more of staying in a real home, particularly given I am likely to be in NSW for more than a week.

Secondly, I strongly believe in the right of people to share their houses and apartments. I absolutely embrace my responsibilities as a guest to treat hosts’ homes in a responsible and respectful way, and I know that Airbnb’s review system keeps hosts and guests accountable for their travelling behaviours.

Extreme regulations, and red tape like caps and costly registration processes could severely affect my ability to travel using Airbnb and restrict my choices as a traveller. Please accept this as a formal submission to the Options Paper.

Why do I travel to NSW using Airbnb?

Local hosts make valuable recommendations of their favourite cafes, restaurants and shops so that small businesses get a boost from local tourism, with a ripple effect of supporting jobs in these communities.

I wish to support the following options:

Section 4: Industry Self Regulation - including industry complaints management and education which encourages responsible hosting and self regulation. Any Code of Conduct would need to be reasonable and representative of the home sharing community.

Section 5: Strata Regulation - This includes options for by-laws to manage visitor behaviour and to receive a revenue share from home sharing. I would also support rules to deal with bad actors and isolated incidents of unruly behaviour. I would not support a regulatory environment which allows Owners Corporations to ban outright short term rentals.

I wish to register my opposition to the following options:

Section 5: Strata Regulation - By-laws which could prohibit hosts from sharing their own homes would see strata residents treated as second class citizens. Current rules in NSW do not allow by-laws that ban hosts from sharing their own home, and any change to this would be a step backwards for NSW.

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To maximise participation in the sharing economy, any regulations should be clear and easy to
understand and comply with, and also cost effective for hosts.

I encourage the NSW Government to follow the lead of South Australia and Tasmania, as well as other cities around the world, which have embraced home sharing and are reaping the rewards.

Daniel Scott

5070
Dear NSW Government,

As a guest who has travelled to NSW using the Airbnb platform in the past 12 months, I strongly believe in the right of people to share their houses and apartments. I absolutely embrace my responsibilities as a guest to treat hosts’ homes in a responsible and respectful way, and I know that Airbnb’s review system keeps hosts and guests accountable for their travelling behaviours.

Extreme regulations, and red tape like caps and costly registration processes could severely affect my ability to travel using Airbnb and restrict my choices as a traveller. Please accept this as a formal submission to the Options Paper.

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To maximise participation in the sharing economy, any regulations should be clear and easy to understand and comply with, and also cost effective for hosts.

I encourage the NSW Government to follow the lead of South Australia and Tasmania, as well as other cities around the world, which have embraced home sharing and are reaping the rewards.

Trish Scully

5071
Dear NSW Government,

As a guest who has travelled to NSW using the Airbnb platform in the past 12 months, I strongly believe in the right of people to share their houses and apartments. I absolutely embrace my responsibilities as a guest to treat hosts’ homes in a responsible and respectful way, and I know that Airbnb’s review system keeps hosts and guests accountable for their travelling behaviours.

Extreme regulations, and red tape like caps and costly registration processes could severely affect my ability to travel using Airbnb and restrict my choices as a traveller. Please accept this as a formal submission to the Options Paper.

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Local hosts make valuable recommendations of their favourite cafes, restaurants and shops so that small businesses get a boost from local tourism, with a ripple effect of supporting jobs in these communities.

I wish to support the following options:

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To maximise participation in the sharing economy, any regulations should be clear and easy to understand and comply with, and also cost effective for hosts.

I encourage the NSW Government to follow the lead of South Australia and Tasmania, as well as other cities around the world, which have embraced home sharing and are reaping the rewards.
Dear NSW Government,

I have used Airbnb worldwide for years. I prefer the home-style accommodation to regular hotels as it more personal and I can accommodate my family. As a guest who has travelled to NSW using the Airbnb platform in the past 12 months, I strongly believe in the right of people to share their houses and apartments. I absolutely embrace my responsibilities as a guest to treat hosts’ homes in a responsible and respectful way, and I know that Airbnb’s review system keeps hosts and guests accountable for their travelling behaviours.

Extreme regulations, and red tape like caps and costly registration processes could severely affect my ability to travel using Airbnb and restrict my choices as a traveller. Please accept this as a formal submission to the Options Paper.

Why do I travel to NSW using Airbnb?

Local hosts make valuable recommendations of their favourite cafes, restaurants and shops so that small businesses get a boost from local tourism, with a ripple effect of supporting jobs in these communities.

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To maximise participation in the sharing economy, any regulations should be clear and easy to understand and comply with, and also cost effective for hosts.
I encourage the NSW Government to follow the lead of South Australia and Tasmania, as well as other cities around the world, which have embraced home sharing and are reaping the rewards.

Glenn Secco

5073
Dear NSW Government,

As a guest and a host who has travelled using the Airbnb platform in the past 12 months, I strongly believe in the right of people to share their houses and apartments. I absolutely embrace my responsibilities as a guest/host to treat hosts’ homes in a responsible and respectful way, and I know that Airbnb’s review system keeps hosts and guests accountable for their travelling behaviours.

Extreme regulations, and red tape like caps and costly registration processes could severely affect my ability to travel using Airbnb and restrict my choices as a traveller. Please accept this as a formal submission to the Options Paper.

Why do I travel to NSW using Airbnb?

Local hosts make valuable recommendations of their favourite cafes, restaurants and shops so that small businesses get a boost from local tourism, with a ripple effect of supporting jobs in these communities. I have made friends with hosts, and guests within my own property that will last a lifetime, and can visit them when I travel myself. You don’t get that from hotels.

I wish to support the following options:

Section 4: Industry Self Regulation - including industry complaints management and education which encourages responsible hosting and self regulation. Any Code of Conduct would need to be reasonable and representative of the home sharing community.

Section 5: Strata Regulation - This includes options for by-laws to manage visitor behaviour and to receive a revenue share from home sharing. I would also support rules to deal with bad actors and isolated incidents of unruly behaviour. I would not support a regulatory environment which allows Owners Corporations to ban outright short term rentals.

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To maximise participation in the sharing economy, any regulations should be clear and easy to understand and comply with, and also cost effective for hosts.

I encourage the NSW Government to follow the lead of South Australia and Tasmania, as well as
other cities around the world, which have embraced home sharing and are reaping the rewards. Nicole See
Dear NSW Government,

I strongly believe in the right of people to share their houses and apartments across New South Wales in a responsible and respectful way, without extreme regulations like caps and costly registration processes. Please accept this as a formal submission to the Options Paper.

Why do I host with Airbnb?

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. It also enables people to enjoy a beautiful home from home in which I enjoy. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I wish to support the following options:

Section 4: Industry Self Regulation - including industry complaints management and education which encourages responsible hosting and self regulation. Any Code of Conduct would need to be reasonable and representative of the home sharing community.

Section 5: Strata Regulation - This includes options for by-laws to manage visitor behaviour and to receive a revenue share from home sharing. I would also support rules to deal with bad actors and isolated incidents of unruly behaviour. I would not support a regulatory environment which allowed Owners Corporations to ban outright short term rentals.

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Section 5: Strata Regulation - By-laws which could prohibit hosts from sharing their own homes would see strata residents treated as second class citizens. Current rules in NSW do not allow by-laws that ban hosts from sharing their own home, and this would be a step backwards for NSW.

To maximise participation in the sharing economy, any regulations should be clear and easy to understand and comply with, and also cost effective for hosts.

I encourage the NSW Government to follow the lead of South Australia and Tasmania, as well as other cities around the world, which have embraced home sharing and are reaping the rewards.

Caroline Seed

5075
Dear NSW Government,

As a guest who has travelled to NSW using the Airbnb platform in the past 12 months, I strongly believe in the right of people to share their houses and apartments. I absolutely embrace my responsibilities as a guest to treat hosts’ homes in a responsible and respectful way, and I know that Airbnb’s review system keeps hosts and guests accountable for their travelling behaviours.

Extreme regulations, and red tape like caps and costly registration processes could severely affect my ability to travel using Airbnb and restrict my choices as a traveller. Please accept this as a formal submission to the Options Paper.

Why do I travel to NSW using Airbnb?
It’s safe, it’s affordable, it’s responsible. Local hosts make valuable recommendations of their favourite cafes, restaurants and shops so that small businesses get a boost from local tourism, with a ripple effect of supporting jobs in these communities.

I wish to support the following options:

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To maximise participation in the sharing economy, any regulations should be clear and easy to understand and comply with, and also cost effective for hosts.

I encourage the NSW Government to follow the lead of South Australia and Tasmania, as well as other cities around the world, which have embraced home sharing and are reaping the rewards.
Dear NSW Government,

I use airBNB and short term renting as a place to stay, and I provide safe and high quality accommodation for my guests as well.

I have been a neighbour of a full time short rental, I have managed my own and I have stayed in many as part of our great share economy.

This brings business to local industry, property managers, cleaners, landrymatts, photographers and handymen.

I strongly believe in the right of people to share their houses and apartments across New South Wales in a responsible and respectful way, without extreme regulations like caps and costly registration processes. Please accept this as a formal submission to the Options Paper.

Why do I host with Airbnb?

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I wish to support the following options:

Section 4: Industry Self Regulation - including industry complaints management and education which encourages responsible hosting and self regulation. Any Code of Conduct would need to be reasonable and representative of the home sharing community.

Section 5: Strata Regulation - This includes options for by-laws to manage visitor behaviour and to receive a revenue share from home sharing. I would also support rules to deal with bad actors and isolated incidents of unruly behaviour. I would not support a regulatory environment which allowed Owners Corporations to ban outright short term rentals.

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To maximise participation in the sharing economy, any regulations should be clear and easy to understand and comply with, and also cost effective for hosts.

I encourage the NSW Government to follow the lead of South Australia and Tasmania, as well as other cities around the world, which have embraced home sharing and are reaping the rewards.
Corina Sell
5077
Submission re: “Short-term Holiday Letting in NSW” Options Paper.

My wife and I are Managers of a holiday Accommodation complex of 8 units available for short-term holiday letting only. Currently we each hold an On-Site Residential Property Manager’s licence under the Property Stock and Business Agents Act. The units we manage are strata titled and all units in the complex are used solely for holiday letting (up to 90 days max.). The apartments are fully self-contained and not serviced. We perform the “caretaking” duties for the complex under contract to the Owners Corporation and manage the holiday letting for the units under individual Management Agreements with each unit owner.

Under current regulations we are required to have completed the prescribed number of units from the Real Estate Agents course and live “on-site”.

As you will be aware there are changes proposed to the Property, Stock & Business Agents Act which would see the current On-Site Residential Property Managers licence replaced by the requirement to have a full Real Estate Agent licence and in response to our submissions and correspondence to the Office of Fair Trading suggest that we make a submission to you.

Clearly, our situation is inappropriately dealt with under the PS&BA Act as we do not carry out the functions of a real estate agent such as bonds, tenancy agreements, sales, auctions, etc. Our duties are to act as agents for the individual unit owners to organise holiday rentals (advertising, bookings, managing payments through trust account, supervising upkeep, etc) and to manage the common property for the Owners Corporation.

As such we are in the same position as the unit owner would be under any proposed system for regulating short-term holiday letting and to maintain a “level playing field” in the commercial sense we should be treated the same as any individual who wishes to use their unit for short-term holiday letting in a strata-tiled complex and not be required to have any form of real estate licencing.

For most of the reasons outlined in the Options Paper we agree that the industry needs some form of “regulation”.

It is important that a unit owner in a strata-titled complex is able to use their investment for short-term holiday letting if they wish to, provided that there is a mechanism in place to protect the other unit owners from any adverse effects which may arise as a result of this usage. It would seem that a possible solution would be to give an Owners Corporation the authority to require a bond (amount commensurate with the rental being charged) to be paid by the owner who wishes to use a unit for STHL, this bond being held in trust and forfeited to the Owners Corporation in the case of serious breaches of the Strata By-Laws (? possibly incorporating elements of The Holiday and Short-term Rental Code of Conduct). The decision to impose a bond would be decided at an AGM and require a Special Resolution passed at the AGM and be paid by the unit owner at the time of the first STHL period and returned (in part or in full) once the unit is no longer being used in this manner.

For those of us who act as agents for owners it appears that the most effective way of providing security to all concerned (owners, guests, managers) is not licencing per se but through Management Agreements which clearly stipulate issues of responsibility, limits of authority and financial controls (e.g. requirement for Trust Account). This may be best achieved by the production of a standardised management agreement, copies of which could be lodged with a government department.

Regards,

Jenny & Hedley Seller

5078
I write to make a submission to the New South Wales Governments Short Term Holiday Letting Options Paper. I do not believe that the same rules should be applied to holiday homes that are being considered for apartments and room sharing in strata properties in the city. Short-Term-Rental is a key part of the visitor and tourist economy of regional cities and towns. If some of the proposed options are put in place, it could be too burdensome to rent out holiday homes. If this happens then jobs will be lost and the economy will be starved of much needed tourist income in regional New South Wales. I urge you to treat holiday homes differently to other short term rental and listen to the voices and concerns of homeowners.

Regards,
Adriano Severino

5079
Dear NSW Government,

I strongly believe in the right of people to share their houses and apartments across New South Wales in a responsible and respectful way, without extreme regulations like caps and costly registration processes. Please accept this as a formal submission to the Options Paper.

Why do I host with Airbnb?

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I wish to support the following options:

Section 4: Industry Self Regulation - including industry complaints management and education which encourages responsible hosting and self regulation. Any Code of Conduct would need to be reasonable and representative of the home sharing community.
Section 5: Strata Regulation - This includes options for by-laws to manage visitor behaviour and to receive a revenue share from home sharing. I would also support rules to deal with bad actors and isolated incidents of unruly behaviour. I would not support a regulatory environment which allowed Owners Corporations to ban outright short term rentals.

I wish to register my opposition to the following options:

Section 6: Planning Framework - A planning framework including caps and restrictions would have a negative impact on home sharing. The planning frameworks in both South Australia and Tasmania don’t include any caps on nights at all.
Section 7: Registration or Licensing - A registration or licensing system such as fees to share your own home would have a negative impact on home sharing. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances - usually for holiday homes or weekenders only.
Section 5: Strata Regulation - By-laws which could prohibit hosts from sharing their own homes would see strata residents treated as second class citizens. Current rules in NSW do not allow by-laws that ban hosts from sharing their own home, and this would be a step backwards for NSW.

To maximise participation in the sharing economy, any regulations should be clear and easy to understand and comply with, and also cost effective for hosts.

I encourage the NSW Government to follow the lead of South Australia and Tasmania, as well as other cities around the world, which have embraced home sharing and are reaping the rewards.

Saleh Shahinfar
Dear NSW Government,

I strongly believe in the right of people to share their houses and apartments across New South Wales in a responsible and respectful way, without extreme regulations like caps and costly registration processes. Please accept this as a formal submission to the Options Paper.

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The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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Section 5: Strata Regulation - By-laws which could prohibit hosts from sharing their own homes would see strata residents treated as second class citizens. Current rules in NSW do not allow by-laws that ban hosts from sharing their own home, and this would be a step backwards for NSW.

To maximise participation in the sharing economy, any regulations should be clear and easy to understand and comply with, and also cost effective for hosts.

I encourage the NSW Government to follow the lead of South Australia and Tasmania, as well as other cities around the world, which have embraced home sharing and are reaping the rewards. Finally, I am a single mum working full time to support my children which is expensive in Sydney. When my kids spend time with their dad, I have the opportunity to assist my finances by home sharing with AirBnB. I would find it difficult not to be able to do this!

Lisa Sharwood

5081
Dear NSW Government,

I strongly believe in the right of people to share their houses and apartments across New South Wales in a responsible and respectful way, without extreme regulations like caps and costly registration processes. Please accept this as a formal submission to the Options Paper.

Why do I host with Airbnb?

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I wish to support the following options:

Section 4: Industry Self Regulation - including industry complaints management and education which encourages responsible hosting and self regulation. Any Code of Conduct would need to be reasonable and representative of the home sharing community.

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To maximise participation in the sharing economy, any regulations should be clear and easy to understand and comply with, and also cost effective for hosts.

I encourage the NSW Government to follow the lead of South Australia and Tasmania, as well as other cities around the world, which have embraced home sharing and are reaping the rewards. My partner and I are in our 60’s and have been participating in the Airbnb life for over 3 years. We have a 30 acre bush property with stunning veiws,wildlife and a unique rustic cabin which we have rented out to both locals , interstate and visitors from all over the world . We have received nothing but 5 star ( Airbnb ‘s highest rating ) reviews . It has provided us with a moderate alternative method by which to avoid going on to the pension/welfare system . We have paid ,and continue to pay full taxes on all income derived from Airbnb through our fully accredited accountant. Any poor effort to try a one size fits all solution to our Airbnb situation, will obviously cost the Australian taxpayer vastly more , and will certainly cost the encumbent Government member the votes of ourselves our friends our guests and our bush community . We understand that this whole situation is a poorly disguised political lobby from the very powerful Hotel association . We point out there is no
alternative Hotel accommodation within a 60 mile radius of our location. The Government would be much better served to focus on the massive damage alcohol does to the community via this association.

Ruth Shaw

5082
I write to make a submission to the New South Wales Governments Short Term Holiday Letting Options Paper.

To outline my qualifications for this submission, I have been in the hospitality industry for 30 years, working in every sector of the industry from restaurants, cafes, food service businesses, hotels, reception venues and lastly and currently small scale accommodation. We are in a rural area and the short term accommodation sector provides an important “top up” to tourism accommodation availability in our region. We have a good mix of all accommodation styles in the area, hotels, motels, short term, share economy, guesthouses and even camping. I am currently an owner of a short term accommodation business and also run a full service bed and breakfast business. I have a good understanding of the issues and of the proposals relating to this submission.

I have read the proposals and options forwarded by the government and I disagree on some of them.

1. Imposing limits and caps is a logistical nightmare and depends entirely on the honesty of the owner. Although of good intention, this proposal will be horribly rorted and will only go towards further creating and supporting the black economy, which is no benefit to anyone bar the abusers - and there will be many!

2. Imposing regulations on only second homes - this will unfairly benefit those in inner city areas that let out their spare rooms through the sharing economy websites such as Air BnB. This has had a very negative effect of taking inner city rooms away from stock that would otherwise be rented on a long term basis (thus pushing up rental prices for the long term rental market). Stats for some inner city areas in both Australia and internationally indicate that short term rentals in inner city hotspots can make up a VERY significant proportion of rooms available in the market place, inflating prices and having the effect that those that actually have to work in the city cannot afford to live there. Commutes are lengthened, transport induced pollution increased, and quality of life diminished for inner city workers. Residential rooms rented out are often listed as shared but are often not tenanted and are a part of a large portfolio of properties rented out by the room by one person or agency, thus maximising rental return for the unit. In strata complexes these units often become party houses pr worse, hotbedding and overcrowding,, annoying neighbours with parking, rubbish and noise issues and effecting everyones amenity and right to a pleasant place to live. Not the answer either.

Imposing regulation regarding the number of nights available to book only on second homes will also have a huge impact on regional and rural economies. Short term lettings are very important to their tourist economy. I recently stayed at a central coast town that probably comprised 50% holiday homes that were let out as holiday rentals when owners were not using them. thus mitigating the costs of owning them. Having a viable holiday rental market ensures the survival of local businesses that cater to the tourist trade. If you limited the number nights per year, you would have an enormous impact on the small corner stores, cafes and associated businesses in that regional and rural local economy.

I prefer the model that regulations should be brought in for ALL short term rental properties - whatever their flavour. When i opened our 3 bedroom B&B 17 years ago, i had to get a DA approved by council, had to comply with fire safety regulations (smoke isolation, smoke doors, rated fire doors, back to base monitoring, fire resistant carpets, egress and emergency lighting systems, fire fighting equipment inspected 2 x a year, and food safety handling certificates for everyone who prepares food on the premises. It was all done to comply with the current regulations after the Childers Backpacker tragedy. Also, as it is deemed a workplace, all electrical items in guest areas
have to be tested and tagged regularly. It is costly, but this is a cost borne to operate my business. Why should I have to pay for all this (I live on site and will be on hand to help guests evacuate in case of fire) when self contained houses do not have to do ANY of these things. They provide everything that I do but with absolutely no regulation. I would suggest that all holiday houses, short term rentals and sharing economy room rentals listed on accommodation sites should have to apply for and produce a current approved DA to list, are inspected every year for fire safety and have to have a tax file number against the property to ensure monies received through this arrangement are considered income. At the end of each year, the booking websites will supply the tax department with the number and $ figure of bookings processed thru each TFN and this can be cross checked by the ATO. You would capture a huge percentage of the short term economy that is currently “black” and ensure only those who meet the folio of standards will be allowed to advertise on these sites - a win win for the safety of the travelling public and the ATO!

So in brief, I would suggest that an approved Council DA is required for everyone who wants to rent out their premises on a short term basis. I don’t suggest that the criteria is the same as for Hotels and Motels, but basic things such as fire, and safety, food certificates if they are preparing food for guests, periodic inspections to ensure standards maintained etc. A DA would also ensure neighbours are notified of intent and can object if necessary. Finally Tax file numbers should be mandatory to list on any accommodation vending website selling Australian rooms.
I think these measures will go someway to appease the Hotel industry who like me, have to meet a raft of regulation and provide a better and safer experience to the travelling public, not to mention increase revenues to the ATO!

I submit these ideas and opinions and hope a good outcome for all can be achieved.
With kind regards

Bronwyn Shead

5083
Dear NSW Government,

I strongly believe in the right of people to share their houses and apartments across New South Wales in a responsible and respectful way, without extreme regulations like caps and costly registration processes. Please accept this as a formal submission to the Options Paper.

Why do I host with Airbnb?

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I wish to support the following options:

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Section 5: Strata Regulation - By-laws which could prohibit hosts from sharing their own homes would see strata residents treated as second class citizens. Current rules in NSW do not allow by-laws that ban hosts from sharing their own home, and this would be a step backwards for NSW.

To maximise participation in the sharing economy, any regulations should be clear and easy to understand and comply with, and also cost effective for hosts.

I encourage the NSW Government to follow the lead of South Australia and Tasmania, as well as other cities around the world, which have embraced home sharing and are reaping the rewards.

Colin Shears

5084
Dear NSW Government,

As a guest who has travelled to NSW using the Airbnb platform in the past 12 months, I strongly believe in the right of people to share their houses and apartments. I absolutely embrace my responsibilities as a guest to treat hosts’ homes in a responsible and respectful way, and I know that Airbnb’s review system keeps hosts and guests accountable for their travelling behaviours.

Extreme regulations, and red tape like caps and costly registration processes could severely affect my ability to travel using Airbnb and restrict my choices as a traveller. Please accept this as a formal submission to the Options Paper.

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Danielle Shehab

5085
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YI SHEN

5086
Dear NSW Government,

I strongly believe in the right of people to share their houses and apartments across New South Wales in a responsible and respectful way, without extreme regulations like caps and costly registration processes. Please accept this as a formal submission to the Options Paper.

Why do I host with Airbnb?

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism. Home sharing also allows grand parents like myself to spend quality and nurturing time with grand children who are our future instead of turning to day care centres.

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Christiane Shepherd

5087
Dear Sir/Madam

My view on STHL is that Strata Plans need to have the right to decide for themselves whether they allow short stays, prohibit them or allow them with conditions. They should have the right of self determination.

Regards
Ian Shepherd

5088
25 October, 2017

The Director, Housing Policy Department
of Planning and Environment GPO Box
39, Sydney NSW 2001

sthl@planning.nsw.gov.au

Dear Sir/Madam,

SHORT TERM LETTING OPTIONS PAPER, SUBMISSION

I commend Government on the Options Paper and for the opportunity to make comment.

I do not intend to touch on the many details of the possible impacts on our day-to-day living that I know are widespread in the strata community, and sitting behind the anxieties and concerns. I anticipate many others will make such comments.

I have owned and lived in for 20 years. The capital value of my apartment represents a significant part of my overall assets. I know I am not the only owner who is not comfortable with the possible changes to allow short term letting. This is our home, not a hotel. I bought knowing the building has been consented as residential, and would not have bought if it had been commercial.

Early in the life of the building our strata committee established a bylaw requiring a minimum three month letting period. This was discussed at the time with owners at a general meeting and received unanimous approval, and there has been no later suggestion from any owner that it should be reviewed. The building has had isolated instances of short term letting recently, apparently mainly through a simple lack of understanding by the owner, and all incidents have been resolved amicably.

My comments and recommended actions are summarized as follows:

1. I accept that owners and tenants will have people staying in their apartments, with guests being friends, other contacts, and strangers as part of swaps; this has been operating forever. But I am strongly opposed to this becoming a commercial enterprise driven by income generation.

2. This is early days for the likes of Air BnB and similar commercial enterprises, and I and many others believe it is an industry that will grow in the future, and potentially negatively impact more and more owners.

3. Strata living has become commonplace, and is set to become the predominant form of city living in future decades. The issue of short term letting will only become more contentious with time so I support Government's moves to get it sensibly sorted out now.

4. It takes a little time living in a building such as ours to understand the results of the give-and-take required by all owners and residents for the building to
remain harmonious. Our owners do work at it, and we do have a place we can feel is home. Transient strangers cannot understand this.

5. The current property law must be changed to recognize this. It must recognize that in living in close proximity to others no single owner or resident can do what they like irrespective of the effects on their neighbours. A law change must be implemented soon.

6. Who better is there than the building’s owners to decide whether their building should be made available for short term letting? Each Owners Corporation already uses democratic processes to make so many decisions on the operations of and the culture within its building. I am unequivocal in believing the OC must also be given the right to determine whether short term letting is an agreed activity in its building, at a general meeting and with proper prior information and discussion that ensures all owners can make an informed vote.

7. And if Government imposes that all buildings cannot refuse short term letting, who is going to determine the unwinding of the s88 Council consent condition that we already have in place, taking account of the inevitable diminution of my capital value that will undoubtedly follow?

Yours faithfully,

Joan T Sheridan

5089
Dear NSW Government,

Please don’t interfere with Airbnb, it’s awesome, easy to use and makes traveling interesting as opposed to boring hotels and motels. I have stayed in 6 NSW regional towns using Airbnb, all of my stays were wonderful and unique. As a guest who has travelled to NSW using the Airbnb platform in the past 12 months, I strongly believe in the right of people to share their houses and apartments. I absolutely embrace my responsibilities as a guest to treat hosts’ homes in a responsible and respectful way, and I know that Airbnb’s review system keeps hosts and guests accountable for their travelling behaviours.

Extreme regulations, and red tape like caps and costly registration processes could severely affect my ability to travel using Airbnb and restrict my choices as a traveller. Please accept this as a formal submission to the Options Paper.

Why do I travel to NSW using Airbnb?

Local hosts make valuable recommendations of their favourite cafes, restaurants and shops so that small businesses get a boost from local tourism, with a ripple effect of supporting jobs in these communities.

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To maximise participation in the sharing economy, any regulations should be clear and easy to understand and comply with, and also cost effective for hosts.
I encourage the NSW Government to follow the lead of South Australia and Tasmania, as well as other cities around the world, which have embraced home sharing and are reaping the rewards.

Greg Sherlock

5090
Dear NSW Government,

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Sarah Shields

5091
I write to make a submission to the New South Wales Governments Short Term Holiday Letting Options Paper. I do not believe that the same rules should be applied to holiday homes that are being considered for apartments and room sharing in strata properties in the city. Short-Term-Rental is a key part of the visitor and tourist economy of regional cities and towns. If some of the proposed options are put in place, it could be too burdensome to rent out holiday homes. If this happens then jobs will be lost and the economy will be starved of much needed tourist income in regional New South Wales. I urge you to treat holiday homes differently to other short term rental and listen to the voices and concerns of homeowners.

It would not be viable for us to operate for that extra cost as at the moment we are just getting enough income to cover the cost of operation, rates and utilities. We employ cleaners and gardeners and on top of that the massive cost of electricity. If the government would treat us like hotels, we will be forced to sell out, retire and just receive pensions from the government.
Dear NSW Government,

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Francesco Shriidhara
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Terry Shuman

5095
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Sheryl Sidery

5096
I wish to address the issue of STHL in Strata Schemes specifically in metropolitan areas zoned residential where the owner is absent for the duration of the lease. I make the following observations:

1. The Paper appears to emphasise a self-regulatory approach to the conduct of STHL and the whole of Section 4 is regarding self-regulation. If this is the case, then Owners’ Corporations (OCs) ought to have the powers to self-regulate and allow or ban STHL on the property, by majority vote. If owners wish to ignore the express wishes of the majority of their neighbours, they will just make arseholes of themselves and be as popular as a rotten fish, whether they have “rights” or otherwise. Further, their guests can be made to feel unwelcome by the other residents and their holiday can be easily ruined, leading to bad reviews and bad blood. I wonder how the person who appealed to NCAT against the STHL ban in her Woollahra building is finding life now. I certainly wouldn’t want to have STHL guests if the majority didn’t want it.

2. If OCs have the power to ban STHL, then the market will decide whether it is a good idea or not by being reflected by the market value of units in buildings with a ban vis a vis units in STHL friendly buildings. If individual owners want to have STHLs, then they can purchase in buildings that are STHL friendly; if individual owners don’t want STHL, then they can buy into buildings that ban it. The people that want to have STHLs will live with like-minded neighbours and their guests and vice versa. This way everybody is happy.

3. The STHL operators such as Airbnb only show reviews, and receive complaints, from providers and guests, not neighbours, so self-regulation by operators ignores the impact on the community outside of the transaction. Allowing OCs to self-regulate and ban STHLs obviates the need to complain or enforce anything.

4. Given the “paucity of information relating to the impacts associated with STHL” (page 14), then surely the people on the ground, ie the residents, of Strata Schemes, should have the final say on whether to allow it or not. I iterate that allowing OCs to self-regulate or ban STHLs obviates the need to complain or enforce anything.

5. Finally, I cite a couple of instances of where STHLs have adversely impacted upon other residents. In a building in Manly, when a particular unit is let for short term, every school night at 11.10 pm, (the building is ten minutes’ walk from the pub which closes at 11) the tourists gather on the balcony to party on, making noise and disturbing residents. The rest of the building are residents and they must go to work the following day thus holiday makers and residents are incompatible neighbours. The second example is in my building, where one unit is let for executives for periods of at least four weeks. These people are generally from overseas and are well behaved but they rarely seem to “get” the rubbish recycling requirements; in one instance they came from Dubai and another they came from South Africa so they were probably used to having slaves clean up after them. This means either I sort it out for them or I have to knock on their door and explain it to them. If we had STHLs in the building, I would be doing this all the time, and I find this onerous. If badly behaved guests are in residence for only a weekend or a week, enforcement of the rules is impossible and the other residents suffer.

To summarise the above, allowing OCs to allow STHL or otherwise is a no-brainer for the government; just the sort of decision they are best at making! It obviates complaints and enforcement issues, people are given the choice to own and reside in STHL friendly or STHL banned buildings, the guests will be more welcome in specifically STHL friendly buildings, and friction
between the two types of owners (pro- and anti-STHL) is avoided. The only downside is that people who want to have STHL guests in buildings that ban it, a minority by definition, will have to sell and move into a building that allows it if they are so determined; though ultimately everyone is happy.

Regards,
Nicholas Siebold

5097
Dear NSW Government,

As a guest who has travelled to NSW using the Airbnb platform in the past 12 months, I strongly believe in the right of people to share their houses and apartments. I absolutely embrace my responsibilities as a guest to treat hosts’ homes in a responsible and respectful way, and I know that Airbnb’s review system keeps hosts and guests accountable for their travelling behaviours.

Extreme regulations, and red tape like caps and costly registration processes could severely affect my ability to travel using Airbnb and restrict my choices as a traveller. Please accept this as a formal submission to the Options Paper.

Why do I travel to NSW using Airbnb?

Local hosts make valuable recommendations of their favourite cafes, restaurants and shops so that small businesses get a boost from local tourism, with a ripple effect of supporting jobs in these communities.

I wish to support the following options:

Section 4: Industry Self Regulation - including industry complaints management and education which encourages responsible hosting and self regulation. Any Code of Conduct would need to be reasonable and representative of the home sharing community.

Section 5: Strata Regulation - This includes options for by-laws to manage visitor behaviour and to receive a revenue share from home sharing. I would also support rules to deal with bad actors and isolated incidents of unruly behaviour. I would not support a regulatory environment which allows Owners Corporations to ban outright short term rentals.

I wish to register my opposition to the following options:

Section 5: Strata Regulation - By-laws which could prohibit hosts from sharing their own homes would see strata residents treated as second class citizens. Current rules in NSW do not allow by-laws that ban hosts from sharing their own home, and any change to this would be a step backwards for NSW.

Section 6: Planning Framework - A planning framework including caps and restrictions would have a negative impact on home sharing. The planning frameworks in both South Australia and Tasmania don’t include any caps on nights at all.

Section 7: Registration or Licensing - A registration or licensing system to share your own home would have a negative impact on home sharing. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, most home sharing requires no approvals. For others there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances - usually for holiday homes or weekenders only.

To maximise participation in the sharing economy, any regulations should be clear and easy to understand and comply with, and also cost effective for hosts.

I encourage the NSW Government to follow the lead of South Australia and Tasmania, as well as other cities around the world, which have embraced home sharing and are reaping the rewards.
Kerim sijercic

5098
Dear NSW Government,

I strongly believe in the right of people to share their houses and apartments across New South Wales in a responsible and respectful way, without extreme regulations like caps and costly registration processes. Please accept this as a formal submission to the Options Paper.

Why do I host with Airbnb?

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I wish to support the following options:

Section 4: Industry Self Regulation - including industry complaints management and education which encourages responsible hosting and self regulation. Any Code of Conduct would need to be reasonable and representative of the home sharing community.
Section 5: Strata Regulation - This includes options for by-laws to manage visitor behaviour and to receive a revenue share from home sharing. I would also support rules to deal with bad actors and isolated incidents of unruly behaviour. I would not support a regulatory environment which allowed Owners Corporations to ban outright short term rentals.

I wish to register my opposition to the following options:

Section 6: Planning Framework - A planning framework including caps and restrictions would have a negative impact on home sharing. The planning frameworks in both South Australia and Tasmania don’t include any caps on nights at all.
Section 7: Registration or Licensing - A registration or licensing system such as fees to share your own home would have a negative impact on home sharing. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances - usually for holiday homes or weekenders only.
Section 5: Strata Regulation - By-laws which could prohibit hosts from sharing their own homes would see strata residents treated as second class citizens. Current rules in NSW do not allow by-laws that ban hosts from sharing their own home, and this would be a step backwards for NSW.

To maximise participation in the sharing economy, any regulations should be clear and easy to understand and comply with, and also cost effective for hosts.

I encourage the NSW Government to follow the lead of South Australia and Tasmania, as well as other cities around the world, which have embraced home sharing and are reaping the rewards.

Hannah Silverton
Dear NSW Government,

I strongly believe in the right of people to share their houses and apartments across New South Wales in a responsible and respectful way, without extreme regulations like caps and costly registration processes.

Life in Australia is now harder and more stressful, so do not put extra stress on people. Support them in supporting themselves.

Please accept this as a formal submission to the Options Paper.

Why do I host with Airbnb?

My house is a holiday house and it has to be on AirBNB as well as other holiday websites.

I wish to support the following options:

Section 4: Industry Self Regulation - including industry complaints management and education which encourages responsible hosting and self regulation. Any Code of Conduct would need to be reasonable and representative of the home sharing community.

Section 5: Strata Regulation - This includes options for by-laws to manage visitor behaviour and to receive a revenue share from home sharing. I would also support rules to deal with bad actors and isolated incidents of unruly behaviour. I would not support a regulatory environment which allowed Owners Corporations to ban outright short term rentals.

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Section 5: Strata Regulation - By-laws which could prohibit hosts from sharing their own homes would see strata residents treated as second class citizens. Current rules in NSW do not allow by-laws that ban hosts from sharing their own home, and this would be a step backwards for NSW.

To maximise participation in the sharing economy, any regulations should be clear and easy to understand and comply with, and also cost effective for hosts.

I encourage the NSW Government to follow the lead of South Australia and Tasmania, as well as other cities around the world, which have embraced home sharing and are reaping the rewards.

Fiona Sim

5100