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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.

Joanne Jeffries

1216
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?

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Jordan Case

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Peter dudley

1218
Dear Sir/Madam,

We find your intention to allow short term holiday lettings, even though our strata by laws prohibit this. It would mean that the collective ownership is being disregarded for the benefit of one or for the benefit of a very small minority. We accept the freedom of action for individuals, but not if its contrary to the interest of the majority and strongly express that every strata plan must be able to determine whether they want short term rentals or not.

Sincerely

Manfred & Beatrice Zimmer

1219
Dear NSW Government,

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Kirk Pengilly

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Sandra Brandon

1221
Director,

Housing Policy

Department of Planning and Environment

Dear Sir/Madam,

I am the owner and live at Macquarie Street Sydney, part of the Bennelong Buildings.

I am very concerned about the possibility of my apartment building becoming a pseudo hostel by allowing unit holders leasing to individual tenants on short term (daily) basis.

My building was never designed nor was it approved by your Department (or Council) to be a hotel. These activities (if allowed) will impact on genuine residents leading to conflict and no doubt litigation.

Apart from impacting on the residential character, short term tenants have a different attitude to their occupancy as they are here today and gone tomorrow. I would suggest that many of these tenants will have no regard for other occupants and will not be conacred how much noise and damage they make. Because of high rentals many short term tenants will think they have the right to “party” when they like in a residential building.

Of particular concern is the location of the buildings in the Bennelong Complex including No.5. On many occasions the surrounding footpaths and roadway are pact with tourists visiting special events at the Opera Complex. There is a real risk that short term “part” tenants will cause objects to fall off the balconies onto the pedestrians below. Particularly as the tenant will be unaware of the dangers.

Short term lettings will add to the costs of maintain the building to the detriment of owners and long term tenants. I believe the Owners Corporation which represent the rights of all owners should have the power to create the by-laws for the proper functioning of the building.

As a benchmark a short term basis should have a minimum period of 2 months. If short term leasing is allowed many apartment buildings will become unregulated hotels leading to abuse and criminal activity.

For these and other reasons I am opposed to the change in law regarding short-term holiday letting.

Yours sincerely

Robert Constable .

1222
Dear NSW Government,

I have been an Airbnb host for several years. Not only do I have more people staying with me, but I recommend local businesses and shops for them to use while they are here. I pay my proper taxes on any income from this and I am contributing to society and the community. This income helps my pay my mortgage and it’s very safe as I only ever use the Airbnb site for bookings, so they have the guest bank details and other information. 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.

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.

When I want a hotel, I book a hotel. When I want a homestay, I book with Airbnb and allow others to book with my Airbnb.

Julie Watson

1223
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David

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Gabrielle and Richard Shearman

1225
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. I believe that the choice to stay in a home share or a conventional hotel/motel situation should be up to the individual and not controlled by Government. However I do understand that safety and health regulations should be implemented for the safety of guests and hosts.

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Carolyn Fairweather

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Lee Hua

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Susan colliton

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Raylee Selway

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Nicola Stanford

1230
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.

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SaSa Yap

1231
Dear Director  

**Short-Term Holiday Letting in New South Wales**  

I refer to the Options Paper on short-term holiday letting in New South Wales. I strongly urge the State Government to preserve the right of each Owners’ Corporation to determine whether to accept or reject short term lettings in their building.  

I have lived in my apartment building for over 10 years and for as long as I can remember our by-laws have prohibited rentals of less than three months. This by-law was put in place well before the recent popularity of Airbnb.  

The concern with short-term letting in an apartment building is the impact on the other owners. Short term renters are more likely to treat an apartment building as a hotel rather than a home, particularly where the apartment is in a sought-after tourist area. There is likely to be more noise, more use of common property, and more physical damage and wear and tear to common property facilities. This is an added cost to owners in an apartment building that is unlikely to be recovered from the relevant owner or short-term renter, assuming it is possible to identify the person causing the damage.  

Individual owners’ corporations should have the right to determine whether they are prepared to take on the additional risk of permitting short term rentals in their building. The wishes of the majority of owners should not be disregarded. By allowing each owners corporation to regulate in this area, individual circumstances can be considered.  

I live in the Bennelong complex at Circular Quay. Given its location and the increasing events occurring in this area, short-term letting in the complex would have an adverse impact on the building. There are sufficient negative impacts on residents in the complex due to events such as New Years’ Eve and Vivid taking place around the complex, without having the added impact of additional guests during this time treating the building as a hotel – in fact worse than a hotel as there are no hotel staff monitoring behaviour. Of concern would be the possibility of parties taking place on balconies which could result in objects being thrown onto the street below.  

Yours sincerely  

**Donna Awad**

1232
Dear NSW Government,

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Joshuah Wall

1234
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sabine schwarz

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Nicole Hardie

1239
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.

Jill

1240
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Joan Anderson

1241
There are a number of issues and I think at the base of it all is the reality that each local government area will have a unique set of issues in response to the growth of unapproved accommodation providers and they need to be allowed to respond to them. However I do see that they may need to be directed to do so proactively rather than reactively, which is the current situation in most regional areas that I am aware of and it is causing problems.

**Professional Tourism Operators**

I hear the operators of platforms like airbnb suggesting that if you want tourists you need to support their platform and allow them a fairly free hand. However and I am extremely familiar with the airbnb platform as host and traveler - the airbnb platform is not supportive of regional tourism. Yes they allow hosts to build local tourism guide books of a sort within their platform, but they do not allow hosts to send through web links, email addresses or phone number. This is a protection for their business, but it hampers tourism significantly as we can not send links to the various places people might like to get around to while they are here. I have worked hard to put together a pretty good little guide book for our area (link to it here: [http://online.flowpaper.com/79750743/TheGuide/](http://online.flowpaper.com/79750743/TheGuide/)) but I can't share this with my guests if they book via airbnb.

As a professional tourism operator I take great pride in the hosted experience my guests have. Return visitors are the success story for any business but for the tourism industry it is the cornerstone of the success for the accommodation provider, the cafes, the shops, the petrol stations, for everyone. This can not be underestimated. I have seen a devaluing of what it means to be a professional tourism operator as a result of the flood of people who quite openly just want to make a few dollars out of their spare room, or their rental property - or even their garage (don't laugh, there is a garage on airbnb just around the corner from us!) While some people do do a great job the issue is that it is unregulated and this has to change.

**Loss of rental properties**

A growing issue in our area is the loss of rental properties from the rental market as people see the opportunity to make more money by offering short term accommodation instead of offering their property for rent. This in turn is pushing prices of rent up and creating deeper social and economic issues for our region. I do feel concerned on this front in particular in towns like Uralla. We are near to Armidale, where rental prices are already inflated, and the loss of rental properties is cause for concern.

**Accommodation Demand**

As an event organiser I am very aware of the spikes in event demand for accommodation. For Uralla these are not common and so it would be ideal to have a system where we could permit the renting of spare rooms, a vacant home, for a specific number of nights a year or for specific periods. I think this would be a simple approval from the local council and just provide some safeguards for neighbours and for the standard of accommodation for guests.

**Regulation**

I do feel we need a two tiered system that is applied at the local government level on a proactive basis - as opposed to the current reactive basis. First tier - restricted nights option, where people apply to council for permission to operate a short term accommodation business for the period of time and/or number of nights that are permitted within their...
LGA. Second tier - anyone wishing to offer their property for accommodation must apply to their local council and have permission to do so. Councils must be required to proactively follow up on unapproved operators.

This would also support the tourism networks that are provided by Councils and the State Government. At the moment when someone is approved to operate they are allowed to list on their Council website as an accommodation provider. That in turn feeds them in to the Destination NSW accommodation listings. Those listings are in turn reflective of a certain standard and professionalism in tourism that is an important layer of trust for travellers.

I would also like to see some level of inspection to ensure things like fire regulations are adhered to, taps do actually have running water, there is a toilet, people are not actually renting a garage (!), and other disasters that would put people off returning to an area. This is key for small regional centers, a good experience with one operator ensures a return trip, probably a longer trip. One bad experience ensures not only no return trip but terrible word of mouth, and people take it out on the town or the region - they don't just complain about the accommodation provider. “Don't go to Uralla, I had a terrible experience there”.

I hope this makes sense, I would be glad to talk more with anyone if you felt this were helpful.

Kind regards

Tara

1242
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Manish Jain

1243
Dear Sir/Madam,

Thank you for your quick reply confirming email submissions. I am making this submission in response to the STHL options paper of 20 July 2017.

We are owners of both a strata apartment and a free-standing dwelling in Sydney. We are a frequent user of STHL globally as a guest but do not act as a host for STHL. We are also a frequent hotel visitor globally.

This is a complex issue and we welcomed the thoughtful approach to the options paper. In terms of the options in the paper I would like to offer the following submission.

- **Registration**
  - I believe it is fair and important that all STHL operators be registered both for management of safety and amenity issues as well as compliance with any other regulatory approaches.
  - Conceptually STHL operators are working as a business (generating revenue and incurring expenses) that provides services that can affect the health and safety of people.
  - It is common, if not 100% required, for any other such business to be registered so an exception for STHL operators seems inappropriate.
  - This has a benefit of assisting with tax collection as well
- **Industry self-regulation**
  - As a firm believer in self-regulation, I believe this is most effective when linked with registration to assist with compliance monitoring and to allow effective data collection
- **Planning regulation**
  - I agree that consistency of regulation is important.
  - I am not convinced that generally limiting the length of a stay or the number of bedrooms would have much impact on the safety and amenity of others.
  - I do believe that different regulations could apply where the host is present versus not present.
  - I also believe that limiting the maximum number of days/year (or requiring different types of registration for more than a certain number of days/year) would alleviate some of the pressures caused by STHL
- **Strata regulation**
  - If self-regulation is appropriate for industry, it is appropriate for strata communities. As the options paper noted, prohibition is allowed in self-regulation so I believe it is inconsistent to deny owners corporations that same right.
  - Non-large strata schemes (less than 100 lots excluding car parking and ancillary lots) are often close-knit communities where the amenity of the owners could be severely disrupted by STHL. Allowing the owners corporation to require the presence of the owner for STHL would undoubtedly mitigate against the more problematic types of behaviour and would also assist with enforcement.
  - It could also be appropriate to require owners corporations to specifically allow STHL for more than a given number of days/year (per unit) in order to strike a balance in rights.
  - The benefits of providing owners corporations with the power to enact by-laws to deal with visitor behaviour and compensation from STHL operators should not be over-stated. In most problematic cases the visitors would have departed before such measures would take effect (even the most basic lodgement of a complaint, initial hearing etc would take at least 1 week which is longer than most stays).
If any of the above would benefit from further clarification, please do let me know.

Kind regards

Michael Rehkopf

1244
28th September 2017

Director, Housing Policy
Department of Planning and Environment
GPO Box 39
Sydney NSW 2001           STHL@planning.nsw.gov.au

Dear Sir/Madam,

Re: Short Term Holiday Letting

We refer to your options paper on possible ways to regulate short term holiday letting, ranging from industry self-regulation to licensing operators.

Appropriate regulation is required to protect community, housing affordability and neighbourhood amenity. However, owner corporations must have the power to approve, limit or ban short term letting, and to set limits on when a home can be let on a short-term holiday basis.

We urge you to ensure that apartment owners continue to have the right to determine, using by-laws, whether to accept or reject short term lettings in their building. It is essential that appropriate regulations to protect all stakeholders be adopted and we submit that your proposal should not proceed for the following reasons:

- Positioned at 1 Macquarie Street, next to the Opera House and looking over Circular Quay and the Harbour below, the windows and balconies of our building overlook constant, large crowds of tourists and visitors to this busy precinct. Allowing Short Term Letting in buildings such as ours could give large numbers of unknown people access to our building and to the crowds below. These short term tenants could be irresponsible or deliberately harmful and, without permanent ties to our building, would have no concern for the consequences of their actions. Giving short term tenants access to buildings such as ours and to the crowds below, potentially with no security checks or identification checks being performed, puts the safety of visitors to this precinct in danger and we strongly urge you not to allow that to happen.

- Given the location of our Bennelong Complex and the increasing events (NYE, VIVID etc.) occurring in and around the precinct, if this Short Term Letting restriction is removed it is likely to have a very negative impact on the Complex. This complex is likely to be used as an alternative to a Hotel and the complex was not designed for this kind of use.

- If short term tenants damage common property, the recovery of costs to repair that damage is limited. Depending on the frequency of movements through the building by short term tenants, there may be additional costs of wear and tear caused by the endless stream of occupants. Who bears that cost?
• The building’s insurance may need to be increased putting an unfair burden on all owners.

• Short-term letting requires increased monitoring of security and management of access cards.

• The Owners Corporation acts in the best interest of the whole complex and this proposal will remove the decision-making and control of this.

It is vital that Owners Corporations are allowed to retain the right of veto regarding the use and management of individual properties within their building and, most importantly, to control access to and use of common areas within their building.

Yours faithfully,

[Signature]

Peter and Kea Icklow

1245
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Steve Butler

1246
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. I believe this is adding to the tourism appeal of Australia and its regional areas. I myself enjoy the opportunity to have a more personal and real experience when travelling in Australia or overseas by using home sharing accommodation. I believe there is generally a true respectfulness between hosts and guests and both appreciate the opportunity that home sharing provides. You get to experience a local area in a much more personal way almost as if you could be a local. I believe the home share industry has been great for local and regional communities offering work opportunities for those involved in cleaning, linen services, local cafes and restaurants, food suppliers. It also provides the opportunity for home owners to supplement income from a valuable asset. The growth in demand for such type of accommodation is testament to the enriching experience it provides for guests and travellers and I have seen the increase in demand for local businesses as well. Please accept this as a formal submission to the Options Paper.

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.

Pattianne Gay

1247
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.

I don't currently host with Airbnb, but I strongly believe in the model and I would probably host with them in the future.

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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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.

Frankly, I find the concept of any government regulating and taxing who we can share our home with to be difficult. AirBnB hosts aren't pretending to be hotels - people who use AirBnB do so because they like the model and they understand it. It should be clearly obvious that AirBnB fills a need in the travelling community that the well funded and well off hotel/accommodation sector doesn't.

Steve Hogben

1248
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.

It is a wonderful, warm sharing exchange to have a traveller stay as a guest in your hometown. We share a meal, talk over ideas, what they are doing in the world etc. It is a priceless goodwill exchange and for children also to experience this in a world where, more often than not, we are disconnected with humans and engaged electronically. It is good role modelling of spending time with others, especially if people don't have family close by. I am really disappointed not to be able to do this at the moment with council limitations and the world is a smaller, lonely place because of it.

I will continue to use Airbnb on my travels and look forward to the people I meet on the way. I also hope to have guests again, who were not noisy, not impacting on others and often visited for weddings, parties or family events.

Imagine how would new frontiers, explorers and pilgrims etc ever got anywhere if we did not open our hearts and doors to fellow travellers?

Please consider the goodwill and community this creates rather than us all living in our own solo bubbles.
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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understand and comply with, and also cost effective for hosts.

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other cities around the world, which have embraced home sharing and are reaping the rewards.

Julie Leal

1249
Subject: Submission-Short Term Holiday Letting in NSW

This submission, in response to the NSW government’s Options Paper, has been written by me as an individual but I have canvassed my Owners Corporation and all of those responding (a majority of Owners) support the following core position put forward in this document. This therefore can be said to reflect the views of the Owners Corporation Strata Plan.

This submission relates only to STHL within strata properties. Moreover it focuses on the short term letting of entire unoccupied properties over extensive periods of time - not on genuine sharing or on occasional or periodic letting of property that is normally owner occupied or on long term rentals.

Our strongly held position is that Owners Corporations should have the powers to pass by-laws that determine the conditions under which STHL is permitted.

Note that we do not believe that Owners Corporations should be able to pass by-laws prohibiting STHL but rather that they be enabled to manage the terms (eg frequency of lets, number of days let, minimum stays etc) of any STHL.

Wider impact on rental market

Before elaborating on our position regarding strata STHL, there is a larger issue that is of equal if not greater concern - the impact of STHL on the wider rental and affordable housing market. The Options Paper states ‘...the limited evidence currently available suggests that the impact of STHL on rental availability is negligible’. The Options Paper seems, as a consequence, to dismiss this as an ongoing concern. There is indeed very limited research or evidence available regarding the phenomenon of STHL, full stop. Prima facie, though, it is obvious that removing any quantum of housing from the general rental market in pursuit of the higher returns available in the STHL market logically must impact on rental availability. The only question is how great is this impact. While this might just possibly be a marginal impact presently, the Options Paper itself acknowledges that ‘There has been a rapid growth in short-term letting (STHL) both nationally and in NSW...’ perhaps it could be more accurately be said that there has been an explosion in the field of short-term letting. Thus the impact of STHL on the general rental market will almost certainly continue to grow at an exponential rate - at the very time when the NSW government is promising to improve renters’ rights as well as perennially expressing concern over housing affordability. So the government might want to future-proof any policy regarding STHL as regards impact on the rental market - on the reasonable assumption that, left to itself, the impact will only become more and more severe. (The government has applied a levy of $1 per Uber ride to compensate taxis for the disruption to their business, thus establishing a principle of compensation or transfer of benefits in the context of a disruptive economy - might the government foresee the same principle applying in relation to STHL?)

Special Consideration of STHL as Applying to Strata Living

The problems associated with STHL have particular resonance with strata living due to:

- common or shared rights/responsibilities are tightly intertwined with individual property rights in a way that is complex and unique to strata living. The ‘fourth tier’ of government, as strata is sometimes referred to, is a reality and reasonable restraints on property rights are arguably warranted. After all, do not local and state government place restrictions on all of our property in the name of the common good?

- the proximity of residents to each other and the sharing of common spaces means that residents’ entitlement to the use and enjoyment can much more readily be breached. Moreover, for the
majority their strata dwelling is their *home* and not simply a commercial enterprise so that the value placed on harmonious living circumstances are much greater.

- the Options Paper itself acknowledges that ‘holiday’ lets is a misnomer- that it is no longer confined to holiday making, but includes corporate and business trips, temporary accommodation while looking for long term rentals etc, etc. These uses are disproportionately likely to occur in metropolitan areas and in strata dwellings; hence there is far less seasonality to demand than might be the case in, say, Byron Bay. That is, letting within strata properties is far more likely to be *relentless* rather than episodic.

**Managing Impacts of STHL**

The Options Paper discusses the recommendation that Owners Corporation be given more powers to manage and respond to adverse behaviour arising from STHL. This focus on a post hoc ‘after the fact, fix the problem’ would be a nightmare. It would require Owners to undertake the fruitless task of policing behaviour and managing complaints mechanisms that would almost certainly be under resourced and slow to respond. This, in conjunction with a rapid turnover in the letting, makes reliance on strengthening ‘...owners’ corporations’ powers to manage and respond to STHL issues in strata properties’ appear to be a hollow and cynical cop out.

Far better to *prevent* negative consequences of STHL which could be more readily and practicably be done by establishing rules or conditions governing STHL - best done by Owners Corporation through discussion and mediation between individual owners and supported by legislation enabling Owners Corporations to impose conditions.

**Reliance on Self-Regulation**

There isn’t a shred of evidence that industry self-regulation would be effective - would the NSW Government be willing to allow ‘self-regulation’ of, say, development applications, vehicle road worthiness or determination of land taxes? Don’t think so.

The Options Paper documents that other jurisdictions have sought to regulate STHL- for example, that New York City, as of 21 October 2016, has legislated making advertising an entire unoccupied apartment for less than 30 days illegal. I learned about this regulation only a week ago when reading the Options Paper for the first time. Yet on September 17-22 and September 23-29 of this year I rented two entire unoccupied apartments through AirBnB in New York City - *and these were among hundreds of similar apartments in New York City freely advertised on AirBnb’s website.* Blatant and flagrant flouting of the law does not foster trust in the industry willingness to self-regulate, in my eyes.

The Options Paper states that most STHL operators provide complaint mechanisms for their listings such as a website or telephone number. AirBnB surely must be one of, if not *the*, major player in the STHL industry and I challenge you to find a complaints mechanism on their platform. (Even as a ‘guest’ user of AirBnB I have found it extremely difficult to access them in regard to problems - an internet search will yield a couple of ‘back door’ telephone numbers provided by others who have faced the same difficulty in making contact. I would hold out no hope should a third party attempt to have a complaint heard by AirBnB.)

The Options Paper relates that AirBnB is piloting a program (Friendly Buildings Program) which seeks to facilitate agreements between hosts and owners corporations to monitor and regulate the nature of STHL in each building. This seems exactly the way forward - and is precisely what our Owners Corporation is advocating. That is, that each strata property be permitted to develop and determine the conditions of STHL through discussion between owners -be they wanting to let their own properties out or not. **However this would only be possible if the owners collectively had the authority to make such determinations. The most obvious mechanisms would be the creation of**
appropriate by-laws under an established and fair decision-making procedure. Who better to make these determinations but the people whose property is at stake.

Susan Young

1250
I live in a block of units and have done so for many years. There are fifteen units in this building, some are owner occupied and others are rented.

Owners here tend to hold on to their units for the long term and tenants, also, tend to remain for long periods of time, mostly years.

As residential occupiers here, whether owners or tenants, turn over infrequently we are familiar with the people who live in our building and are on neighbourly terms with them. That is, we know who does and does not belong on the premises.

Short term letting, in what has always been a stable residential building, will undoubtedly have an impact on the tone of this strata plan.

Short term renters don’t always know or perhaps care about the by-laws. After all they’re only there for a short period. They are in a “holiday mood” and may not appreciate that other residents still have to get up for work or school the next day. Laundry drying on the balcony is another common practice of people on holidays. Being on holidays usually means having a limited wardrobe and therefore getting clothes washed and dried quickly is essential. Parking on common property is another contentious issue in most strata buildings. This could be exacerbated with unfamiliar vehicles on the property. It is breaches of such by-laws that will impact on the day to day living of long term residents.

New developments may choose to have short term letting as part of their by-laws on the registration of the strata plan. When prospective buyers are aware that short term letting has been approved for the building and their decision to purchase or not includes this knowledge then there are no surprises. Current strata owners, however, bought their properties when short term holiday letting was easily identified. Therefore, if they wanted a stable, suburban residential lifestyle they chose accordingly. If owner corporations don’t have the legal ability to prohibit short term letting then that choice is removed.

I don’t believe there are any truly effective mechanisms that can manage the impacts of short term holiday letting for occupiers of strata plans. Dispute resolution and/or mediation processes take months and by then the renters have vacated. It is a great impost on strata committees to have to monitor or approach short term renters breaching by-laws. If complaints regarding short term renters are referred to the strata’s managing agent then that may incur additional charges as this may be considered outside normal management duties.

Short term holiday letting’s greatest impact is on the harmonious, enjoyment of community living for long term residents. Therefore, the owners corporation should have the legal ability to prohibit short term letting.

Sincerely yours
Evelyn Collaro

1251
Dear NSW Government,

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Deborah bardwell

1252
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Chris van Zyl

1253
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.

Rowland Moye

1254
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Gabriele Rummel

1255
Thank you for the opportunity to provide a submission to Short Term Holiday Letting (STHL) in NSW Options Paper July 2017. For the purposes of context, my submission is based on my personal experience of living next door, in a residential neighbourhood, to short term holiday letting operations.

My experience is that the negative impacts on neighbours from this type of land use are enormous, to the extent that we have been considering selling our home of 17 years and moving elsewhere. It is clear that very firm and enforceable controls are required to regulate this type of land use if it is to peacefully coexist with permanent residents in residential neighbourhoods.

From a professional perspective, I am a Director of a Consultancy Company that employs 90 staff in the fields of town planning, urban design, civil engineering, project management and surveying. Twelve of our staff are town planners from whom I have sought advice in responding to the planning and regulatory framework presented in the Departments Option Paper July 2017. The STHL industry has provided data in regard to its job creation and benefits to tourism and based on this economic information it would be hard to disagree that there is not a role for STHL in providing tourist accommodation. Information provided by AirBnB to the Parliamentary Enquiry (submission Number 207 dated 1-12-15) refers to positive economic benefits, however their submission does not mention the negative impacts on some residents who live next door to these operations. The impacts on mental health caused by stress and anxiety as a consequence of lack of controls and accountability around these businesses, the constant use and the intensification of numbers of people using the facility can’t be measured in monetary terms.

The fundamental premise of creating and establishing land use zonings is to apply restrictions on incompatible uses, and to separate competing land uses that are likely to have disruptive impacts on each other (i.e. Residential zones verses Tourist zones). Whilst I understand the practicalities that some communities are reliant on this form of accommodation, it is very important that proposed changes to policy settings don’t undermine the fundamental principles of a residential land use zone and ultimately the neighbourhoods which many people are so heavily invested in both capital and emotional terms.

**Personal Experience and Issues**

By way of background I have lived on a waterfront property on Lake Macquarie for the past 17 years.
Myself and my wife Jenny have raised two (2) daughters in a tranquil and happy environment in which we have established long term relationships and friendships with many of our neighbours.

In October 2016, one of the adjoining properties was sold, with the new owners, who don’t reside on site, almost immediately establishing an AirBnB operation at the premises. Whilst I was aware that under Councils LEP this was a prohibited use (defined as a serviced apartment under LEP) we did not seek to prevent them from doing so, rather we had a talk to the owners to try and establish some operational parameters that would allow the operation to occur without unreasonable impact to us. The owners did genuinely try to work with us by implementing behavioural rules, limiting the number of occupants etc, however ultimately, they were unable to control guests behaviour which lead to us having to lodge a complaint with Council on 13th March 2017.

During this difficult period, which has brought great stress and anxiety to my wife, daughters and myself, the owners of the other adjoining property, who also don’t live on site, also established an AirBnB which operated for part of the summer period. We were therefore enduring the impacts resulting from simultaneous STHL operations on both sides of us for this time. Mercifully the second one is no longer operating. Despite Council requests for the first facility to cease operating, the business continues to do so on an almost continual basis.

Without going into the details of the numerous events, our experience as neighbours has been at times anything but positive. Whilst some guests have been respectful of the neighbourhood and environment where they are residing, unfortunately others have not. We have experienced:

1. Large groups of people arrive in excess of the hosts own rules;
2. Noise at all hours of the night;
3. Strangers in our yard who have come to the wrong house;
4. Guests being abusive to myself and wife in instances when we have been forced to ask them to comply with the hosts unenforceable rules;
5. Privacy impacts from an endless stream of strangers next door;
6. Drunken parties including “doe shows”; and
7. Monopolisation of on street parking.

From week to week, we have no idea who will be arriving next and whether we will be up for another sleepless night or not. The anxiety this is causing us is significant. Until ten (10) months ago our street was a peaceful residential neighbourhood where we have lived and raised our family. Since the AirBnB started, it has felt more like a quasi-tourist zone where transient guests arrive every few days in holiday mode. This situation has becoming demoralising and is unacceptable for a residential environment where the underlying land zone should be protecting our rights and amenity.

The problems we have endured are a consequence of the following factors:
1. The owners not living on site;
2. The number of guests on site;
3. The number of days of constant use; and
4. The high amenity of the area.
In regards the first point where owners don’t live on site, the hosts own rules cannot be enforced which results in the neighbours bearing the consequences. As there is no consequence or penalties for bad behaviour or breaking rules there is no accountability or deterrent.

After one disrupted night, the hosts told me that his guests would “receive a bad review on Airbnb”. This is hardly an effective deterrent to drunken party goers when trying to reason with them in the early hours of the morning.

In regards to the second point, at times, particularly in summer, large numbers of “visitors” of the guests have arrived with consequential effects on parking and people coming and going at various times of day and more problematic late at night. We therefore believe that occupancy limitations should be based on number of guests, including visitors and not number of bedrooms, which can easily be exploited.

In regards the third point, the property that is still operating is in almost constant use, it is like living next door to an unregulated hotel. The mental stress that this causes is difficult to articulate, our amenity has gone, the vulnerability of not knowing whether you are going to have to deal with problems at times becomes overwhelming. This is no longer the residential neighbourhood that we once lived and raised our family in.

In regards the fourth point, the amenity is the lake which is why we decided to live and raise our family in a beautiful residential environment. The amenity of the lake is also the attraction for the guests who upon on arrival generally stay on the property and maximise the use of the amenity rather than use it as a base to visit other parts of the region.

With the regular changeover of guests, this results in people who are all in holiday mode being less aware that they are residing in a residential neighbourhood and making full use of the property and environment for the full extent of their stay which occurs both mid-week and weekends. Part of the amenity includes common facilities in the form of a jetty, the waterfront areas are open and the homes are all in close proximity. We have had times over summer when guests monopolise the jetty and have also been using our own property. It’s like having strangers in your backyard and whilst in the early period it didn’t worry us, the constant use wears you down and your own tolerance levels are eroded particularly when some guests want to argue when you are trying to protect your own rights.

In summarising my personal experience, my wife and I chose to live in an urban environment, not a tourism zone and have invested both capital and emotional energy into our lifestyle and home which is currently under threat. As a consequence of the business operating next door, and its negative impacts, our home no longer feels like a home and at times it has become intolerable living here, one option for us is to sell, not because we want to, but because of what is happening around us.

Based on our personal experience and what appears to be the inevitability of STHL becoming a permissible use in residential zones, I have outlined below thoughts, based on the option paper, on what regulatory and planning framework could be provided to mitigate the impacts of STHL in residential zones. (NB I have provided no commentary on strata regulation).
Commentary on Options Paper
As stated previously, having read numerous reports, I understand that based on economic data STHL has a role to play in the tourism sector. As stated previously this needs to be carefully considered in the context of the potential erosion of the fundamental land use principles of residential zones which are used to manage and separate competing uses and their associated impacts. In regards the relevant questions posed in Appendix 1, I have provided responses to the relevant questions that apply to residential environments.

Impacts Associated with STHL
As outlined previously the impacts that we are most concerned with are:
1. Party Houses – where a property has a large number of rooms that can accommodate a large number of guests the likelihood of this occurring increases particularly in high amenity areas around lake and beaches;
2. Noise;
3. Privacy; and
4. Amenity – erosion of the neighbourhood as a consequence of impacts 1, 2 and 3.

Self-Regulation
The seriousness of the numerous issues that we have endured warrants Government Regulation to ensure that land use principles of residential zones are not undermined to the extent that pockets of high amenity residential areas do not, as a consequence of their amenity, become quasi tourist zones. There needs to be a means of dealing with poor guest behaviour on the spot as it is occurring. Self-Regulation has a built in conflict of interest and will not succeed - akin to Dracula minding the blood bank. When problems occur neighbours need the confidence and surety that issues are dealt with by an independent Government body which does not have a financial interest in the sector. The functions of the independent regulator could include:
• Monitoring;
• Compliance; and
• Issues fines and penalties for non-conformance.

I would suggest:
• A policy of 3 complaints within a 12 month period results in operation being shutdown for a period, similar to the way the hotel industry operates.
• All operators should have to display a contact number at the front of property for residents to be able to ring in circumstances where guests are not complying with rules. This number should be available 24hrs per day and should be the hosts number, not somebody who is managing the site. An example of this, after another disrupted night, which finished at 2.00am, where the guests were playing music and making noise, breaking the rules and disrespecting the fact that they were staying in a residential environment, resulted in the owner (host) sending me a text message at 7.20am saying “sorry, hopefully they will come over and apologise”, this despite the fact that the host had previously told me he would always have his phone on, at all times, to deal with any problems. When I rang him at 1.00am it
went to voicemail. Failure to answer the phone by the owner should constitute a “strike” for the 3 strikes policy.
• Funding for the independent regulator could be based on a licensing fee that requires registration of all forms of STHL. The licensing fee could operate on a sliding scale based on whether owners live on site or not, numbers of days operating per year, number of guests etc.
• The owners should be required to put all their bookings on a webpage that provides information on number of days use per year, this provides a level of transparency that allows all neighbours, councils and other stakeholders to view to ensure that thresholds of use are not being exceeded.

Regulation through the Planning System
Amendments to the LEP residential template which allows STHL in residential zones, needs to be carefully considered, noting that in many LGA’s, where owners don’t live on site, STHL is by definition classed as a serviced apartment which is prohibited. Ourselves and many more homeowners have purchased properties on the basis that we have chosen to live in a residential environment where we are part of a community that forms relationships with each other. What we have experienced over the last 10 months is the slow degradation of both our immediate neighbourhood and the amenity of our own home by the unregulated impacts of STHL and transient guests whom are essentially strangers to us. What we have experienced is the incompatibility of mixing holiday guests with permanent residents which is exacerbated by the amount of use, number of guests and lack of regulation through penalties
The key considerations are:
• Whether the owners live onsite or not (houses with no owners to police rules are more likely to be a problem, irrelevant of the number of guests);
• The location of the accommodation, some houses are simply used as a place to sleep whilst people explore the broader area whilst other houses are used as a destination in themselves and so people tend to stay put and enjoy the house (the later can often result in greater problems as they can tend to be used as a party house);
• Numbers of guests attending including visitors of guests (number of guests needs to include visitors);
• Any rule/regulation change should refer to number of guests not bedrooms, as bedrooms is open to exploitation;
• The number of days use per year;
• The availability of parking; and
• Who can be contacted when there is an immediate complaint to deal with and how can an owner be convinced to ensure their tenants conduct themselves properly and without disturbance to neighbours over the long term.

The key issue in terms of allowing for Short Term Rental Accommodation through the approval process and appropriate thresholds should all be set on the worst case scenario on how to do deal with the ones that go wrong.
APPROVAL PROCESS

Exempt Development
This should only be available in situations where:
• The STHL is registered and has a licence;
• The owners live on site; and
• There are no more than four (4) guests on site at any one time.

Where owners live on site they effectively police rules and control behaviour of guests.
Based on the information provided by AirBnB to Enquiry (Submission Number 207 dated 1-12-15) this should cover the majority of situations as it was stated that: “the majority of hosts (85%) rent their primary residents occasionally and earn a modest but significant amount of extra income they use to help make ends meet”

Complying Development
This should only be available in situations where
• The STHL is registered and has licence;
• The owners do not live on site;
• There are no more than four (4) guests on site; and
• The use is limited to 30 nights per year.

Development Application
This should be required in situations where:
• The owners do not live on site;
• There are more than four (4) guests on site; and
• The host wants to operate greater than 30 days per year.

Census data shows that the average household size is 2.4 people per household. The policy settings for complying development thresholds needs to carefully consider the consequential amenity impacts based on over intensification of numbers of people in the house and the number of days operating per year. The precautionary principle should apply as these guests are staying in residential environments, in our experience amenity impacts are greatly reduced when smaller numbers of people are staying. Smaller numbers are generally a couple or families. Allowing larger numbers of guests on a residential property increases the risk that the house becomes a party house, hence suggested threshold requiring a DA beyond four (4) guests.

Prohibited Development (In Residential Zones)
More than ten (10) guests on site should be prohibited in residential zones as – this is getting to the size where guests should be accommodated in Tourist Zones.
Location (Metropolitan vs Regional)
We live on Lake Macquarie which is part of the Hunter Region. Our home is located in a highly urbanised environment, where the majority of people are permanent residents with many of the homes, particularly around the waterfront in close proximity to each other. If our home was considered regional and a different set of rules were to apply I would be aghast. If there is to be a distinction it should be defined in the context of the land use possibly urbanised residential (where the majority of people are permanent residents) vs Rural. The potential amenity impacts of noise, traffic etc. would be much less significant in rural areas in comparison to urbanised residential neighbourhoods.

Number of Total Days per Year
The restriction on the number of days/year that a property can be used for the purpose of Short Term Accommodation addresses the issue of pockets of high amenity neighbourhoods being changed to quasi tourist zones. This could potentially be varied depending on whether a property is located in the inner city, suburban or rural setting.
In suburban locations where there is a high uniformity of land use, it would be more appropriate to limit the number of days let to 30 days a year (as per Complying Development Suggestion). This figure is consistent with Airbnb advice from ABC News 19-10-2016 (“Airbnb ban in Sydney, other parts of NSW not the answer, report tabled to Government says”) this article has reference to Airbnb Australia Manager Sam McDonagh stating that “majority of hosts made their properties available for 25 nights each year, on average, and generated about $4500 of income”. Limiting the number of days of use is consistent with other cities around the world, it also addresses the issue of loss of properties from rental pool for permanent people, addresses affordability, prevents properties becoming commercial operation/ventures in residential zones, prevents the potential impact of deterring investors from developing tourist accommodation in tourist zones due to uneven playing field in regulation/ability to attract guests, etc.

Summary of Options
Planning approval pathways based on whether owners are on site or not, limits on number of guests and limits on number of days of usage provide a greater scrutiny and can reduce amenity impacts on neighbours. In order to protect both the amenity of neighbours and the property rights of a residential land use zone there needs to be an independent regulatory body, possibly through Department of Fair Trading, that requires the registration of all short term rental accommodation. It is considered inappropriate for an organisation or even an industry group to be responsible for the regulation of the industry. Registration fees should be paid by operators and the fees can be used to regulate operators.
The owners of premises need to be held accountable, not just their guests. If a Short Term Rental Accommodation owner continues to allow their property to impact on neighbours they should be removed from registration and prohibited from operating. This would ensure owners actively participate in managing their guests.
Neighbours living next door to Short Term Rental Accommodation need to have their amenity protected and problems addressed within reasonable timeframes should an issue arise. Weeks on end of revolving noisy holiday makers is completely unacceptable in our neighbourhoods. Mixing of short term holiday letting guests with permanent residential occupants is fundamentally incompatible as my family has experienced. Based on these experiences it is critical that the policy settings are carefully considered to ensure that the economic arguments being presented don’t overwhelm the social considerations that have potential to undermine the rights of residents to enjoy the peace and amenity of their own homes of which they are heavily invested. If the government choses to make amendments I believe the regulation and thresholds presented in this submission would provide stakeholders with a framework that could addresses the problems we have endured. If the threshold settings are weighted to allow too many guests and too many days of operation without effective Government backed regulation the effect on the amenity of many people living in our community around the lake, as we have experienced, could be catastrophic. Regards

Michael Nelmes
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Joanne Allen

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Philippa cottle

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Ann-Marie Little

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Sally Sternecker

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Vitoria Borg-Olivier

1288
Dear Director

I participate in the short-stay economy as both a host and a guest.

As a guest, I love to visit new places and live like a local as I feel this lets you fully appreciate a new culture or locality, rather than staying at a cold or generic hotel. I usually chose to rent a whole dwelling, as I do like to have some privacy and space when I’m travelling. I’d like for you to consider taking measures that don't unfairly restrict the supply of good properties available for short-stay accommodation in great locations, as it provides an incremental avenue for tourism which is undoubtedly good for the economy. Whenever I travel I am respectful of the residents in the building or locality where I stay, as I think 99% of people are. I believe we need policy options that seek to penalise those who are disrespectful of their surroundings rather than make it more difficult for everyone else.

As a host, I let my beach house to others when my family isn’t using it. It is in a spectacular part of the Northern Illawarra coast, and I love the fact that others can enjoy it when we’re not there. The revenue from this helps us cover the significant maintenance and outgoing of the property, and keep it in great shape. We employ a number of local people to help with this, including a gardener, a cleaner, a pool technician and a handy man. We support local businesses and source everything we need from as close by as possible.

The house is freestanding and located on 2 acres. From a short-stay rental perspective I think it is ideal, as it is at a safe distance from neighbours, particularly from a noise and privacy perspective.

Despite being in a location that is low impact from a neighbour perspective, we are constantly subject to harassment from a vexatious neighbour, with whom we share a driveway. The access to our property is unusual, as the driveway passes over the neighbouring property before it gets to our gate. We have a Right of Carriageway easement over the driveway which entitles us or any guest to come and go without limitation.

Despite our clear legal rights, our neighbours complain that they don't like “strangers” using the driveway. They believe our guests may steal their possessions, and trespass on their land, neither of which they do. They don’t like cars parking on the public street despite it being a wide street with plenty of space, they complain when we have trades people enter our property to undertake improvements and basic maintenance. These neighbours have complained extensively to Wollongong Council with spurious allegations however the Council have not raised any issue with us.

We have taken measures to limit the impact on the neighbours including limiting the amount of traffic on the driveway chiefly by imposing strict limits on the number of guest on the property at one time. We provide clear instructions to guests to drive slowly on the driveway. I have come to realise that no matter what we do, the neighbours will never be satisfied unless we completely cease letting our house. In the interim they intend to use any means possible to disrupt the enjoyment of our property.
I am very fearful that a change in regulation will empower people like this who are only interested in their own needs. I ask the committee to protect property owners rights from this type of interference. I am also fearful of this matter being left to councils who can sometimes pander to NIMBY behaviour benefiting small local interest groups.

Of special relevance to my situation is the proposal to make short-stay accommodation a complying development. My property is zoned E3 meaning that it does not come under complying development provisions. If there were a move to make short-term holiday let properties a complying development, I would need to go through a costly Development Application process and run the risk of a remorseless campaign against my application from unreasonable, vexatious neighbours.

As a result I support:

- Confirmation of STHL as an exempt development
- No restrictions such as length of stay, number of bedrooms
- No restriction based on a property being a principal place of residence, or requirements for the host to be present. This is totally inappropriate in the beach house market, where people want to have privacy and rent the entire property.
- I am supportive of a code of conduct, and dispute resolution mechanisms.

Thanks you for you time considering my submission.

Regards
Edward McGuiness

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Jeff&Tracey Harrison

1290
SUBMISSION TO STHL REVIEW

The apartment next door to ours in Newcastle was rented as an Airbnb and the renter allowed the washing machine to overflow during the night, flooding the whole level of five units causing thousands of dollars of damage to the units and rendering them uninhabitable. The renter picked up their bags and walked out in the middle of the night leaving the Body Corporate and owners with months of restoration work and huge costs.

Our experience has been that Airbnb renters make excess noise, leave garbage on common property and are more likely to cause damage to common property than owners or long-term renters. They have no ownership or responsibility to the property nor any respect for longer term residents. At least tenants know they live in the Strata scheme and have paid a bond.

The life and amenity of long term residents in their strata apartment and on common property, can be ruined by Airbnb patrons who are there for very short periods of time and are not held to account for their actions.

We see that introducing any regulatory system will be a complete waste of time and we submit that strata scheme should be able to prohibit STHL in their schemes.

The wishes of the majority should be respected and long-term occupants should be able to live a peaceful, law abiding life in their own homes and not suffer the impacts of the party lifestyle of short term renters. The anxiety that goes with these experiences has a real impact on mental health and should not be taken lightly. People bought into a Strata Unit on the basis that is had body corporate by laws prohibiting short term leasing. This has now been thrown into doubt. People need stability to live their lives in peace and certainty, not worrying as to whether they will be able to sleep at night or not.

Body Corporates are run by volunteers who already have significant responsibilities. Putting the responsibility onto the to manage the problems that will occur if short term rentals are allowed in Strata schemes in unfair and unrealistic.

Thank you for the opportunity to make this submission.

Rhonda & Rod Morrison

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Marie Zammit

1294
Hi
As a user of airbnb and also as a host I would like to continue to be able to use airbnb & similar organisations and also be able to offer rooms to guests. I make the following suggestions;
Great way to travel & meet new people & experience a real community.
No need to regulated when its done in own home and no more than 2 bedrooms and host lives on site.
Problems seem to occur when no one lives on site and when too many people can be accommodated on the premises.

--
Louise Davis

1295
Dear NSW Government,

As self funded retirees we have spent our life paying Taxes and will never get a pension we rely on a passive income from our investments 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
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.

Michael Zammit

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Whilst the Options Paper does not canvass opinions on a potential bed tax, I would like to register my personal support for a bed tax that applies to all accommodation providers in the Byron Shire Council. Such a tax would go a long way to ensuring a sustainable tourism economy in Byron Bay to pay for much needed infrastructure and services.

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Chad Mangleson

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Amy Leiper

1300