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INTRODUCTION

1. Executive Summary

Our business Your Home Away from Home has been providing furnished rental accommodation in Sydney's Eastern Suburbs since 2005. In that time, we have welcomed over 5000 guests who have enjoyed stays in our properties ranging from 5 nights to 12 months and beyond. We currently manage 110 furnished residential managements

2. Business Overview

YHAFH operates as fully licensed estate company holding both a corporate license and has an appointed individual who holds a real estate license and operates as the licensee in charge We offer short term stays to holiday makers, corporate entities and families requiring personal accommodation for a variety of reasons.

3. Business Structure

Your Home Away from Home holds a real estate license and is regulated by the NSW Department of Fair Trading.

We manage all our booking transaction via a department of fair trading approved soft software supplier and all client funds are deposited into a regulated Trust Account with an Australian bank We abide by all legal requirements, local government and industry guidelines in the operation of our business.

The business is segregated into operational departments. This structure ensures that all aspects relating to both owner and guest can be managed in great details to ensure no aspects are missed for all stakeholders. The areas of our business structure are:

- Licensee-in-charge
 - Responsible for all aspects of the operation
- Bookings team
 - Responds to booking enquiries, receipts deposits and payments
- Property Management
 - Repairs and maintenance, payment of accounts, safety checks
- Guest services
 - Concierge style service...
- Trust accounting and auditing
 - Ensures financial compliance

4. Key protection Parameters

The key parameters that we have implemented into our business that allows us to meet all stake holder's requirements whilst managing short term rentals are summarized below

Ensure an industry accepted management agreement exists between the property owner and our agency

Obtain confirmation of ownership of the property (council rate, title deeds, water rate) to ensure the actual property owner is the person leasing out the property

Have a minimum night stay of 5 nights to ensure that you eliminate weekend only guests

Do not allow instant book. We engage with all guest prior to booking to understand that we know key factors such as – How many people in the guest group, split between adults and children, what is the purpose of their stay.

Each guest completes an on-line booking form which contains a strict party clause which allows for a substantial fine and immediate eviction.

We have a full-time guest relations manager on hand to satisfy any guest concerns which ensures a low level of anxiety

We manage and ensure all health and safety risk requirements are managed as per the requirements of the NSW fair trading legislation. This includes smoke alarm and fire safety management, pool and spa fencing, balcony and handrail meet building code regulations, window safety locks and attached blind cords.

5. Impacts Associated with STHL

A professionally managed property will dramatically reduce all of key impact areas as a professional property manager will have mitigating procedures and regulations to manage these impacts. Within all of our procedures, regulations and house rules we cover all impact areas including Noise, party house, Waste, Parking, Hazards and Evacuations.

6. Self – Regulation

An effective way to better regulate in the STHL space is to ensure the accountability of the host, owner or managing agent. The simplest way to do this is to promote proof of ownership of the property or at the very least owner consent before a property can be listed on listing portal. This is first level entry point for our business and immediately creates accountability.

The self-regulation tools outlined in the options paper have merit but would be far more powerful if they are attached to some accountability and or consequences if not adhered to. Merely having them available without a proper due process leaves 100% of the onus on the individual and if no consequences exist the like hood of self-regulation is lower.

7. STHL in Strata properties

Over 75% of our portfolio sits within the strata environment. As a professional property manager, we are sure to understand the owner's corporation requirements. We

ensure that all of the guests that occupy these spaces are fully aware of the expectations required of each owner's corporation.

As a statistical example in the last 2 years we have managed over 1300 guest stays and approx. 1000 of these have been in owner corporation buildings. Over this time, we have managed 5 owner occupier complaints including (2 for slamming the front entry door, one broken window in front foyer and tow for noise. On both of these occasions our guests were phoned by our afterhours guest relations manager and the noise stopped). The remaining 995 guests cohabitated with the owner occupiers in the various owner corporation buildings.

Changing the strata scheme to eliminate STHL is not the answer. Modify the schemes to ensure that owners operating under strata schemes should be using a licensed real estate agent to manage properties to ensure all stake holders requirements are managed. Changing the schemes to prohibit will not stop owners from doing and it will send it to a black market. Looking to prohibit STHL by changing the scheme will also ultimately result in litigation by owners against strata scheme managers

8. Regulation via Planning System

Having a property owner hold a license or having to register a property may assist in reducing the barrier to entry of the numbers being listed via the web portals.

If sites like Stayz and Airbnb and Trip Advisors could only list registered properties that were consented to by the actual, this would reduce the number of properties dramatically and it would also hold accountable the actual license holder to any ramification surrounding a breach of the license terms.

Having properties managed via licensed agents would also assist councils to professionally manage STHL properties.

9. Planning framework

Restricting properties to provide these services around parameters such as total days, / consecutive days/ length of stay / bedrooms etc. are almost impossible to police.

Our business operates well because we have implemented some of the key frameworks outline in the options paper.

The two key framework structures are

1. **Min days** – we operate minimum 5 days to protect our owner's properties and all stakeholders from party type behavior which is normally evident when properties are leased for short 2 or 3 night stays over weekends
2. **Presence of host.** We are very visible and available to all guest. This is not as policing mechanism but as a quality of service mechanism to ensure that each guest has a memorable experience.

10. Conclusion

In short summary we have been in this industry space for over 15 years and been working with owners, guest, council's owner's corporations and strata managers throughout these years.

We have welcomed over 10,000 guests in this time and have been able to work well within the STHL ecosystem. Our knowledge and experience can be of great value to the legislators who are looking to introduce the appropriate legislation required.

We would welcome the opportunity to meet with the governing authorities and to participate in forums and workshops to share our experiences