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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Trevor Jenkins

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I wish to make a submission to the New South Wales Government regarding Short Term Holiday Letting.

I am a property owner in Mosman NSW and let a self contained part of my property out from time to time to visitors from other parts of Australia and Overseas on a short term basis. The majority of my guests come here to visit their family and friends who live locally, but do not have the space to accommodate them. These visits are usually for special occasions like Xmas, birthdays, weddings & marriages etc. and whilst some visits are only for a few days many, particularly those who have come a long way, some stay for up to 4 weeks.

The part of my property I let is at the front of my house and consists of a large bedroom with ensuite, private entrance and balcony with off street parking. I class it as a Studio Unit suitable for middle aged couples in a quiet street. Most of my neighbours know about it and many of them have used it for their own families who want to be close to them rather than stay a large city hotel.

I know that many other people in my area and other areas as well must have similar circumstances and believe it would be unfair to regulate against short term letting on the basis of a small percentage of offenders. I understand most of the complaints that have been made are about apartments using room sharing in strata properties in the city and don’t believe that the same rules should be applied to all properties.

I have statements from several neighbours to confirm there have been no problems whatsoever of any kind from my property and I’m sure the same thing would apply to many others like mine.— a couple statements follow:-

1.

“My name is Merle Archer and my husband and I live opposite Jill in Balmoral. My family has lived in this house for over 40 years.

Jill Jensen takes a great interest in our community affairs and makes herself available if she is needed to help others. She has a studio unit at the front of her property which she lets occasionally on a short term basis. She lives in the ground floor apartment permanently. Her son also lives there.

Her guests are usually visiting their families who live locally and are mostly mature adults who are very quiet. Several of our neighbours in the surrounding streets have taken advantage of this. She has off street parking for her guests so that is not an issue and we never hear any loud music or other noise coming from her property.

I offered to write a letter confirming this. She did not ask me to do it but gladly accepted my offer.

Merle and Ted Archer.”

2.

“I live 2 houses down from Jill Jensen.”
Some years ago Jill decided to let part of her ground floor apartment out occasionally on a casual basis to make ends meet as she was single and had no financial support from her ex husband to assist with her son’s education and mortgage.

She got the idea for this when another neighbour’s daughter was getting married and had a lot of family coming from UK for the wedding so they needed to accommodate some of them.

Since then over the years we have not heard a single peep out of her property, and have not been disturbed or inconvenienced in any way.

I have met one or two of her guests who seemed very nice. One of them was here to visit her sister who lives locally.

I wish Jill well & hope she can continue to offer this facility to locals.

Yours sincerely

Mari

(Following are a few enquiries and messages I have had from past guests)

3. 30/11/2015 : Katherine –

I am contacting you from just around the corner! We live on Esther Road and have my parents coming out to visit us from the UK in February-March next year. We are just in a 2 bedroom place so looking for a place for them to sleep within easy walking distance and I've just come across your studio apartment which looks ideal. They arrive on February 19th and leave on the 17th March, however they only need accommodation from 19th February - 28th February then again from the 10th - 17th March. I wondered if you have availability for some/all of these dates? It looks like you may already have a booking for February so even if you have some availability that would be great! Also I wondered if I could possibly pop round and take a very quick look at the apartment before booking if at all possible?

Thanks Katherine

4. From: glennie Sent: Tuesday, 8 September 2015 8:55 AM

Dear Jill

Many thanks for your local accommodation in Balmoral which is marvellous for all our overseas and interstate visitors. It enables our friends and family stay close by in a lovely setting and give both us and our guests space and privacy.

Your accommodation was particularly helpful for our daughters’ wedding when we had all our son-in-laws family here in Mandalong Rd from the UK.

Thank goodness people like you who have the spare space in their homes are able to offer a service to the local community for their visitors, instead of having to put them up in hotels that are not as nice and too far away.

Glennie - Mandalong Rd
5. From Alix Sent: 04 January 2015 12:41

My name is Alix I am looking to rent a property at Balmoral for approx 3 months Nov/Dec/Jan 2015/16, (my dates are flexible but definitely for Dec/Jan.) I live in the U.K now, but lived in Raglan St and went to Queenwood School. My daughter now lives in Awaba St, and my grandchildren attend Beauty Point Primary. I lived at Balmoral until I was 20 so as it was my childhood home I would really like to rent there.

I hope you can help, and I look forward to hearing from you.

Thanks Regards Alix

6. Hi Jill Re: Stay August 6-11, 2015 (Son lives in Almora Street)

Many thanks for a relaxing and enjoyable stay, our family who live in Balmoral where happy that we managed to stay close to them. It was lovely to have our own privacy and keep our independence without crowding the family, but also have them very close at hand. We much prefer to share another Balmoral local's home, as hotels are further away from our family and not as welcoming as our stay with you. Our accommodation had everything we required and was very comfortable.

As you know I damaged my knee during our stay, and required a visit to Royal North Shore Hospital, so to have family close for support and accommodation without stairs and hills was great. Again, thanks for accommodating us at such short notice, we will likely stay with you again in the near future.

Regards Sue & Jeff

7. From: Faye Sent: Saturday, 18 October 2014 6:58 PM

Dear Jill

I have been looking for a place with easy access near my daughter so am delighted to have found you. I forgot to ask if there is a shower recess (as opposed to a shower over the bath)! It was my son in law who made the enquiry! They live across the park from you in Almora Street! So it's lovely to have the connection and thank you for your help.

Thanks for the answer to my questions - that will all be fine, I can manage a few steps and although I do have a little wheelie walker it will be fine. I will be coming from the city on The Tuesday 18th November but you will need time to have the place cleaned so can fill in the time with my daughter.

Kind regards Faye

8. From: Candace Sent: Sunday, 9 November 2014 9:37 PM

My friend saw your advertisement in the Wine shop about your short term rental in Balmoral.
We are looking for accommodation in Balmoral from 1st January - 25th January and wondered if you have any availability for all (or even some) of this time. We are a professional couple with a baby who will be 9 months in January. We lived down Botanic Road in Balmoral previously and we would love to stay in Balmoral on our return visit to Sydney.

Many thanks in advance, Candace

9. From: Lara Sent: Tuesday, 25 August 2015 1:41 PM

Dear Jill,

Thank you so much for your hospitality and accommodation for my mum when she came to stay at your Balmoral residence. It was so convenient to have her just across the road as I was expecting a baby in the coming weeks and our place didn't have enough room. She thoroughly enjoyed her stay, especially being so close to her family and easy access to the beach for her morning swims. If there is a need for her or any other family members to stay in the area in the future I'll be in contact.

Many Thanks, Lara

10. From John Brisbane, Queensland, Australia (Review)

If you are looking for a nice quiet, basic and reasonably priced studio in Balmoral try this studio providing off street parking. We enjoy staying here as it has been perfect over the past few years allowing me reminisce my childhood in Balmoral during the 1940-1950s and has provided my wife a complete break in such peaceful surroundings. It is also perfect for a couple looking for a restful break with access to interesting, both easy and more difficult, beach and harbour walks and with convenient travel options to surrounding suburbs and the City. Situated opposite a park and 50 metres from the Esplanade, beach and bus stop to Taronga Zoo, the ferry, Mosman Junction and Chatswood and in walking distance to a number of high quality restaurants and cafes.

I'm sorry the if the above has been too long but I believe it was necessary to get all sides of the story across. There are different types of short term rental properties that fill differing needs for the community, visitors and hosts alike. I look on mine as also as being a very real service to our community in particular. This is evidenced by a number of the guest comments above.

After all 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 and places like mine. If this happens then jobs will be lost and some economies will be starved of much needed tourist income in regional New South Wales. As an example my property only has limited kitchen facilities therefore the many local cafes and restaurants all benefit from extra visitors.
Please listen to the voices and concerns of homeowners as well as the negative comments from some others. If restrictions of any kind must be placed (even where experience has shown it is not necessary) I urge you to look carefully at the types of properties where that action is really needed. It would be a great pity to penalise the many because of the few.

Yours sincerely

Jill Jensen

4405
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Xiao Jiang

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Also, on a personal note, Sydney is such a great city, but what it lacks is hotels. My first option is hotel. However, there is only that few hotels which are all booked, even in a non-tourism heavy time.

Xu Jin

4411
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 especially where the properties are based I’ m tourism areas, are operated and or hosted / managed professionally.

A more flexible payment arrangement should be mandatory for the Internet based listen companies, such as stayz whereby they are not able to adjust /increase their commission rates and or control all booking payment receipts without property owner approval

I urge you to treat holiday homes differently to other short term rental and listen to the voices and concerns of homeowners and fully consider the rights of owners /operators losing control of their property financial management to listing operators seeking to create /improve their own business valuations for little REAL value add.

Yours faithfully
JW Brown

4412
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.

natacha joesting

4413
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.

Many homeowners (particularly ourselves) self regulate. The difficulty we have is that we have been dishonourably blamed in our neighbourhood for (a) noise within the allowable time periods and (b) street parking and (c) for events that are being held by other neighbours but as we are a STHL it always seems to be our fault!

Therefore, we have instituted a process whereby any neighbour complaints are handled directly by a third party security company who report back to us on exactly what is happening. By doing this we have found that (1) complaints have decreased significantly and (2) the one complaint made was determined to be nefarious/without basis and which we were able to prove through the third party report.

Therefore to bring in costly regulation for holiday home owners who are being victimised by the vocal minority is inappropriate. No holiday home owner wants their home to (a) be known as the party house (b) to be subject to neighbour complaints and (c) have their house damaged as a result of inappropriate behaviour. There is enough regulation, checks and balances already in place to cover private STHL owners to properly manage their STHL without a vocal minority of serial complainers impacting the whole industry which adds significant benefit – particularly in regional areas such as ours.

Disclaimer

Disclaimer The information contained in this communication from the sender is confidential. It is intended solely for use by the recipient and others authorized to receive it. If you are not the recipient, you are hereby notified that any disclosure, copying, distribution or taking action in relation of the contents of this information is strictly prohibited and may be unlawful. Call the Acacia Compliance Hotline with any information regarding Fraud, Corruption, Human Rights concerns or workplace dishonesty. Acacia's Compliance Hotline is available 24 hours a day, 365 days a year in both Swahili and English. This is a free phone number within Tanzania. Calls from Tanzania: 0800754003 | Calls from outside Tanzania: +255 759 220167 | Send email to: acaciacompliance@ventureriskmanagement.com
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.

I have a holiday cabin in the country side and the upkeep and drawing of tourist to the area are enhanced by the ability for my country cabin to be easily let short term. This has worked very well for all and sundry for over four years. What is there to regulate. For my country cabin literally nothing. We do not disturb anyone and we provide a significant source of tourist dollars to the regional area. I oppose any further regulation for these reasons.

Thank you.

Regards Andre John.

4414
Personal details

I am a retired solicitor having been accredited by the Law Society of NSW as a specialist in property law and in local government and planning law while still in practice. Currently, I am the secretary of the owners corporation of the building in which I and my wife have resided for the past 8 years. However, this submission is made by me personally and not formally on behalf of our owners corporation.

Strata scheme

The building to which our strata scheme applies contains 35 residential units over 11 levels, including one level of basement parking. Residents are able to gain access to the basement, ground floor foyer and the level on which their unit is located using a security card. Visitors are able to gain access to a unit by contacting a resident via an intercom system located at the front door. Security is important to all residents who are concerned that it would be compromised by short term accommodation.

By-laws

Our owners corporation has recently amended its by-laws by adopting the model by-laws set out in Schedule 3 to the Strata Schemes Management Act 2015 with amendments considered appropriate to our strata scheme. They include:

26 Short term accommodation

(1) An owner of a lot must not (and must ensure that any occupier of a lot does not) use the lot or permit it to be used for short term accommodation.

(2) In this by-law: short term accommodation includes the provision of temporary or short term accommodation on a commercial basis or for payment or reward for a period of less than 3 months.

Planning legislation

The local environmental plan applying to the residential zone in which our building is located contains a definition similar to that in the above by-law and prohibits that use of land in the zone. However, I understand that, following its current review of the subject, the government may consider introducing legislation to override such planning provisions. For the reasons set out below I submit that it should not do so.

Submission

My principal objection to legislation which might override a by-law or planning legislation such as the above is that the provisions of the Act relating to the enforcement of by-laws cannot practically be implemented against a person who may occupy a unit for only a brief period (possibly as little as one or 2 nights).

Moreover that person may inadvertently commit a breach of a by-law as a result of not being provided with a copy of the by-laws or finding them too lengthy to absorb (our by-laws occupy 13 pages in order to comply with the requirement of Land and Property Information for consolidation).

For that reason (and the several valid reasons previously raised by others in relation to security and other issues) I submit that the control of short accommodation in strata scheme buildings should be subject to the wishes of their owners corporations.

John Peedom
27 October 2017

4415
Name: Adrienne Johnson

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,

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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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.
Kaitlin Johnson

4418
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. In my town of Orange NSW there is simply not enough accommodation for the people that come here for business and tourism. Without Airbnb our town would not have blossomed the way it has because people just couldn’t come.

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.

Natasha Johnson

4419
Dear Planning

attached is my submission on Short-term Letting.

Contact details (not for publication please):

Regards

Ray Johnson
Short-term Holiday Letting in NSW

Submission

Summary of Recommendations

Recommendation 1
There is no need to change any laws or regulations. Councils need to be resourced to ensure compliance with zoning.

Recommendation 2
Any solution should NOT be based on individual buildings. Any solution needs to ensure neighbourhood amenity.

Recommendation 3
The user pays principle should apply. The NSW government should legislate so that all monitoring and compliance costs are borne by:

- the companies that operate the online market places (e.g. AirBnB, Stayz)
- the owners of properties that participate in short-term letting
- leaseholders who engage in short-term letting.

Recommendation 4
Owners Corporations should be well-compensated for all related costs relating to/ arising from short-term letting.

Recommendation 5
Executive committee members should be financially-compensated at appropriate levels for any additional work relating to short-term letting.

Recommendation 6
Owners whose properties are used for short-term letting should be required to lodge a realistic bond that can be accessed to pay for any short-term letting related governance, management, administration, monitoring and compliance costs for their property.

Recommendation 7
Short-term letting agencies such as AirBnB should be required to publish:

- the full address of the property offered
- contact details for the letting process
- contact details of the owner

Recommendation 8
Processes relating to compliance enforcement, whether undertaken by councils or owners corporations should be streamlined. The level of proof should be set at the low end of the scale proportionate to any fine and/or condition proposed. Owners should be the responsible party for any fines and costs.
the fiduciary duty. Strata industry service providers rely on the lack of scrutiny: efficient paperwork overrides value for money.

To this mix the Discussion Paper (at Appendix 3) adds over 40 obligations, terms and conditions, and house rules for monitoring and enforcement. It's bad enough that voluntary executive committee members work for free or on the off-chance that they might receive a pittance in arrears at the voting whim of owners. Now these additional items are to be added to the by-law and maintenance obligations.

Recommendation 3

The user pays principle should apply. The NSW government should legislate so that all monitoring and compliance costs are borne by:

- the companies that operate the online market places (eg AirBnB, Stayz)
- the owners of properties that participate in short-term letting
- leaseholders who engage in short-term letting.

Recommendation 4

Owners Corporations should be well-compensated for all related costs relating to/arising from short-term letting.

Recommendation 5

Executive committee members should be financially-compensated at appropriate levels for any additional work relating to short-term letting.

Recommendation 6

Owners whose properties are used for short-term letting should be required to lodge a realistic bond that can be readily accessed by Owners Corporations to pay for any short-term letting related governance, management, administration, monitoring and compliance costs for their property.

Compliance process

We have seen many owners corporations pass by-laws aimed at preventing or controlling short-term letting. The legal advice provided appeared to often ignore the limitation that Owners Corporation could not take away any owners rights. Many lawyers received significant monies for their advice. Fair Trading belatedly provided guidance on this matter.

There is widespread anecdotal evidence of frustration with the inconsistence of rulings by the tribunal on strata matters.

As above, executive committees are already over-burdened with by-law enforcement requirements. There are difficulties when it comes to gathering evidence for by-law enforcement. Above I have referred to the rent-seeking culture.

Compliance processes should be streamlined. The level of proof of breach of any bylaw or condition should be set as low as appropriately possible.

Owners, not tenants or short-term occupants, should be responsible for any breaches relating to their properties.

Agencies such as AirBnB should be forced to facilitate compliance, not inhibit it as appears to be the current situation.
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.
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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.

Rebecca Johnson

4421
Dear NSW Government,

As a guest who has travelled to NSW using the Airbnb platform in the past 12 months, I strongly believe in people sharing their homes.

Additional 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 did we travel to NSW using Airbnb?

Smaller, more intimate accommodations are less intimidating and more relaxing. Local hosts make valuable recommendations as to their favourite cafes, restaurants and shops so that we can more quickly get to the best local small businesses and local tourist attractions. We like to think that this has a ripple effect of supporting jobs in those communities.

I wish to support the following options:

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

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:

Strata Regulation - By-laws which could prohibit hosts from sharing their own homes could 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.

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.

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.

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David Johnston

4422
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.

Margot Johnston

4423
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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Moira johnston

4424
Dear NSW Government,

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Why do I host with Airbnb?

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Niall Johnston

4425
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Virginia Johnstone

4426
Dear NSW Government,

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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.

Kevin Jones

4427
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:

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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.
Trixie Jones

4428
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. The bureaucracy of governments interfere with the lives of too many people and seek to control the right of private individuals to improve their financial position by being part of the Airbnb community, Airbnb should be left alone and continue to be available for use by all people as they choose.

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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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 Jones

4429
Dear NSW Government,

As a guest who has travelled to Sydney (Bondi Beach area) using the Airbnb platform in February 2017, I would like to say that if it weren't for Airbnb, I probably would not have been able to afford to stay there for a week. I am an Airbnb host myself, in Memphis TN, USA, and I believe in the right of people to share their houses and apartments. I 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?

As I said earlier, it made my stay more affordable, so that I was able to stay in the Sydney area for longer. While there, I used public transportation, visited restaurants and museums, and made purchases at local businesses.

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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Juliet Jones

4430
Appendices

Appendix 1 – STHL Options Paper Submission Form

<table>
<thead>
<tr>
<th>SHORT-TERM HOLIDAY LETTING OPTIONS PAPER SUBMISSION FORM</th>
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<tbody>
<tr>
<td>The NSW Government has released an Options Paper,</td>
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<tr>
<td>building on the work of the Parliamentary Inquiry and</td>
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<td>existing practice, to start a public discussion on</td>
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<tr>
<td>potential options to develop a suitable approach for</td>
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<td>short-term holiday letting (STHL) in NSW.</td>
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<tr>
<td>The Options Paper for STHL outlines potential options</td>
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<tr>
<td>around the development of an appropriate approach</td>
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<td>to managing STHL. These options could be considered</td>
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<td>either individually or in combination.</td>
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<tr>
<td>Prior to making a whole of government policy</td>
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<td>framework, we are seeking feedback from the</td>
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<td>community and our stakeholders on the options</td>
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<td>discussed in the paper.</td>
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<tr>
<td>You are invited to respond to the Options Paper by</td>
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<td>submitting this form to the NSW Department of Planning</td>
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<td>and Environment.</td>
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<td>You can also provide your feedback by:</td>
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<tr>
<td>• filling out the online survey</td>
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<tr>
<td>• email to <a href="mailto:STHL@planning.nsw.gov.au">STHL@planning.nsw.gov.au</a></td>
</tr>
<tr>
<td>• writing to:</td>
</tr>
<tr>
<td>Director, Housing Policy</td>
</tr>
<tr>
<td>Department of Planning and Environment</td>
</tr>
<tr>
<td>GPO Box 39, Sydney NSW 2001</td>
</tr>
<tr>
<td></td>
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<tr>
<td>If you have further inquiries, please email us at</td>
</tr>
<tr>
<td><a href="mailto:STHL@planning.nsw.gov.au">STHL@planning.nsw.gov.au</a></td>
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<td>The consultation process is open until</td>
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<td>31 October 2017.</td>
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<td>By hitting submit you agree to the Department’s</td>
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<td>Privacy Policy.</td>
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<td>How will your personal information be used when</td>
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<td>you make a submission?</td>
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<td>Your personal information is protected under the</td>
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<td>Privacy and Personal Information Protection Act 1998</td>
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<td>(PPIP Act). The Department collects personal</td>
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<td>information in submissions for the purposes set out</td>
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<td>in the Department’s Privacy Statement.</td>
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<td>We respect your right to privacy. Before lodging your</td>
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<td>submission, you will be asked to confirm that you</td>
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<td>have read the terms of the Privacy Statement, which</td>
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<td>sets out:</td>
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<td>• how personal information is defined under the PPIP</td>
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<td>Act - it includes but is not limited to your name,</td>
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<td>address, and email address;</td>
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<td>• the purposes for which the department collects</td>
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<td>personal information; and</td>
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<td>• how personal information collected by the</td>
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<td>department will be used.</td>
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<td>When you make a submission, we will publish:</td>
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<td>• the content of your submission - including any</td>
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<td>personal information about you which you have chosen</td>
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<td>to include in these documents</td>
</tr>
<tr>
<td>• a list of submitters, which will include:</td>
</tr>
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<td>• your name</td>
</tr>
<tr>
<td>• your suburb or town</td>
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<tr>
<td>We will not publish offensive, threatening,</td>
</tr>
<tr>
<td>defamatory or other inappropriate material.</td>
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<tr>
<td>If you do not want your personal information</td>
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<tr>
<td>published, do not include any personal information in</td>
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<tr>
<td>your submission.</td>
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<tr>
<td>All other information gathered in this submission</td>
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<tr>
<td>form will be collated and used towards making a</td>
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<tr>
<td>recommendation on the future approach of STHL in</td>
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<td>NSW.</td>
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<table>
<thead>
<tr>
<th>Name, Surname</th>
<th>MITCHELL JONES</th>
</tr>
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<tbody>
<tr>
<td>Organisation</td>
<td></td>
</tr>
<tr>
<td>Suburb</td>
<td>MIMI, NSW</td>
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<tr>
<td>Postcode</td>
<td>2009</td>
</tr>
<tr>
<td>E-mail Address</td>
<td><a href="mailto:Mitchelljones1981@hotmail.com">Mitchelljones1981@hotmail.com</a></td>
</tr>
<tr>
<td>Date of Submission</td>
<td>13 OCT 2017</td>
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## Introduction

1. Do you use or have you ever used short-term holiday accommodation?
   - Yes

2. Are you or have you ever been a short-term holiday accommodation host?
   - Yes, I am a short-term rental host

3. Do you provide another form of short-term holiday accommodation?
   - No

4. Do you live near a property that provides short-term holiday accommodation?
   - Yes, other homes in my neighbourhood are available for short-term rent

5. Are you from an STHL industry group, owners’ corporations or community group?
   - No

## Impacts Associated with STHL

6. Please indicate below which impact(s) are you most concerned about and how do you believe these could be managed.
   - Noise
   - Waste
     - Party Houses
   - Parking
   - Hazards and Evacuation

## Self-Regulation

7. Considering the mechanisms below, how could self-regulation in NSW address any negative impacts of STHL?
   - The Code of Conduct
   - Complaint Management Mechanism
   - Monitoring & Reporting

8. Are there barriers that may reduce the effectiveness of self-regulation?
   - No

## STHL in Strata Properties

9. Should owners’ corporations be given the legal ability to prohibit or restrict STHL? If so, how and under what circumstances?
   - No

10. Should the Strata Schemes Management Act be amended to increase the ability of owners’ corporations to manage the impact of STHL and obtain compensation for adverse impacts? If so, under what circumstances?
    - Yes, fair compensation in the form of a small percentage of the rental returns, should extra cost be likely.

11. Is there scope for industry self-regulation in the short-term holiday letting industry? Would this effectively address issues that occur in short-term letting in strata schemes?
    - Yes, self-regulation is the most effective and fairest without restricting the positive impact of STR

## Regulation through the Planning System

12. How should STHL be subject to a planning regulatory framework? What would be the impacts of applying a planning framework to STHL?
    - Exempt
    - Complying
    - Development Consent
    - No planning regulation

Please indicate your reasons below:
13 If STHL is to be regulated via the planning framework, how should it apply?
- Number of total days per year
- Number of consecutive days
- Number of bedrooms
- Length of stay
- Presence of a host
- Location (metro vs. regional)
- Compliance with a Code of Conduct

14 Should there be different planning frameworks in regional and metropolitan areas? If so, how and why?
No, everyone should have the same opportunity to benefit from the sharing economy

Registration or Licensing
15 Could a licensing system for STHL work in NSW? If so, how might it operate?
No, it should be the equivalent to long term rent where no licenses are required

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></td>
<td>Refer Section 4</td>
<td>Refer Section 5</td>
<td>Refer Section 6</td>
<td>Refer Section 7</td>
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</tbody>
</table>

- **Code of conduct**
  - By-laws to manage visitor behaviour
  - Development approval - exempt/complying
  - Registration to manage safety and amenity issues

- **Complaints management**
  - By-laws to receive compensation for adverse effects
  - Development approval - development consent
  - Limit the length of stay

- **Education**
  - By-laws to prohibit STHL
  - Limit the number of days per year
  - Registration to monitor that other regulatory approaches (e.g. number of days, number of properties) are being met

- **Monitoring and reporting**
  - Limit the number of bedrooms
  - Regulate by whether the host is present when STHL takes place

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,

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.

Rachael Jones

4432
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.

The exponential rise in Land Tax, Council Rates, Real Estate agent fees and Insurance made the cost of rents sky rocket over the past decade, not leaving near enough for the home owners to make a reasonable income. Or in many cases make it impossible for senior owners living in their own homes to pay the bills. Using our homes to help combat the cost of living should not be penalised.

We have worked, gained mortgages and paid taxes all our adult lives to get into a position to use our houses to help combat the skyrocketing costs of living and it is completely unfair to be further taxed for doing so. Especially when most holiday homes provide vital jobs (cleaners, laundry services, linen services, maintenance services etc) in regional areas that don’t have the employment opportunities of the cities.

Sincerely

Richard Jones

4433
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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Shelagh Jones

4434
We write to make a submission to the New South Wales Governments Short Term Holiday Letting Options Paper. We 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 the key part of the visitor and tourist economy in our local area of Jervis Bay. 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.

Guests who stay at our holiday home, who are usually from metropolitan areas, write glowing reviews not just about our holiday property but also the local area. They love accessing the national park and all the local tourist facilities, restaurants and businesses. We have not had any complaints from neighbours regarding people staying independently at our property. Visitors need places to stay and enjoy being part of small local communities and not having to stay at impersonal motels that rarely cater for families in their facilities or price.

We urge you to treat holiday homes differently to other short term rental and listen to the voices and concerns of homeowners.

Sue and David Jones

4435
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?

I’ve lost my professional job and now I’m driving a school bus part time. But, to try make ends meet we have started with an airBNB. We hope to keep our mortgage. Please don’t bereft us from this very important extra bits of income.

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Stephen Jonker

4436
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.

Tatjana Josipovic

4437
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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I wish to support the following options:

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michael joy

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Alex Joyce

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Amy Jun

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Parmjit kalsi

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Margaret Kanaley

4445
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.
We run a small farm stay operation that we depend upon to earn a living, without which we would be unable to make ends meet and would be forced to go on social assistance. Our business also brings approximately 160 families per year into our community that spends money in other local businesses. We spend a lot of time with our customers showing them how farms work, and how they can be integrated into natural surroundings to the benefit of both. While we do not share the old farm dwellings that we rent out for weekends with our customers we live in separate accommodation in the same 25 acre paddock that their accommodation is in so they are always attended to. Our accommodation is two kilometers away from our nearest neighbour and they are NEVER inconvenienced in any way.
We already comply with a code of conduct that has been structured by our rental agents that serves us very well and also protects our customers. I am quite happy to share with you our guest books so that you can evaluate how well we run our business.
Please do not not force us out of business with additional regulation that should be rightfully aimed at urban units that abuse both their customers and neighbor’s rights.

Sincerely,
Rob and Deb Kane

4446
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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Sumin Kang

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xxxx is a small, family run, accommodation business. We live on the property and have 3 “huts” for guests and offer low cost accommodation for access to the Deua National Park. As the only local accommodation, our closing would be a significant loss to the area, but we would be reluctant to continue if our circumstances changed to the extent of increased red tape and or costs. Our area has few occupational options, and we represent a slowly growing tourist industry in what is a largely undiscovered part of NSW. The local environment is relatively unspoiled, with historical and natural attractions and has much potential for sensitive development. We are an example of sustainable development and have the full backing of our local community.
Dear NSW Government,

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Steve Kay
Dear NSW Government,

I have used Airbnb in over 7 countries since 2011 and it has been a wonderful way to travel and learn more about local people, local customs, and make connections with small businesses I wouldn't normally find.

Once I understood how the review system on Airbnb works, I’ve never had a bad experience. I’m astonished at how hard hosts work to make for a pleasant experience to get a good review.

There are a number of ways hosts can vet their guests much more stringently than any hotel I’ve ever stayed. (Some demand Airbnb do passport and driver’s license vetting, and check links to several social media platforms). As a guest, I am free to call Airbnb when I am at a host’s home if I have a problem. It’s better than a hotel because there is a 3rd party to mediate.

Airbnb is like one of those old Coca Cola commercials where everyone sang, “We are the world.” Don’t block the vital and emerging “we are the world” future with cynicism, red-tape, and looming fear. Regulations always have unintended and bad consequences.

Leave us free. This is a GOOD THING for everyone overall. Allow whatever disruption must come, to work through the system naturally.

Lolli Kay

4452
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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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.

Ahmed Kazi

4453
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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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.

Marcia Keane
Dear NSW Government,

I love staying Air BNB. The hosts are great as they give you all the tips for the local area. It is wonderful being able to support people in their retirement looking for some extra income to be able to stay in their own home longer, having some company. 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.

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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.

Julie Keating

4455
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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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.
Leonie Keen

4456
Dear NSW Government,

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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.

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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.
Jack Kelbrick

4457
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 wife and I have 4 houses acquired over the years and have 2 fully available for long-term residential tenants. One that is jointly used by us for business and “sometime” accommodation during peak periods in Mudgee. The final one is a dedicated “Home away from home” and had not been tenanted for several years before we acquired it.

This being the case, we are not removing any affordable options from the local residential tenancy possibilities and disagree with any proposed limiting of the number of days allowed for short-term rental use in regional, rural and high tourist areas.

I concede that the conversion of historically and currently tenanted apartments into short term rentals is a problem in many city areas but it is not the case in our situation and would disadvantage us greatly as we head towards retirement age with this as our self-funded retirement scheme.
ATTENTION: DIRECTOR OF HOUSING POLICY

Dear Director

I am writing this response to STHC Options Submission of SP:53158, Observatory Tower, Millers Point NSW.

I am owner of apartment number and wish to lodge my objection to the NSW Government considering to legislate and forcing the Owners Corporation SP 53158 to allow owners the right to short term letting.

The City of Sydney consent for this building forbade short term letting and the council additionally placed a similarly worded covenant on the title of our building. My wife and I purchased our unit in 2001 due to the strict conditions laid down by the City of Sydney Council – conditions that forbade short term lettings.

This is a quality residential property that is very well controlled by the Owners Corporation and Management of the building. My concern is casual "short term" residents will be people on holidays who are NOT concerned about strata condition that owners and long term rental tenants have to comply with.

Thank you for the opportunity to express my feelings in opposing the suggested changes.

Yours sincerely

PETER F KELWAY
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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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.

Morgan Kennedy

4460
Dear NSW Government,

Dear Minister,

I wanted to write in support of the Air bnb campaign happening at the moment by providing a short personal example. My wife and I have stayed in Sydney twice in two months. Unfortunately hotels were beyond our price range so we chose Air bnb. If there had been no Air bnb we would have gone to Adelaide or Hobart where accommodation costs were lower.

I have no issue with many of the regulatory proposals being placed on properties however please consider the flow on effect from other such as myself who will then be ‘locked out’ of the Sydney tourist market.

William Kenny

4461
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?
Airbnb is a safe and more affordable option for people wishing to explore Australia. Living in hosts homes you get to know inside info and recommendation as well as meeting the hosts and learning about their lifestyle. This enables you to experience the real Oz. By using Airbnb and saving on accommodation costs will enable me to visit again.

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.

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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.

Tracey Kent

4462
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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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.
margaret Ker

4463
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:

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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.

Belinda Kerslake

4464
I own and run an award-winning holiday rental cottage in Wentworth Falls called Poet's Cottage - Blue Mountains Tranquility.

I write to make a submission to the New South Wales Governments Short Term Holiday Letting Options Paper. I wish to appeal for common sense with regard to the short-term rental options. 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 cities. 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 rentals and listen to the voices and concerns of homeowners.

My property provides much needed accommodation in a small town that struggles to survive. Regional towns need tourism to survive - this is a fact. I employ local cleaners, electricians, plumbers, painters, gardeners, tree loppers, interior decorators etc, and purchase local goods such as chocolates and wine for my guests as well as furniture, art, crockery, linen, towels etc. During their stay my guests spend money in local cafes, restaurants, on clothing, jewellery, book, furniture and in gift stores, supermarkets, florists, art galleries, cinemas, and on transport such as taxis, buses and limousines. Holiday home rental tourism is vital to local economic prosperity.

Poet's Cottage is the former home of a celebrated Australian poet. Short term holiday rental enables me to showcase his life and work to Australians and to the world in a unique and personal way, something a hotel or motel cannot do.

Setting a cap on the number of nights rented would be catastrophic for local communities and for my family. Holiday rentals are a business and to put a cap on nights rented would be grossly unfair and put Australia behind the rest of the world. You wouldn’t ask a cafe to close it’s doors at 11am each day so why would you effectively do the same to a holiday rental? My property rents out for over 200 nights a year and I have no issues with any disruption to my neighbours. My neighbours are my eyes and ears regarding my guests. I have actively cultivated an excellent relationship with them and we are friends. Given that we are in a remote part of the mountains, backing directly onto the National Park, my neighbours prefer to have regular guests next door than an empty property that is only used occasionally on weekends as my own holiday home, thereby attracting thieves seeking to break and enter.

The sharing economy is a world-wide phenomenon that is here to stay. There is a great deal of support for holiday rentals in my area. We do not feel that holiday homes in regional areas should be tarred with the same brush as unscrupulous Airbnb owners in apartment blocks in cities. It is a totally different proposition and should be treated accordingly. I support a form of light regulation to raise the standard of holiday rental owner behaviour, we believe that sweeping wholesale changes with substantial restrictions will damage the entire New South Wales economy and lead to a black market of holiday rental properties.

In summary:
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 the proposed options are put in place, it could be too burdensome to rent out holiday homes at all. If this happens vital 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 properties. Please heed to the voices and concerns of homeowners.
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, especially if this sharing does not impact on neighbours and does not contravene safety standards. 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.

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.
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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.

Jill Keyte

4466
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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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.
Ahmer khan

4467
Dear NSW Government,

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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 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.
Anita Kilkenny

4468
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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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.
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.

Thanks Erin

4470
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.

Peter Kinch

4471
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 as a pensioner, 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?

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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.
Hello

I write to make a submission to the NSW Government’s Short Term Holiday Letting Options Paper.

In the world of travel today, Short-Term-Rental is a key part of the visitor and tourist economy of major cities and regional towns. If some of the proposed options are put in place, it could be too burdensome to rent out holiday homes – both from financial and a logistical standpoints.

Many people who travel do not want to stay in hotels, as it is difficult to get that “home away from home” feeling. And hotels are often expensive and do not offer value for money.

If any of the proposed options to limit Short-Term-Rental are put in place, jobs will definitely be lost. Also, tourists may very well look at different travel destinations (other than Australia) to spend their hard-earned dollars that have been saved to spend on a well-earned holiday. Consequently the tourist industry will suffer.

My husband and I are self-funded retirees and have a 1 bedroom apartment in Manly in a building where Short-Term-Rental is encouraged by the Owners’ Corporation. We depend on the rental revenue that is generated. There should not be any government regulatory intervention (at any level, federal, state or council), as this will be seen as a revenue raising opportunity for government and will mean higher costs for the home owner, which cannot be absorbed.

We look after our guests and without exception, they have been respectful of our apartment and the people who live in the building (a mixture of owner-occupiers, long term tenants and holiday makers).

It is our belief that in the case of apartments, the Strata Committee (as the voice of the Owners’ Corporation) should have the responsibility to manage if and how Short-Term-Rental should happen in a particular building. In our case, the apartment building was previously an “apartment-style” hotel which has since been strata titled, so this particular property is ideally suited to Short-Term-Rental for holiday makers.

I urge you to listen to the voices and concerns of homeowners, who rent out their properties to holiday makers.

Yours sincerely

Jenny King

4473
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.
Melanie king

4474
Dear NSW Government,

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Mrs King

4475
Dear NSW Government,

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Why do I host with Airbnb?

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Julieann Kingsford-Smith

4476
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 regional people.

My wife and I have owned and managed our holiday house in Smiths Lake for 15 years. We don’t make a lot of money from it, but the income helps to cover our mortgage costs etc. We have got to know a lot of locals over the years and the local businesses benefit from money spent by our guests. There are no motels etc in Smiths Lake so without the short term rental properties the town would miss out on this income.

Craig Kingston
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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Neal Kingston

4478
This submission relates to my style of short term accommodation – a live in host that welcomes guests to my apartment located within a strata building, guests sleep in the second bedroom while I reside in the master bedroom.

Introduction

1. Yes, I have used short term holiday letting in various places across New South Wales and many countries including Japan, Indonesia, Thailand and the United States.
2. Yes, I am a live in short-term accommodation host for the past six years welcoming guests to my home who sleep in the second bedroom while I reside in the master bedroom.
3. No, I do not provide any other forms of short-term holiday accommodation other than in point 2.
4. Yes, I live near a few short-term holiday accommodations within the Suburb of Redfern and believe that there is no negative impact rather an extremely positive impact on local businesses such as Yens Vietnamese Restaurant, Eddi’s Bakery, Urban Piccolo Café and many local bars.
5. No, I am not from any short-term industry group/s.
6. From my experience of six years as a host of short-term accommodation I believe there is little negative impact, the vast majority of complaints are greatly exaggerated. The minor impacts can be addressed via a Code of Conduct process. In my strata building when we do have issues they arise from long term tenants or their friends who are visiting the premises.
7. Speaking as a live-in host within a strata building a Code of Conduct could be implemented and monitored via Strata. To date this method is already operating as there has no issues to date. A yearly report could be issued to Government for inclusion into any further reviews of short-term accommodation.
8. Barriers that may reduce effectiveness of self-regulation include strata’s that already have negative views on STHL although no issues have been registered within their building. For self-regulation to be effective it must not be firstly tarnished with a negative perception of STHL.
9. I do not believe that strata should have the ability to prohibit STHL outright. There needs to be a system where negative issues are reported and if further breaches occur then proceed with a ban on individual lots/apartments. The negative issues must be proven to avoid strata committee’s ‘making things up’.
10. In my experience STHL has very limited impact on the owner’s corporations’ and the building’s amenities. My guests are generally in Sydney on holidays so therefore are out and about for most of their stay. They are not here to use building’s facilities.
11. I believe that the best way to manage STHL within strata schemes is for industry regulation. An outright ban would be far too drastic considering that the NSW Government has already acknowledged STHL has very little impact. It is in the best interests of both the host and the on-line agent such as Airbnb, Stays etc, to adequately enforce self-regulation.
12. As a live-in host within a strata building I agree with the NSW Government’s recommendations that this style of hosting be ‘exempt’ from any planned regulatory framework.
13. I do not believe that STHL should be regulated via a planning framework, a compliance with a Code of Conduct will be more than adequate to ensure that all responsible hosts act accordingly. This system would impact rouge operators who should not be part of the STHL system.

14. Once implemented the same planning framework should be adopted across New South Wales be it City, Regional or Country.

15. Perhaps, once the NSW Government adopts new laws regarding STHL after a further review in three to four years a licensing system could be investigated. However, at this stage I do not believe that this is necessary.

   1. Strata has the ability to enforce a Code of Conduct for STHL hosts that entail a ‘three strikes and you’re banned from STHL’ policy. This would ensure hosts are responsible to ensure guests behave accordingly. A possible financial fine is payed to strata.
   2. All STHL operators must advise strata of operation to manage safety and amenity issues. Registration must occur ahead of commencing STHL.
   3. Complaints Management. The online agent, Airbnb/Stays etc, be more accountable if and when complaints occur. Supply to strata a ‘hotline’ that contacts hosts immediately.
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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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.
Crystal Knapp

4480
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Dear NSW Government,

As a guest who has travelled to NSW using the Airbnb platform in the past 12 months many times, 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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Dear NSW Government,

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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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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.
Gail Kolak

4483
To the Director of Housing Policy

Please find attached my submission on the Short term Holiday letting in NSW options paper.

Please note I have made a small amendment in relation to the property at 1285 Botany road Mascot. I wanted to be clear that I am the chairman and caretaker and I am also representing all 35 owners 100% of the building. On behalf of all owners I am seeking permission to use the units for STHL its current use (approved by council) and add the use of Permanent residential to each unit and lift the unfair restrictive covenant placed on the units by the council.

It is total unfair and unreasonable that so many strata units are being illegally let as STHL(affecting our STHL’s ) yet we can’t offer our equally sized strata serviced apartments for permanent residential use or so owners can rent or live in their own unit themselves.

Kind regards

Con Kotis

30th October 2017

Director, Housing policy
Department of Planning and Environment

By Email STHL@planning.nsw.gov.au

Submission on Short Term letting

Background
My company and I have been involved in short term letting and serviced apartment rentals since 1996 in Sydney. I have extensive experience in Short Term letting in Strata Apartment Buildings which have been approved by council for short term letting or tourist and visitor accommodation / Serviced apartments. I also have involvement in strata buildings where there was no such approval in place but the building was set up and sold as short term let apartments with the majority of owners wanting STHL.. My experience extends also to caretaking and building management of those subject buildings, often known as management rights.

The subject buildings I have operated and owned management rights and managed strata apartment in are as follows and my experiences are summarized as follows.

**AeA Sydney Airport, 1285 Botany Road Mascot.** Is a council approved Strata Serviced apartment building.
The building comprises 35 Serviced apartments and it was commenced in 1998 and completed in 2003. The strata owners have been complying to the council approved use and restrictions since completion. Because council have placed a restrictive covenant on the units use , they can’t be used as anything but for STHL. We can’t let them out for more than 90 consecutive days, we can’t permit owners live in their own units or permanent lets. As a consequence their values are pegged to 2006 prices, banks won’t
lend, won’t offer residential interest rates and require a 40% or more deposit. However, there are perhaps thousands of so called illegal residential units being short term let in the area. The owners have applied to council to convert the all the strata serviced apartments use to residential but council but this has been unscheduled to date. I submitted DA to convert the use of three penthouse style units to residential (with no work proposed) it was approved after 1 year at council. However, for some reason a section 94 contribution has been requested for $39,000 to change the use of the airspace to permit residential but deny any STHL.

I firmly believe if STHL is permitted in a Residential strata building then serviced apartment buildings such as this should also be permitted to be used for residential use. Their use should be able to be switched as necessary or desired. It would not be fair if only residential units can be STHL as desired and switched back to residential when desired. It’s only fair given the similarities of use that they should merge.

There are beneficial reasons to this apart from being fair. There is the potential to increase housing affordability for first home buyers and for long term tenancy availability that will be lost if STHL is permitted in strata buildings.

I am the Chairman of this strata plan and 100% of the owners have consented to submitting their units for a change of use so they can be used for STHL or Residential and council are denying this for years. The unfair restrictions applied to the mum and dad invertors is so damaging many can’t pay their mortgage, levies, rates and taxes or maintenance therefore making the investment obsolete. A simple permission to offer STHL and residential will solve all this.

Conclusion; We just seek the ability to use our units as long term or permanent residential and STHL (or serviced apartments) and have the restrictive covenants removed immediately while this debate is taking place and thereafter.

The Coogee View 56 Carr Street Coogee. A council approved, strata serviced apartment building. We have operated the subject building continuously since 1996 according to council’s approval and so to too have all the owners. The serviced apartment owners in the building have suffered over the years because council’s restriction as a serviced apartment meant a lower value, higher finance costs through higher interest rates and higher deposit required. Owners up until recently were not allowed to live in their own strata apartments. The owners have and are still operating the units as serviced apartments and still comply to the DA yet unit owners in other Residential buildings are now operating as serviced apartments or short term let which is not fair. Now the building has been issued with a letter from Council threatening of a fire order and we must upgrade the smoke detectors and have a back to fire brigade smoke detector system. I can’t imagine all buildings with STHL in the locality comply to a level of fire and smoke detectors which we have at present.

AeA Grand, 187 Kent Street (formerly Stamford Hotel) converted to 123 Strata apartments in 2004. The subject building and the issue of short term letting within this building went to the land and environment court in 2005, 187 Kent Pty Ltd v Sydney City Council. The use of STHL was banned because of the court case despite 96% of unit owners consenting to STHL.

Conclusion: If the majority of owners desire a use and they can self-manage allow them to do so.

Bridgeport Apartments, 38 Bridge Street Sydney. 163 Apartments built in 1998 and set up and sold mainly to investors as hotel units. In 2015 Council took my company to the land and environment court
to declare STHL not permissible. Ironically, I would say 75% or more of the building would have wanted STHL in the building but were denied due to council. Conclusion; if the majority of owners desire a use and they can self-manage allow them to do so.

The Robertson Hotel – Southern highlands
I also own the above Bed and Breakfast hotel. The building has operated as a hotel and wedding and event function center since 1924. We have approximately 60 rooms and suites for accommodation.

The impact of STHL on this property will be felt by houses used for STHL and as mentioned in Wingecarribee shire council’s concern expressed in their submission quoted. “The Popularity of the shire as a wedding destination and attracts use of the larger dwellings for STHL for weddings parties and guests”.

Obviously as a B&B operator I feel it’s not appropriate for local houses or rural properties to be used as wedding and function centers for parties and the like. It would not be fair for the operators and neighbors to have to put up with a use of premises exceeding its fair capacity and intended use.

I note there seems to be numerous rural properties that will erect a marquee and hold weddings and receptions for 100-300 guests and sleep many of these in basic houses. There is no management on site to deal with any issues that may arise. It may view that to permit any rural or STHL property operate permission should be granted from each bordering property and if that permission is not granted its use as a STHL property should not be permitted.

Conclusion: Every house or rural property should not be permitted to be STHL or permit overcrowding or hold weddings, parties and functions.

My firsthand experience in SHTL in strata and B&B buildings leads me to have firm beliefs as below.

1) Every existing residential strata building should by default, NOT be permitted for STHL.
   If an owner’s corporation desires and majority of owners wish to permit STHL then a vote needs to be taken at an AGM to permit it and by laws created to create their own rules on management.
   I believe on top of this no strata plan should permit STHL unless an onsite caretaker is present or available 24/7 to manage potential and actual issues that may arise, at the time they arise.
   I also believe the fire safety standards should be appropriate for STHL guests and this standard needs to be set by the correct authorities.
   I also believe there needs to be a mechanism for each strata building even if a strata plan owners corporation consents to STHL that neighboring properties also need to consent because noise and other issues emanating from a strata complex could disturb neighboring houses or properties.

2) All houses should by default NOT be permitted to be STHL unless written consent is provided by every neighbor on its boundary. When a House is STHL the number of occupants staying, sleeping, residing or guests / friends/ temporarily visiting the premises should be capped by the number of bedrooms provided x 2 as a maximum.
   A property manager should be on call 24/7 to deal with any issues that may arise.
STHL Accommodation use and using a house for a wedding reception and party are two different matters. I do not believe a house or rural property should be permitted to be used as a wedding venue serving or charging for alcohol consumption and food play music or entertain etc.

3) I firmly believe all existing approved and legal serviced apartments or STHL strata buildings should have any use restrictions lifted to permit residential use for permanent letting or owner occupier accommodation in addition to STHL and be able to switch between the two uses without council consent.

Thank you for taking time to read my submission.
I hope my experience will help create a policy which works for all.

Kind regards
Con Kotis

4484
Name: Fotina Koutropoulos

I write to make a submission to the New South Wales Governments Short Term Holiday Letting Options Paper.
I believe holiday letting should be permissible in all tourist areas including homes that are in strata buildings which make up a large majority of the inner city tourism suburbs.
Short-Term-Rental is a key part of the visitor and tourist economy of many urban areas, 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 limit the burden placed on holiday rental owners and tourists who want to visit our cities.

Thanks
Fotina

4485
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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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.

Rora Kowhai

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Leeza Kozloff

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Judy Kraidy

4488
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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Nate Kraizelburd

4489
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Melissa Krestensen

4490
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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.
There are many small towns that do not have reasonable accommodations and airbnb makes it possible to stay there and explore the country.

Mary Kreuzer

4491
Dear NSW Government,

My property is my income. I have a disability and cannot work, but I do not rely on the government for income. I used my superannuation to buy a property which I holiday let in Byron Bay. I am very particular who stays at my property and block out dates over schoolies so there is no risk of disruption to neighbours. I don't believe in a bed tax. I believe it is my right to do what I want with my property and it is not my personal responsibility that homes are becoming unaffordable on the East Coast. It is the government's responsibility to manage the economy so that people can prosper and purchase their own homes, to do with what they choose.

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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Werner Krieglsteiner

4492
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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.
Badier Kubis

4495
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.

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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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Pravi Kumar

4497
Dear NSW Government,

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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. It will decrease my ability to travel as often due to affordability. Please accept this as a formal submission to the Options Paper.

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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.

It will mean more people can afford to travel and spend more money in the economies of the place they are visiting.

Karen Kuruvita

4498
Dear NSW Government,

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Anitta Kyto

4499
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Stacey L

4500