

**Submission  
No 29**

**ADEQUACY OF THE REGULATION OF SHORT-TERM  
HOLIDAY LETTING IN NEW SOUTH WALES**

**Name:** Mrs Tracey Trinder  
**Date Received:** 23/10/2015

Tracey Trinder

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The idea of renting out our small studio for holiday lettings grew out of my desire to spend some more time at home with our three children before heading back into the work force. We live in a beautiful part of Sydney and I thought just maybe it could work. My husband was more skeptical but we were both prepared to give it a go. That was over five years ago now and we haven't looked back. It has been a huge success and really made us look at our corner of the world through new eyes and realise just how wonderful it is.

People have been so kind and enthusiastic about us sharing our property and visiting our area that it has given us not only an income but endless pleasure. It has also allowed me to spend even more time with the children than I ever dreamed possible. It has opened up their worlds too. They have met, along with us, fabulous people from all creeds and corners of the globe. All who have been incredibly appreciative. Some of whom have become firm friends.

The earnings from our business are now a vital part of our income and we work hard to maintain high standards and take great pride in our business. If it was taken away it would be devastating. We have put a lot of time and effort into making this the very best experience for our guests and come to depend on the income. We declare all our earnings and pay tax on them so we definitely aren't the only ones benefitting from our small, successful business.

If we weren't able to operate it would not only impact badly on us financially and personally but also our local economy would suffer. We are forever offering recommendations to restaurants, local shops and the neighbourhood's independent cinema. We have had free coffees and great chats with the local cafe's owners who benefit from our recommendations and enjoy welcoming our visitors. So not only has it connected us with the world, it has also connected us with our own neighbourhood. Another aspect of our neighbourhood is the fact there are no high rise and not many options for tourists to stay in the area. Without home stays the local tourism industry would practically cease to exist.

We also have a great relationship with other Air BNB hosts in the area and send bookings their way when we are booked up. Our direct neighbours have always been supportive and friendly

towards our guests - though most of the time they have no idea whether they are guests or just friends or family stopping over for a visit.

When we travelled overseas a few years back the highlight of our trip to Vietnam was staying with a Vietnamese family who we found through the Air BNB community. It was brilliant to experience real Vietnam not just look at it from afar. Our hosts, like us, were proud of their business and we had a wonderful experience: Our three children getting to know their two, and experience Christmas and life in a very different way, was a priceless experience none of us will ever forget.

Air BNB provides an excellent platform that allows us to find out about the people who will be sharing our property before we accept any bookings. They also provide excellent support at all stages of the process. In a time when the world is trying to forge new ways to break down barriers between people of different backgrounds and creeds I think Air BNB is providing a service who's value goes way beyond the dollar. We have welcomed people of many different cultures and they have all been respectful, kind and often lots of fun.

The government and the tourism industry spend millions on promoting Australia as a relaxed happy place to visit and there truly couldn't be a better way to back up those claims than supporting this fantastic travelling, world wide community. Every time someone stays with us they go away promising to tell friends and family that they must take the time to visit. We have had a couple from Canada visit every year for three years; most recently to welcome their first grand daughter. We have also welcomed a number of brides and grooms, and many wedding guests over the years.

All we ask is that the government considers the thousands of happy tourists and very proud operators when they are making any future decisions about this wonderful home sharing community. There will always be a few nah sayers and fear mongers, no matter what business you go into, but their negativity should most definitely be balanced against the many thousands of happy owners and guests who delight in the great opportunities Air BNB affords us all.

Yours sincerely,

Tracey Trinder  
Air BNB Host  
AVALON BEACH

