

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

Name: Name Suppressed

Date Received: 3/11/2015

Partially Confidential

Whenever I travel, the memories I most cherish are not those which can be distilled by a selfie in front of a monument. Instead they are memories of the people I meet and the neighbourhoods I become involved in. Airbnb has allowed me to meet people I otherwise wouldn't, and to truly get to experience the places I've stayed in like a local.

Through Airbnb I have stayed in six different cities, across three different countries. In each location I have stayed longer than I otherwise might have, and I've discovered hidden delights that only the locals know. It has provided me with unique experiences.

While in Bellingham on a very hot day I was shown the local rivers known to the local people. I stayed with a semi-retired couple, supplementing their income, and meeting new friends through Airbnb. They were warm and hospitable, and staying with them showed me some things I otherwise wouldn't have experienced. I have had similar experiences with other hosts who have shared their local knowledge.

When travelling alone or with my partner, staying in Airbnb with sole occupancy (as opposed to sharing the space with the owner) allows us a level of privacy unavailable in a hotel. I've stayed in many hotels for work, and I know what it is like to have neighbours wake you up, to hear the elevator (or worse) through the walls, and to have to put personal papers away as room service (once again, and unnecessarily) re-makes your room. Airbnb allows a level of privacy and flexibility that hotels simply don't, and even the hosts who let out their entire apartment (as opposed to those renting a room in a shared space) have gone out of their way to acculturate me to their neighbourhood.

People ask me if I am concerned about staying in a stranger's home. I say no. All Airbnb hosts are rated by their previous guests on parameters such as cleanliness, friendliness and ease of communication. I've never once felt threatened or exploited at an Airbnb, and I have never once found anything uncomfortable at a host's residence. All hosts I have met have kept their properties to the highest standard and I have returned the favour by being the model guest. While in San Francisco I was even invited in, not only by the host themselves, but by their neighbours who were delighted to have a 'foreigner' stay next door.

The ability to 'live as a local' has made travelling with Airbnb a joy, and I hope that this service is allowed to thrive here, giving Australian and international guests the ability to take away the same wonderful memories of our city.

Yours sincerely,

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