

**Submission
No 119**

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

Name: Name Suppressed

Date Received: 6/11/2015

Partially Confidential

5 November 2015

ATTENTION: Parliamentary Committee Inquiry into the adequacy of regulation regarding short-term holiday letting in NSW

"We stayed at [REDACTED] for a week for our beautiful Byron wedding. Not only was the house, garden and surrounding area simply stunning, the full experience from first contact with Jody until the handing back of the keys to the friendly management was truly exceptional as far as service.

"The house itself is as incredible (or more so) as it looks in the photos, but what can't be seen in the photos is the peaceful and welcoming energy as soon as we drove into the property. So close to the fun of Byron centre yet feels a million miles away from any disruptions! Absolute heaven! We really did not want to leave!

"We're fairly sure we will make the move to the area. Thanks again, Jody, for your flawless service! X"

Feedback from one of many recent, happy holiday guests at our house

We own a five-bedroom property in Byron Bay. We are letting it out as a holiday rental so that we can stay there ourselves for parts of the year as we work toward making a permanent move to the area.

We try to run the house as professionally as we can. We have fantastic feedback from guests, some of whom have promised to come again (and have done so). Our long-term goal is to move to the country. Renting out our house when we are not there ourselves provides us with the flexibility to come and go ourselves and pay our bills relating to the house (including local council rates, government taxes etc).

In the meantime, we work very hard to filter guests, ensure neighbours aren't unduly disturbed by holiday makers (noise or traffic) and adhere to the voluntary code of conduct requested of us through membership of [REDACTED]

On the odd occasion that we have not had good guests, we have taken quick action to resolve issues.

We operate a formal and informal system of feedback to ensure we are improving our place, its safety and comfort. We take great pride in ensuring our house and garden are in good condition.

The bulk of guests comprise family groups – often at least three generations. These are to celebrate birthdays (eg 60ths), family reunions, annual leave for people with young children (out of school holidays) and general R&R. Because we have a five-bedroom house, including single beds, double beds and a cot, they can accommodate the group under one roof at a reasonable price. They are very

grateful they can afford to stay in Byron because of places like ours. Other groups we attract include friends from around the country meeting for a reunion, women having a break from their families for a 'girls' weekend' and friends (a mixture of couples and singles) meeting in Byron to attend a wedding.

We believe our house and its residents, permanent or not, contribute significantly to the local economy. We spend more maintaining our house and running it as a short-term let than we would if we lived there permanently. All of that money goes into the local community, supporting tourism, local trades, retail and services. Byron Bay's economy depends on this type of stimulation for its survival.

We employ a lot of locals – on a permanent, regular basis (at least once for each guest group's visit):

- 1 x cleaning service
- 1 x linen service
- 1 x wheelie bin service
- 1 x lawn mowing and gardening service
- 1 x maintenance and general management service
- 1 x pool service

Several real estate agents/holiday accommodation businesses.

On a regular, but not 'every guest visit' basis, we also use a local:

- electrician
- plumber
- builder/carpenter.

On a less regular basis, we have also used:

- locksmith
- chimney sweep
- window cleaner
- painter
- plasterer
- interior designer
- snake wrangler.

We've even purchased artwork by local artists to display in our home.

In trying to maintain our property at a high standard, we also undertake constant repairs and maintenance which requires expenditure at local businesses. In addition to those service providers previously mentioned, we make great use of:

- hardware, plumbing and electrical stores
- homewares and kitchen shops
- picture framers
- grocery stores.

Needless to say, our guests are contributing to the local economy as would any other tourist.

We imagine that a lot of people would lose their jobs or their income would be reduced, possibly adding to housing problems in the district, should holiday lettings like ours be curtailed.

We are happy to address any queries the committee may have.

Thank you for your consideration of this submission.

Yours sincerely

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