

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

Name: Name Suppressed

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Partially Confidential

SUBMISSION TO PUBLIC ENQUIRY ON SHORT TERM RENTALS - [REDACTED]

My partner and I have been Airbnb hosts now for around 2 years, and we are proud and happy to have been part of the movement towards offering short-term rental accommodation to tourists.

We believe that that this movement has offered great wins for both hosts and travellers, and say this from experience as both hosts and travellers.

Currently as hosts the standards we operate by are those set by Airbnb, who ensure travellers rate their experience according to cleanliness, accuracy, value, communication ease of arrival and location. We have found these criteria to be not only fair and realistic, but provide great feedback and incentive for us to constantly improve. We're proud to be offering a service that travellers themselves want, to a standard they expect.

As a traveller in both Australia and Europe, I have only had extremely good experiences, and for us it reinforces that these criteria are working.

We understand that, as with any new movement, there will come a time for increased surveillance and/or regulation to ensure quality and consistent standards, and hope that these standards will be developed to be fair, consistent and not overly cumbersome so as to rule many hosts out of the market.

To support the perspective we are putting forward, we would like to share our personal story of how we came to be Airbnb hosts. We have met many other people hosting through Airbnb who share similar stories.

Being an Airbnb host has changed and added to our lives. Our children were getting older and we had split custody, so suddenly we had a lot of space in the house. And in Sydney especially, that corresponds to big bills – council, electricity etc. We didn't need so many bedrooms much of the time, and could use the money. Also, it really felt like a waste – this beautiful house, with not enough people sharing it!

My partner has worked in hospitality most of his life – he is a chef, manager and absolutely loves people. I've travelled a lot, studied and practiced as a psychotherapist so I love people too! Why not combine our loves – travel, food, people – as well as our need for extra income? This way we can comfortably afford to stay in the house we love, while opening it up and sharing it with others.

Welcoming people from all over the world comes naturally to us. Sonu, my partner, was born in India, and spent 10 years in Israel running a guesthouse. I was born in Norway and have lived in Australia most of my life. I've travelled a lot through Europe and Asia, and had periods living and working in Malaysia and Indonesia. Together we are a multi-cultural stew! We love being part of this interconnectedness through sharing our home.

As a guest, this desire is the same. I used to travel and stay in hotels or small guesthouses, but the thing I wanted most was to talk to local people. Find out about their life – what makes them tick, where they like to go, what is their experience of living? The best we could do was to do a lot of walking and sitting in cafes and having short (but usually superficial) exchanges with local people. Now, we can stay with people and experience their surroundings from their point of view. It's amazing!

I truly believe Airbnb and the short-term rental movement is opening up the world and connecting people from different backgrounds and cultures – a positive change coming from the Internet age. It's reducing isolation and promoting understanding, and I'm proud to be part of that.

Sincerely,

[REDACTED]