

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

Name: Name Suppressed
Date Received: 9/11/2015

Partially Confidential

Submission to NSW Parliamentary Committee. 8th November 2015

From 

Why do we run an airbnb?

Let me explain - from my personal experience - why airbnb is good for the Australian economy.

As my husband and I reached our fifties we became conscious of ageism in the workforce. Renting out a studio in our backyard - which we bought with my frail ageing mother in mind - has been terrific for us in so many ways. It is a form of self-employed work that is enduring.

Airbnb provides an opportunity for retired people or pre-retirees to generate an income so that they don't have to apply for the age pension or draw down on their superannuation too early. While we enjoy independence from the age pension, if circumstances were otherwise this would be critical. Even where the income generated does not reduce entitlement to the age pension, it enhances the quality of life in retirement.

Our guests support services and businesses in the local areas. They spend money on eating out, shopping, transport and entertainment - much of it around the corner from where we live. Traditional accommodation options are not available in our immediate area so these businesses are seeing tourist spend that they might not otherwise enjoy.

Airbnb is a great tourist experience for visitors. Interaction with a kind, friendly host family and following their recommendations such as cafes, eating out, walks, swimming recommendations translates into a much more positive experience than a non personal hotel experience. Visitors returning from Australia with positive Airbnb experiences are more likely to recommend this destination to their friends than if they endured a three-star tourist hotel.

We believe Airbnb is an essential element in making tourist destinations attractive. There is a growing body of world travellers who prefer Airbnb and factor Airbnb availability into their destination choice. If Airbnb was restricted in NSW, would these people find a 2-3 star hotel instead, or simply go somewhere else where they could enjoy Airbnb accommodation? We appreciate the hotel industry may have its challenges, but it is unlikely that Airbnb is anywhere near the source of them.

All our guests have given us fabulous reviews. In fact we have never had a bad one. We take great pride in our airbnb business. We love meeting different people and the world comes to us. The review system is an important discipline on standards.

We provide accommodation to a full range of travellers from older people visiting their grown up children who live in the area, to a full range of interesting travellers from all over Australia and the world. Engaging with the wider world is an antidote to insular attitudes that undermine social harmony. Airbnb contributes to a more open Australia.

We are responsible hosts and do everything above board. In fact as a personal finance writer for 35 years I write publicly as an airbnb host. It would be great to have some constructive support from the NSW Government. We're not averse to responsible and reasonable regulation. But the motivation of the Government should be how to grow Airbnb in support of inbound tourism, to the benefit of the wider economy. Beyond tourism, this phenomenon touches on retirement incomes, and the type of society we live in. It is something the NSW Government should be excited about.

Yours sincerely

