

**Submission
No 173**

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

Name: Ms Samantha Spencer
Date Received: 9/11/2015

I live with my husband Hugh Spencer, in [REDACTED] at [REDACTED]
[REDACTED]
[REDACTED]

We moved into this unit in September 2013.

We were totally unaware of the problems caused by Short Term Letting when we made the decision to purchase this apartment. We certainly became aware of the problems soon after. This was mainly for us, caused by various tenants in Apartment [REDACTED], right next door. There were 3 other Units in the block available to Short Term Letting. These were advertised on Stayz.com and Air BnB, rentals were advertised "from one night".

The following is a summary of notes I was keeping over the first summer we spent living here.

Notes re turnover of tenants:

There have been changes in tenants almost weekly since mid December 2014.

We do not know the names of tenants in the first 3-4 of weeks as we were baffled by the rate of change.

On the weekend of 11/12th January 2014, the tenants were the [REDACTED] family. There was an altercation in the driveway with [REDACTED], the then Chairman of [REDACTED] Executive Committee. We believe the issue related to illegal parking, but it was most unsettling for us.

13th January, 2014. The new tenants were from Byron Bay, a family with 2 children. There was a problem with the power to Unit [REDACTED], then the power was cut off on 16th, we needed to help with the power box, loaned a torch and candles. A stroller and surfboards were left outside the front door most of the week. This is against [REDACTED] ByLaws.

20th January, 2014. Another new family with 2 blonde children, every day there were clothes drying on the rack outside the door into the garden. There was a childrens birthday party with at least 10 children running in and out and letting the door slam every time.

26th January, 2014 New tenants, American, they were in between moving house. They complained to us re “things” not getting fixed, they had been told there was car parking available with the rental. This was not the case. In view of the apartment not being as they had expected, they have chosen to bring a cat with them, even though they know it is against the rules. Clothes rack left outside, they have brought in 2 plastic chairs and left them out on the lawn. This is against the [REDACTED] ByLaws. We believe they are staying for one month.

It seems that most of the short term tenants have not been told the code for beach access, how to work the laundry, nor where or how to separate the garbage.

As we use the garden on the north side of our apartment, we are the first “neighbours” available for questions when something goes wrong with Unit [REDACTED].

While we would wish to be “neighbourly” it is most irksome when we feel that the owners of Unit [REDACTED] willingly break the rules for financial gain, without suffering any financial consequence. Tenants do not care for shared facilities in the manner of owners/residents.

Nor are owners/non residents charged a higher levy for the maintenance of said facilities.

This is our home, not a hotel to be used by people who do not care for our home.

We moved out of [REDACTED] from April to September 2014.

Since moving back into Unit [REDACTED] after a renovation, our problem with Unit [REDACTED] has been solved as the tenants have purchased the apartment.

However, there are still 2 apartments that are available for Short Term Letting owned by the same family, who happen to live right next door in [REDACTED]

Thank you for your attention to this problem.

Samantha Spencer

[REDACTED]
Mosman 2088
[REDACTED]