

**Submission
No 109**

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

Name: Name Suppressed

Date Received: 6/11/2015

Partially Confidential

To The Parliament of the NSW Government,

My name is [REDACTED] and I am responding to the holiday let situation in Byron bay .

My husband [REDACTED] and I have owned a property in Byron Bay for 10 years .We rented our property to long term tenants originally .They owned 2 small dogs and we had regular complaints of noise from barking dogs but there was little we could do about it so did nothing !!

We converted the house to short term holiday let about 7 years ago as we were aware we could do so .We have continued to operate a successful business since then, and do so responsibly.

My husband employs [REDACTED] and various short term holiday let booking websites for all our enquiries .Our target market is couples between 40-60 with no children .We have had no problems or complaints of noise with this age group .We provide safe and secure premises with maximum privacy .We have neighbours on either side of us operating holiday lets for short term too .We have each others contact details so if there are problems we can attend to them straight away .This hasnt happened .We are members of [REDACTED] and they provide security for us which we pay for .After 2 warnings from [REDACTED] the tenants are removed from the property .This has never happened .We have close and enduring relationships with our neighbours. We have limited accommodation in Byron Bay especially small cottages like ours that are homely and private with a small garden .We are family and pet friendly .

We also employ gardeners and cleaners and meet and greet staff ,not to mention booking agencies and websites. We have a linen services and use various other local service providers like electricians ,plumbers and carpenters .

Because we do most of the bookings ourselves we have excelled in forming good relationships with our guests and we can vett those we dont think are responsible .We send each one Terms and Conditions which state clearly Byron Shire Councils 24/7 noise policies .We pay for 2 extra bins for garbage collection to ensure there is never excess rubbish around .

We attend the premises every time we have a departure to ensure the highest standards possible for the next guests .

My husband and I and our family also use the property for our own private use alot during the year .This is why we are not interested in long term tenancy.We would only offer short term leases so we could use it .

.We also speak to an elderly gentleman nearby and he tells us that he has never heard a sound ..We would like to keep our property as a short term let for all the reasons stated above .

Kind Regards [REDACTED] .

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]