

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

Name: Name Suppressed

Date Received: 3/11/2015

Partially Confidential

3 November 2015

Dear Sir/Madam,

Re: Adequacy of the regulation of short-term holiday letting in New South Wales (Inquiry)

I recently separated from my fiancé and I couldn't emotionally deal with moving house at the same time, but also couldn't afford the repayments on the mortgage by myself.

Airbnb offered me a way to make ends meet financially but also helped me get back on my feet emotionally by giving me some extra time; while it was being Airbnb'd I could stay with my mum.

When I was living in the United States in 2010 I first heard about Airbnb and used it when travelling around the country. I loved the personal encounters and straying in areas that weren't commercial and touristy. Being a guest and loving it – the experience and the hosts meant that I was happy to try being an Airbnb host.

Firstly, I needed to check with everyone in the building that I was looking to use Airbnb and that I would take a great deal of care when selecting the guests that would be coming into my home and their building. I bought the apartment in 2007 and am a Director in the building but was the first person to offer my home for short term leasing through Airbnb. I was met with curiosity and positivity. Everyone was understanding and supportive about my using Airbnb to help me earn some more money and keep my the apartment as my home part time.

I always conversed with guests first to understand if they would respect the apartment and my neighbours too. As I'm still living in the apartment on and off myself it's been important to me, my neighbours in the building and community to attract great guests.

Airbnb gave me the opportunity and satisfaction of meeting people again from all over the world and doing this from my home town. I wanted to share my knowledge of my home town with great people. I felt that travellers would have a rich experience of Sydney if they stayed in my apartment I was available to give tips about great places to eat, drink, yoga and sites to see off the beaten trail. When I was travelling myself, it was the locals that made my experience so much richer. Visiting the select local restaurants or shops following recommendations always felt safe and of value.

The small income has helped with mortgage repayments and buying house improvement items to add value in general. In other words, hosting in my home with Airbnb a few days per week has allowed me to make ends meet whilst at the same time enriching my local community with the influx of travellers taking my recommendations to local businesses. It has also improved my quality of life.

The feedback I get about the hard to find gems in my neighbourhood has been wonderful. Whether it's seasoned travellers, conference goers, interstate workers or relatives visiting patients at the local hospital (my place is opposite Saint Vincents hospital), they all seem to appreciate my hospitality and local knowledge.

As I'm so close to the hospital, I occasionally offer the room to those in need at discounted rates. I feel that this is a way I can 'donate' and give back to the community. One couple was visiting their grandmother before she passed.

I accept all responsibility for my guests' behaviour and I have not had any complaints from neighbours.

In summary, Airbnb has allowed me to:

- be an integral part of my local community and businesses
- make ends meet
- promote NSW, and Sydney in particular, through a personalised array of recommendations
- practice being house proud on a daily basis
- work fulltime while sharing travel experiences
- have the company of people I would never meet otherwise
- share occasional dinners with others rather than eat alone.

I welcome this inquiry that will ensure clearer regulations for fair, safe and progressive laws that will protect home sharing.

Thanks and kind regards,

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