

**Submission  
No 69**

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

**Name:** Mr Kent Farrell

**Date Received:** 3/11/2015

Reference: A summary of an argument for Air BnB accommodation in New South Wales - 2015.

My wife and I operate a single room open-plan apartment that we exclusively operate via Air BnB. This accommodation has been operating since late 2014 following our return to Australia from living overseas for many years.

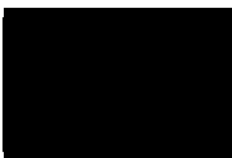
During our time overseas we travelled extensively throughout Europe, Scandinavia, The Middle East, The Mediterranean and Northern Africa. On these travels we initially we did not utilise Air BnB but started to use Air BnB towards the end of our time overseas. Our accommodation during this period was a mixture of up-market 5 Star+ hotels; 3-4 star hotels and on occasions traditional Bed and Breakfast. In the past few years we started to use Air BnB particularly in Scandinavia and Europe.

The reason for this change in travelling habits was the primary driver for us deciding to offer our spare accommodation as Air BnB here in Australia. From our perspective Air BnB is self-regulating as far as standards and suitability of different accommodation is concerned and provides a travel experience that is unique in its own right. Many travellers wish to "experience" the real nature of a location and that often includes meeting and getting to know locals who can make the travel experience so much more rewarding. The advice and attention that can be offered to travellers (we have a mix between International and Domestic guests) cannot be undervalued and based on feedback is important to our guests.

By providing personal care and attention to the needs and wants of our guests from advice on where to buy groceries, to where to visit, what attractions to see and places to experience the best local foods and produce, Air BnB has proven to be a winner. We try to gauge how much interaction each guest would prefer and tailor our communications with them accordingly.

My wife and I are both retired from full-time work and the small amounts of revenue we obtain from operating the Air BnB is most certainly a help in meeting our living expenses. However it is the opportunity to meet new people, promote our region, be actively engaged in the community and the personal satisfaction we derive from operating the Air BnB that provides the motivation to be a part of this sharing economy. Being an Air BnB host is a positive contributor to our personal self-esteem and sense of purpose in our small community.

The announcement of an Inquiry to review the operation of Air BnB in New South Wales is welcomed and we would be pleased to provide more detailed information should that be required.



Kent Farrell



Wendy Farrell