

**Submission
No 124**

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

Name: Ms Helen Bos

Date Received: 6/11/2015

Dear Sir/Madam,

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

After living in our inner city apartment for ten years, my husband recently left me. I was faced with losing my home as well, as I could no longer meet the mortgage payments on my own. However, I had been hearing more and more about Airbnb through friends, and realised this could be a way of making ends meet and enable me to keep my home.

I travelled in my twenties, and always loved meeting people from other countries and cultures. Starting my own small Airbnb business has allowed me to do this again, through offering hospitality to visitors coming to Sydney. In addition, it has enabled me to spend time this year with my family in the country, during the final stages of my father's long battle with cancer. This is something I could never have done without the income provided through my AirBnB business.

This business has also benefitted others, kind friends who have been my 'feet on the ground' when I have not been in Sydney. It has provided a few much-needed extra dollars for a friend in a similar situation to mine, and also for a full-time student needing to support herself through her studies.

Being an AirBnB host has also given me the opportunity to promote Sydney, and NSW in general, through offering the personal recommendations of a 'local'. I love Sydney and my part of it especially, and I love sharing this with others. Although I am a relatively new host, so far I have had a number of international visitors who are in Australia for the first time. From their comments, it is clear that personal recommendations, and the specific answers to their questions that I was able to provide, helped make their first visit to Australia a very positive experience. So far, besides international visitors on holiday, I have also hosted Australians in Sydney for work or else visiting family members for a wedding or new baby. Whether international travellers or interstate visitors, they have all seemed very appreciative of my hospitality and welcome.

This personal touch not only adds to the enjoyment of visitors to Sydney, but it also means more tourist dollars flowing into local businesses. I know that I am contributing directly to my community by attracting guests who then spend their travel dollars in this part of Sydney. A recommendation gives visitors more confidence to choose local restaurants or shops, and they in turn feel they are getting good value for their money.

Finally, it is a top priority to look after my neighbours. I accept all responsibility for my guests' behaviour and I have not had any complaints.

To sum up, Airbnb enables me to:

- ✓ make ends meet and to keep my own home, which I would otherwise have lost
- ✓ get to know people I would not otherwise have the chance to meet, and to share travel experiences
- ✓ contribute in a very real way to my local community and businesses in the area
- ✓ enjoy extending hospitality to others, sharing my small but welcoming inner-city flat
- ✓ promote Sydney, and NSW in general, through offering the personal recommendations of a local resident
- ✓ work full-time but with a flexibility that allows me to be with my family at a critical time
- ✓ help provide extra income for two friends who are also trying to make ends meet

I look to this inquiry to ensure fair and progressive laws that will protect home sharing and the security of many in my situation, or similar.